

CRISIS NURSERY

EMPLOYEE HANDBOOK

February 15, 2023

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Section 1 - GOVERNING PRINCIPLES OF EMPLOYMENT

1-1. INTRODUCTION TO CRISIS NURSERY

Our Mission: Crisis Nursery creates an "Island of Safety" dedicated to the prevention of child abuse and neglect by providing 24-hour emergency care for children and support to strengthen families in crisis.

Our History and Purpose: Crisis Nursery is a not-for-profit organization, serving Champaign County since July 9, 1984. Crisis Nursery was incorporated in December 1983 and was originally located in two rooms at Burnham Hospital. In 1992, the Servants of the Holy Heart of Mary, the original founding sponsors of OSF Heart of Mary Medical Center, took on a benefactor relationship to Crisis Nursery. At that time, the Nursery relocated to a small house on Park Street and expanded prevention services by providing 24/7 emergency care services for vulnerable families. The current facility opened in February 2001, doubling our capacity. In response to rising need, an expansion was added to the building in 2016 allowing us to provide more open play spaces and to increase the number of children served.

Crisis Nursery was established to provide short-term emergency care to children aged birth through six years. Families experiencing a crisis may bring children to Crisis Nursery for up to 72 hours. Other caretakers, social service personnel, legal guardians, and appropriate law enforcement personnel may also refer children. However, only the parent or legal guardian may admit a child to Crisis Nursery.

The purpose of Crisis Nursery is to serve children whose families are in crisis due to reasons such as parental stress, medical emergency, domestic violence, homelessness, or job and school related crises. The Nursery provides community referrals, parent education and support for families to prevent child abuse and neglect. Crisis Nursery also provides support to families and respite from childcare responsibilities until a crisis or stressful situation is partially or completely resolved.

Our Core Services:

1) **Safe Children:** Our Safe Children program is available for families experiencing a crisis or emergency who have no other resources or access to help. Crisis Nursery is child - centered and family-focused. Trained professionals and committed volunteers strive to make every interaction positive while providing nurturing care for the children. Services are voluntary, confidential, and offered at no cost to the parent. If needed, basic care items such as diapers, wipes, formula, and clothing may be available.

2) **Strong Families:** Crisis Nursery's Strong Families program serves those who have used the Nursery for crisis care and is also open to the entire community. Services include:

1. Crisis Counseling
2. Home Visits
3. Parent-Child Interaction Groups
4. Support Groups
5. Parent Education Classes
6. Referrals for Resources and Follow-ups

Crisis Nursery Staff and Personnel: Crisis Nursery is staffed by trained childcare workers, other social service personnel, and volunteers. All Nursery personnel are mandated reporters and are required by law to report any suspicion of child abuse and neglect. Our team is the key to the success of our programs. It is important that each staff member have the attitude, understanding, health, and skills necessary to facilitate program goals and to help care for children in an atmosphere of security and joy. Our staff helps foster self-confidence, independence and maturity, and contributes to the total growth of the child.

Employment in an emergency childcare facility is different from other social service agencies. Since Crisis Nursery is open 24/7, staff members make a commitment to ensure that all duties and responsibilities are fulfilled each and every day. The work needed to achieve successful programs can only be accomplished if the Board of Directors, Executive Director, staff, and volunteers work together as a team to best serve the overall mission of Crisis Nursery.

The Nursery complies with all federal and state employment laws, and this handbook generally reflects those laws. The Nursery also complies with any applicable local laws, although there may not be an expressly written policy regarding those laws contained in the handbook.

The handbook and policies contained within do not form any contractual right, either expressed or implied, to remain in the Nursery's employ. Nor does it guarantee any fixed terms and conditions of your employment. The Nursery or you may terminate your employment at will, with or without cause, and without prior notice at any time.

No supervisor or other representative of the Nursery (except the Executive Director) has the authority to enter into any agreement contrary to the above.

This handbook and the policies contained within, may be modified or discontinued from time to time except as required by law and except for the rights of parties to terminate employment at will.

This handbook supersedes all prior handbooks, manuals, policies and procedures issued by the Nursery. Any violation of policies and/or guidelines set forth in this handbook may result in disciplinary action up to and including termination.

If a written agreement between you and the Nursery is inconsistent with this handbook, the written agreement is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

If you have questions about your employment or any provisions in this handbook, please contact the Director of Finance & HR. We wish you success in your employment here at Crisis Nursery!

1-2. EQUAL EMPLOYMENT OPPORTUNITY

Crisis Nursery is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our Executive Team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, and general treatment during employment.

Affirmative Action

As part of the Equal Employment Opportunity Policy, the Americans with Disabilities Act of 1990 and the Illinois Human Rights Act (IHRA), Crisis Nursery will take affirmative action

by ensuring minority groups, underrepresented individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans and qualified disabled persons are introduced into our workforce and considered for available promotional opportunities.

The Board of Directors has the overall responsibility for to make certain that the Affirmative Action Policy is communicated and implemented and will therefore enlist the cooperation and active support of all staff members. Violation of the Affirmative Action Policy may result in disciplinary measures up to and including termination. Any employee who believes that they have been wrongfully denied reasonable accommodation or that a violation of the ADA or IHRA has occurred should file a report using the Notification Process.

Any employee with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Director of Finance & HR. The Nursery will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If any employee feels they have been subjected to any such retaliation, they should contact the Director of Finance & HR. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge. All employees must cooperate with all investigations.

1-3. PREGNANCY ACCOMMODATIONS

In compliance with Illinois law, Crisis Nursery will not discriminate against employees because of pregnancy; will engage in a timely, good faith, and meaningful exchange with employees affected by pregnancy, childbirth or related conditions; and will endeavor to provide a reasonable accommodation unless doing so will impose an undue hardship on the ordinary operation of the Nursery business.

Such accommodations include modifications or adjustments to the work environment or circumstances under which the employee's position is customarily performed, including but not limited to more frequent or longer bathroom, water intake, or rest breaks; private non-bathroom space for expressing breast milk and breastfeeding; seating accommodations or acquisition or modification of equipment; assistance with manual labor, light duty, or a temporary transfer to a less strenuous or non-hazardous position; job restructuring or a part-time or modified work schedule; appropriate adjustment or modifications of examinations or training materials; assignment to a vacant position; or providing leave to recover from childbirth or pregnancy.

Employees will not be required to accept an accommodation that they did not request or to which they did not agree, nor will they be forced to take leave if another reasonable accommodation is available.

The employee may be required to provide certification from a health care provider concerning the need for a reasonable accommodation to the same extent such a certification is required for other conditions related to a disability. A certification should include:

- medical justification for the requested accommodation(s);
- a description of the reasonable accommodation(s) medically advisable;
- the date the accommodation(s) became advisable; and
- the probable duration of the reasonable accommodation(s).

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The Nursery will not deny employment opportunities or take adverse employment action against employees if such decision is based on the Nursery's need to make a reasonable accommodation, and the Nursery will not retaliate against employees who request an accommodation or otherwise exercise their rights under the Illinois Human Rights Act.

The Illinois Human Rights Act is enforced by the Illinois Department of Human Rights ("IDHR"). The charge process for violations of the law can be initiated by contacting the IDHR at any of the offices shown below or by completing the form at <https://www2.illinois.gov/DHR/Pages/default.aspx>.

Chicago Office

160 North LaSalle Street, Suite N-1000

Chicago, Illinois 60601

Tel: [312-814-6269 and/or tel:3128146269]

TDD: [866-832-2298 and/or tel:866-832-2298]

Fax: 312-814-6517

Springfield Office

300 West Jefferson Street, Suite 108

Springfield, Illinois 62702

Tel: [217-785-4350 and/or tel:2177854350]

TDD: [866-832-2298 and/or tel:866-832-2298]

Fax: 217-524-4877

Employees with questions or concerns regarding this policy or who would like to request an accommodation should contact the Employee's Supervisor.

1-4. DRUG-FREE AND ALCOHOL-FREE WORKPLACE

To help ensure a safe, healthy and productive work environment for our employees and others, to protect Nursery property, and to ensure efficient operations, Crisis Nursery has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the Nursery.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances (including medical marijuana), drug paraphernalia or alcohol by an individual anywhere on Nursery premises, while on Nursery business (whether or not on Nursery premises) or while representing the Nursery, is strictly prohibited.

Employees and other individuals who work for the Nursery also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact the employee's ability to perform their job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this exception does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent the employee is subject to any drug testing requirement, except as permitted by and in accordance with applicable law.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Nursery maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and

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safety of any Nursery employee, including themselves.

TESTING

Each employee, as a condition of employment, will be required to participate in a drug test upon request from the Executive Team, except where prohibited by law. Such testing may be requested prior to sending a supervisor to training, for reasonable suspicion, or post-incident.

If there is reason to suspect that the employee is working while under the influence of an illegal drug or alcohol, the employee may be suspended without pay until the results of a confirmed drug and/or alcohol test are made available to the Nursery by the testing laboratory or Medical Review Officer.

Before being asked to submit to a drug test, the employee must sign a testing authorization and acknowledgment form confirming that he or she is aware of the policy and employee's rights.

A licensed independent medical laboratory will conduct any drug testing required by the Nursery. The Nursery will incur all expenses related to the test.

To ensure the accuracy and fairness of our testing program, all testing will include a screening test, a confirmation test, and the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription for the positive result, and a documented chain of custody.

The substances that may be tested for are amphetamines/methamphetamines, cannabinoids (THC), cocaine, opiates, and phencyclidine (PCP). Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine or saliva.

If initial test results are non-negative or inconclusive, the employee may be suspended without pay until the Medical Review Officer provides confirmed results to the Nursery or until a valid test result may be obtained.

CONSEQUENCES

Any employee who tests positive for the presence of illegal or unauthorized drugs may be terminated immediately. An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test. If the employee receives notice that the employee's test results were confirmed positive, the employee will be given the opportunity to explain the positive result.

1-5. WORKPLACE VIOLENCE

Crisis Nursery is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Nursery and personal property.

Crisis Nursery does not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, Crisis Nursery specifically discourages employees from engaging in any physical confrontation with a violent or potentially violent individual. However, Crisis Nursery does expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled

individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Nursery policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Nursery employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees and visitors are prohibited from carrying weapons onto Nursery premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of the Executive Team with whom the employee feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede Crisis Nursery's ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Nursery determines, after an appropriate good faith investigation, that someone has violated this policy, the Nursery will take swift and appropriate corrective action.

If the employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for the Nursery to be aware of any potential danger in its offices. Indeed, the Nursery wants to take effective measures to protect everyone from the threat of a violent act by employees or by anyone else.

1-6. REASONABLE ACCOMMODATIONS & INTERACTIVE DIALOGUE

Crisis Nursery is committed to complying with applicable federal, state, and local laws governing reasonable accommodations of individuals, including, but not limited to, the Americans with Disabilities Act (ADA). To that end, we will endeavor to make a reasonable accommodation to applicants and employees who have requested an accommodation or for whom Crisis Nursery has notice may require such an accommodation, without regard to any protected classifications, related to an individual's:

- Disability, meaning any physical, medical, mental, or psychological impairment, or a history or record of such impairment;
- Sincerely held religious beliefs and practices;
- Needs as a victim of domestic violence, sex offenses, or stalking;
- Needs related to pregnancy, childbirth, or related medical conditions; and/or

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- Any other reason required by applicable law, unless the accommodation would impose an undue hardship on the operation of our business.

Any individual who would like to request an accommodation based on any of the reasons set forth above should contact their supervisor. Accommodation requests can be made in writing using a form which can be obtained from the Executive Team. If an individual who has requested an accommodation has not received an initial response within five (5) business days, the employee should contact the Executive Team.

After receiving a request for an accommodation or learning indirectly that the employee may require such an accommodation, Crisis Nursery will engage in an interactive dialogue with the employee.

Even if employee has not formally requested an accommodation, Crisis Nursery may initiate an interactive dialogue under certain circumstances, such as when Crisis Nursery has knowledge that employee's performance at work has been negatively affected and a reasonable basis to believe that the issue is related to any of the protected classifications set forth above, in compliance with applicable law. In the event Crisis Nursery initiates an interactive dialogue with an employee, it should not be construed as Crisis Nursery's belief an individual requires an accommodation, but will serve as an invitation for the employee to share with Crisis Nursery any information the employee desires to share, or to request an accommodation.

The interactive dialogue may take place in person, by telephone, or by electronic means. As part of the interactive dialogue, Crisis Nursery will communicate openly and in good faith with the employee in a timely manner in order to determine whether and how Crisis Nursery may be able to provide a reasonable accommodation. To the extent necessary and appropriate based on the request, Crisis Nursery will attempt to explore the existence and feasibility of alternative accommodations as well as alternative positions for the employee. Crisis Nursery is not required to provide the specific accommodation sought by the employee, provided the alternatives are reasonable and either meet the specific needs of the employee or specifically address the employee's limitations.

As part of the interactive dialogue, Crisis Nursery reserves the right to request supporting documentation, to the maximum extent permitted by applicable law.

Crisis Nursery will endeavor to keep confidential all communications regarding requests for reasonable accommodations and all circumstances surrounding the employee's underlying reason for needing an accommodation.

Crisis Nursery will not allow any form of retaliation against employees who have requested an accommodation, for whom Crisis Nursery has notice may require such an accommodation, or who otherwise engage in the interactive dialogue process.

Employees with questions regarding this policy should contact the Executive Team.

1-7. DISCRIMINATION AND NON-HARASSMENT (INCLUDING SEXUAL HARASSMENT)

In compliance with the Illinois Human Rights Act (Act) and any other related federal or local law/ordinance, all employees have the right to be free from unlawful discrimination or harassment (including sexual harassment). This means that employers may not treat people differently based on race, age, gender, pregnancy, disability, sexual orientation or any other protected class named in the Act or any other related federal or local law/ordinance. This applies to all employer actions,

including hiring, promotion, discipline and discharge.

It is Crisis Nursery's policy to prohibit intentional and unintentional discrimination or harassment (including sexual harassment) of or against job applicants, contractors, interns, volunteers or employees by another employee, supervisor, vendor, customer or any third party on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information or any other characteristic protected by applicable federal, state or local laws (referred to as "protected characteristics"). The Nursery also prohibits retaliation. All such conduct will not be tolerated by Crisis Nursery.

The purpose of this policy is not to regulate our employees' personal morality, but to ensure that no one engages in discrimination or harassment (including sexual harassment) of another individual in the workplace, including while on Nursery premises, while on Nursery business (whether or not on Nursery premises) or while representing the Nursery. In addition to being a violation of this policy, discrimination, harassment or retaliation based on any protected characteristic as defined by applicable federal, state or local laws also is unlawful. For example, sexual harassment and retaliation against an individual because the individual reported or filed a complaint of discrimination or harassment (including sexual harassment) or because an individual aided, assisted or testified in an investigation or proceeding involving a complaint of discrimination or harassment (including sexual harassment) as defined by applicable federal, state or local laws or helped others exercise their right to complain about discrimination or harassment (including sexual harassment) as defined by applicable federal, state or local laws are unlawful.

Reasonable Accommodation

Employees also have the right to reasonable workplace accommodations based on pregnancy, disability, religious beliefs or any other reason required by applicable federal, state or local laws. This means employees can ask for reasonable changes to their job if needed because they are pregnant or disabled or because of their religious beliefs or any other reason required by applicable federal, state or local laws.

Discrimination Defined

Discrimination under this policy generally means treating an individual differently or denying or granting a benefit to an individual because of any actual or perceived protected characteristic as defined under federal, state or local law/ordinance.

Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that denigrates or shows hostility or aversion towards an individual because of any actual or perceived protected characteristic or has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, text messages, social media posts or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.). Such conduct violates this policy, even if it does not rise to the level of a violation of applicable federal, state or local laws. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a manner consistent with the intended purpose of this policy.

Sexual Harassment Defined

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

- submission to that conduct or those advances or requests is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct or advances or requests by an individual is used as the basis for employment decisions affecting the individual; or
- the conduct or advances or requests have the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of conduct that violate this policy include:

1. unwelcome flirtations, leering, whistling, touching, pinching, assault or blocking normal movement;
2. requests for sexual favors or demands for sexual favors in exchange for favorable treatment;
3. obscene or vulgar gestures, posters or comments;
4. sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies;
5. propositions or suggestive or insulting comments of a sexual nature;
6. derogatory cartoons, posters and drawings;
7. sexually-explicit e-mails, text messages or voicemails;
8. uninvited touching of a sexual nature;
9. unwelcome sexually-related comments;
10. conversation about one's own or someone else's sex life;
11. conduct or comments consistently targeted at only one gender, even if the content is not sexual; and
12. teasing or other conduct directed toward a person because of the person's gender.

Nursery Reporting Procedures

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to the Employee's Supervisor. If the employee is unable for any reason to contact this person, or if the employee has not received an initial response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact the Executive Team. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level supervisor in the reporting hierarchy.

Investigation Procedures

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. Employees must cooperate with all investigations conducted pursuant to this policy.

Retaliation Prohibited

In addition, the Nursery will not allow any form of retaliation against individuals who report unwelcome conduct to the Executive Team or who cooperate in the investigations of such reports

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in accordance with this policy. If the employee has been subjected to any such retaliation, the employee should report it in the same manner in which the employee would report a claim of perceived harassment under this policy.

Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including termination.

Additional Reporting Procedures

Aside from the internal complaint process at the Nursery described above, employees may choose to file a charge/complaint of discrimination or harassment (including sexual harassment) with the Illinois Department of Human Rights (IDHR).

The charge process for violations of the law can be initiated by completing the form at www.illinois.gov/dhr or by contacting the IDHR at DHR.Intake@illinois.gov, or either of these offices:

Chicago Office
160 North LaSalle Street, Suite N-1000
Chicago, Illinois 60601
Tel: [312-814-6269tel:3128146269]
TDD: [866-832-2298tel:866-832-2298]
Fax: 312-814-6517

Springfield Office
300 West Jefferson Street, Suite 108
Springfield, Illinois 62702
Tel: [217-785-4350tel:2177854350]
TDD: [866-832-2298tel:866-832-2298]
Fax: 217-524-4877

Employees also can contact the Illinois Sexual Harassment and Discrimination Helpline at 1-877-236-7703.

Section 2 - OPERATIONAL POLICIES

2-1. YOUR EMPLOYMENT RECORDS

In order to obtain their position, employees have provided personal information, such as address and telephone number. This information is contained in their personnel file.

Employees should keep their personnel file up to date by informing the employee's supervisor of any changes. Employees also should inform the employee's supervisor of any specialized training or skills they acquire, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach employees in a crisis could cause a severe health or safety risk or other significant problem.

2-2. WORKING HOURS AND SCHEDULE

Pay Period Employees are paid every two weeks on Wednesday for the previous two weeks worked. When payday occurs on an observed holiday, employees are paid on the last working day immediately preceding the holiday. Employees are eligible to be paid via direct deposit, check or cash. The Nursery encourages direct deposit of employee pay.

Work Week Crisis Nursery's official work week runs Saturday through Friday. The Administrative Office is open 8:30 a.m. to 4:30 p.m., Monday through Friday. Operation of specific programs will require staff coverage 24 hours per day, seven days per week, including holidays. To accommodate the hours of service provided, the Director of Programming or Executive Director determines the work shifts needed to meet program specifications. This requires flexibility in the hours of work for all staff and in the scheduling of on-call responsibilities for some administrative and exempt staff.

Staff Meetings Mandatory staff meetings will be scheduled at the discretion of the Executive team. Only an executive team member has the authority to excuse an absence. Employees may be required to present documentation of their absence. Staff will be notified of mandatory meetings at least 24 hours in advance.

Safe Children's Program Staff On-Call Requirements Safe Children's Program Staff are assigned on-call shifts as a condition of employment. Non-exempt employees called in to work during their on-call shift will be paid one and one-half (1.5) times their normal hourly wage for on-call hours worked. On-call staff are expected to answer/respond to all calls/communication received from the Program Office and/or supervisors. If calls/communication are missed, staff are expected to respond within 15 minutes of receiving the attempted communication. Staff are expected to be available and responsive 45 minutes before their on-call shift is scheduled to begin. Staff who are no longer available for their on-call shift must report their absence to their supervisors 48 hours prior to the shift. In an emergency, staff are expected to report their absence as soon as possible. Unreported call-offs for on-call shifts will result in a written warning.

Unresponsiveness or failure to come in during on-call shifts without expected

communication will result in a final warning and suspension.

Lunch and/or Personal Breaks Employees may take a 30-minute paid lunch break for any shift longer than four hours. When working a double shift, employees may take an additional 30-minute paid lunch break when working their second shift. State law requires that employees working a shift of at least 7.5 hours must take a minimum 20-minute break, and this break must be taken before the fifth hour of work. For every 4.5 hours worked over 7.5 hours, employees are entitled to an additional 20-minute break. Staff is allowed to leave the building during a lunch break if at least two other staff members are present or there are no children in the Nursery. If children are present, a minimum of two staff members must be in the building. If an employee works less than four hours, they are not eligible for a lunch break. If an employee needs a personal break, limited to ten minutes per shift, they are asked to arrange for coverage on the floor.

Time Clock System All hourly employees are required to clock in before their shift begins and clock out after their shift ends. Employees who forget to clock in or out must notify their supervisor immediately and may be required to verify their time worked so that they may be paid properly. Written approval from a supervisor will be required to reinstate the hours in question. Habitual failure to clock in/out or falsifying recorded hours may result in disciplinary action up to and including termination.

2-3. TIMEKEEPING PROCEDURES

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by the Executive Team.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not clock in more than 15 minutes prior to the start of their shift.

It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a supervisor, who will attempt to correct legitimate errors.

2-4. OVERTIME

When Crisis Nursery experiences periods of extremely high activity, additional work may be required. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations. Employees may work overtime only with prior supervisor authorization. Any non-exempt employee who works overtime without authorization may be subject to disciplinary action, up to and including termination.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) their regular hourly wage for all time worked in excess of 40 hours each workweek, unless otherwise required by applicable law. Overtime pay is calculated based on actual hours

worked. Paid time off, holidays, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations. For purposes of calculating overtime for non-exempt employees, the workweek begins at 7 a.m. on Saturday and ends 168 hours later at 7 a.m. on the following Saturday.

2-5. SAFE HARBOR POLICY FOR EXEMPT EMPLOYEES

It is Crisis Nursery's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Those classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours they may work for Crisis Nursery. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing wage replacement benefits for such absences (deductions also may be made for the exempt employee's full-day absences due to sickness or disability before the employee has qualified for the plan, policy or practice or after the employee has exhausted the leave allowance under the plan);
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- Family and Medical Leave Act absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the employee works less than a full week; and
- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because the Nursery has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full-

or partial-day absences for personal reasons, sickness or disability.

If employees believe they have been subject to any improper deductions, they should immediately report the matter to a supervisor. If the supervisor is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt and fully acceptable reply), they should immediately contact the Director of Finance & HR or any other supervisor in Crisis Nursery with whom the employee feels comfortable.

2-6. YOUR PAYCHECK

Employees will be paid bi-weekly for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, Crisis Nursery is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in any employee's pay, the employee should bring the matter to the attention of the Director of Finance & HR immediately so the Nursery can resolve the matter quickly and amicably.

Paychecks not subject to the Direct Deposit process (2-7) will be given only to the employee, unless the employee requests that they be mailed or authorizes in writing that another person may accept the check.

2-7. DIRECT DEPOSIT

Crisis Nursery strongly encourages employees to use direct deposit. Authorization forms are available from online in Paycor.

2-8. EMPLOYMENT POLICIES

Eligibility of Employment - In compliance with the Immigration Reform and Control Act of 1986, Crisis Nursery will only hire persons eligible to work in the United States. Upon offer of employment, applicants must provide identification confirming their eligibility. State of Illinois licensing requires Nursery employees to be at least 18 years of age. Crisis Nursery also requires the following documentation upon acceptance of employment:

- CFS 508-1 DCFS Information on Person Employed in a Child Care Facility
- State ID check and fingerprinting
- Department of Child and Family Services (DCFS) background check as required by Public Act 84-154 which amended the Child Care Act of 1969. Crisis Nursery shall conduct background checks on its employees by submitting a completed Form CFS 718 to DCFS
- Signed acknowledgement stating that every staff member will be a mandated reporter under the Abused and Neglected Child Reporting Act.
- Completed physical examination conducted by a physician, the results a tuberculin skin test, and any additional evidence needed to show proof of freedom from communicable disease which might present a health hazard to children. **Employees are required to provide documentation of a current physical examination every two years.**

Professional Development Expectations - All Safe Children program staff (Crisis Support Specialists, Lead Children's Specialists, Children's Specialists, and Early Childhood Specialists) must participate in 10 professional development activities annually. Staff can complete only 1 of the 10 required professional development opportunities a month; thus, staff are encouraged to begin completing as soon as possible to allow for needed flexibility. Staff have 72 hours after completing a professional development activity to notify supervisors of participation for the professional development to count. If a certificate is not provided, staff will need to complete a write-up and email to supervisors. Staff who join the team throughout the year will be responsible for completed a prorated amount of professional development per year based on their start date. Not actively engaging in professional development or failure to adhere to procedures and expectations will result in disciplinary action, up to termination.

2-9. EMERGENCY PROCEDURES

A) Door Procedures

- i. All the doors entering/exiting Crisis Nursery must be locked 24 hours a day, seven days a week.
- ii. The front door is to be used for all client entry including Parent-Child Interaction group attendees. All mail is delivered to this entrance.
- iii. The back door is to be used by staff, volunteers and donors. Donors should ring the doorbell and a staff member can meet them at the back door. UPS and other deliveries will be made to this entrance. Donors, guests, delivery personnel and other non-staff members should be directed to the Administrative office.
- iv. The front door is our first line of defense. The staff member in charge of allowing guests into the Nursery has an extremely important job ensuring the safety of those in the building. Our best defense against unwanted guests is not letting them in initially. Below are the approved and appropriate actions related to unknown guests at the Nursery.
 1. When the doorbell rings, ask "Hi, how can I help you?"
 2. If they indicate they have an appointment with someone or are here for a meeting, ask them to wait while you confirm. Please do NOT let guests in before confirming that the staff is expecting someone. Board member names are listed in the red binder for reference.
 3. If they indicate they have a donation to drop off, assess the situation. If you feel unsafe letting them in, ask them to leave the donation at the door and Administrative staff will pick it up. If it is between 8:30 a.m. and 4:30 p.m. Monday - Friday, and you feel safe letting them in, you may buzz them in and escort them to the Administrative Office.
 4. If they indicate they are here to pick up a child, ask their name and the name of the child. If you are unsure, you may also ask their relationship to the child and ask them to recite the safety word. If you are still unsure, it is okay to have them wait outside while you contact a supervisor. This is especially important when we have a child at Crisis Nursery with an order of protection against a parent or other family member. Nursery staff will be notified when this happens and it is critical that we are extra vigilant when letting people in the building during these times.

B) Fire Alarm Procedures

- i. If the fire alarm sounds, gather all the children and put their shoes and coats on as the situation necessitates. Designate one staff member to retrieve anecdotes, red binder from the Program Office, cellphone, and another staff member to gather the volunteers, staff and children to prepare to exit the building.
- ii. Exit out the east side of the building to the playground. Administrative staff can exit out of the south door and meet the rest of the group inside the playground. Staff should gather near the white storage shed inside the fence. If you feel that you are in immediate danger proceed to the OSF Emergency Room. Wait until the fire department gives the all-clear before returning to the building.
- iii. WE ARE NOT ABLE TO, NOR SHOULD WE ATTEMPT TO DISARM THE FIRE ALARM WHEN IT GOES OFF. If there is no fire and no immediate danger (alarm was pulled by accident, equipment malfunctioned, etc.), call Executive Director. The fire department will arrive each time the alarm is triggered, whether it is a false alarm or not. The security company will contact Executive Director first so she can relay information about a false alarm to the fire department.

C) Fire Extinguisher Locations

- i. Outside the laundry room near the south entrance
- ii. In the break room under the sink
- iii. In the kitchen by the pull-down stairs by the furnace
- iv. Inside the south mechanical room
- v. On the north wall near the playground
- vi. Near the west hall outside of file storage
- vii. Outside the Director of Finance and Human Resources office (near southwest emergency exit)
- viii. Inside the large conference room
- ix. Outside of Safe Children Coordinator's office in the north program hall

D) Tornado Warning Procedures

- i. The NOAA weather alarm (located in the Program Office) will sound, indicating a tornado warning for this area.
- ii. Direct children, staff, and volunteers into the kitchen, as it's structurally the safest room in the Nursery. If you have time, remove table and chairs to fit everyone. Sliding doors to the kitchen should remain closed. The hallway on either side of the kitchen is also an acceptable location. Children and staff attending them take precedence in the kitchen, while volunteers and additional staff may take cover in the hall.
- iii. In addition to staff, children and volunteers, bring the tornado kit (from the trike storage room), pillows and blankets to cover the children's heads, anecdotes, and a cell phone. Keep the children clear of the doorways.
- iv. Stay in the kitchen until the weather radio or other news source indicates the warning has been lifted or has expired.

E) Security Alarm Procedures

- i. Crisis Nursery has a security alarm system that is armed at all times. Zone 8 should always be on and includes the bedroom windows and emergency exits. To make sure, check the panel

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in the Director of Programming's office or the Program Office. During your initial training period, a supervisor will show you how to operate the panel.

- ii. If a window or emergency exit door is opened, the alarm will sound. If there is no immediate danger (i.e., a child or staff member accidentally triggered the alarm,) call Executive Director to inform of situation.
- iii. If there is no immediate danger, disarm the alarm from either one of the panels. You will be shown how to do so in your initial training.
- iv. SEICO (our security company) will call the Nursery. They will ask for the "all clear" code which is our account number. This location of this number will be provided during training. If you do not give the "all clear" code the police will be dispatched to the Nursery.

F) Dangerous Intruder/Appearance of Abuser

- i. Should a person fitting the description of the abuser arrive at Crisis Nursery, that person will not be admitted into the building or playground area for any reason. This is true even if the abuser appears to behave rationally and claims to have subsequent permission from the client to remove the child. Abusers are often extremely manipulative and may appear to behave rationally and normal in a public setting.
- ii. If anyone comes into the building that you feel shouldn't be there, and you feel there is imminent danger to the staff and children, you should immediately press and hold the panic button for two seconds.

These buttons are located in the:

- Program Office—in the top drawer, on a blue-gray lanyard
- Large Indoor Play Space—on the big pillar near the infant space
- Administrative Office - Executive Assistant's monitor stand

iii. The security company will attempt to call the Nursery. If no one answers the police will be dispatched. If you answer the phone and are unable to give the "all-clear", the police will be dispatched.

iv. Gather all children, volunteers, staff, and head to either the south toddler bedroom or the large conference room and lock the door. If possible, grab anecdotes and a cellphone.

v. You will need to hold the panic button down for 2 seconds in order to activate. When the panic button has been pressed, the security company is notified of an emergency and will immediately dispatch police.

vi. If you are unable to get to a panic button, you should gather all children and staff in a safe room (south toddler bedroom or large conference room) and open a window or emergency exit. This will automatically sound the security alarm and the police will be dispatched. If it is safe to do so, proceed to the OSF Emergency Room. Do not return to Crisis Nursery until the police confirm it is safe to do so.

vii. Since every situation is different, use the above to guide your decision. Always trust your instincts and act in the best interest of yourself and the children in our care. Getting everyone to safety is the first priority.

G) Emergency Exit Locations

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- i. By the Director of Finance and Human Resources' Office
- ii. In the large conference room
- iii. Near the Family Specialist storage room
- iv. Two doors on either side of the indoor play area

2-10. TRANSPORTATION POLICY

Crisis Nursery does not transport children or families. If someone needs immediate attention from a trained medical professional, call 911 for the appropriate assistance and transportation.

Due to the Nursery's lack of insurance to transport children, staff members and volunteers are not permitted to transport children or families in personal vehicles. Staff members also will not assist with buckling children into car seats.

Staff members who drive to conduct home visits during working hours must maintain adequate insurance covering their vehicle. Staff members' auto insurance covers any damage to the automobile and basic, legally required liability. Crisis Nursery insurance covers only excess liability over and above staff members' private insurance and none of the cost of repairing damage to a staff member's vehicle.

Section 3 - BENEFITS

3-1. CRISIS NURSERY PAID TIME OFF POLICY

Crisis Nursery appreciates how hard employees work and recognizes the importance of providing time for rest and relaxation. Crisis Nursery fully encourages employees to get this rest by taking paid time off. Time off under this policy includes extended time off, such as for a vacation, and incidental time due to sickness or to handle personal affairs.

Eligible employees will earn paid time off according to the representative chart below:

Category	Length of Employment	Total Equivalent of Personal Leave Days	Maximum Vacation Days accumulated per year	Maximum Sick Days accumulated per year	Maximum Personal Days accumulated per year	Holiday Pay
I & II Full Time	Initial hire up to 5 years	27 days	15 days	8 days	4 days	10 days
	5 years up to 10 years	32 days	20 days	8 days	4 days	10 days
	10 years and after	37 days	25 days	8 days	4 days	10 days
I & II Part Time	Initial hire up to 5 years	pro-rated	pro-rated	pro-rated	pro-rated	pro-rated
	5 years up to 10 years	pro-rated	pro-rated	pro-rated	pro-rated	pro-rated
	10 years and after	pro-rated	pro-rated	pro-rated	pro-rated	pro-rated
III Full Time	Initial hire up to 5 years	20 days	10 days	8 days	2 days	10 days
	5 years up to 10 years	25 days	15 days	8 days	2 days	10 days
	10 years and after	30 days	20 days	8 days	2 days	10 days
IV Part Time	Initial hire and after	0 days	0 days	2 days	1 day	0 days

Category I: Executive Director, Director of Development & Communications, Director of Finance & Human Resources, and Directors of Programming

Category II: Development Specialist, Executive Assistant, Family Specialists, Marketing & Events Coordinator, Strong Families Coordinator, Program Coordinator, Safe Children Coordinator

Category III: Full-Time Safe Children's Program Staff: Children's Specialists, Crisis Support Specialists, Lead Children's Specialists and Early Childhood Specialists

Category IV: Part-Time Safe Children's Program Staff: Childcare Assistant, Children's Specialists, Crisis Support Specialists and Lead Children's Specialists

Vacation Employees are eligible for paid vacation per the chart above. Employees must work at least three months before being eligible to take vacation days. Time off must be requested and approved in advance by a supervisor. Approval is determined on a seniority basis. Requests for vacation should be submitted at least two weeks in advance of the anticipated dates. In unusual circumstances a paid vacation day may be granted without two weeks' notice provided the employee could not anticipate the need for time off. A maximum of 15 days of vacation time may be accrued at any given time. Earned but unused vacation time up to a maximum of 15 days will be paid upon separation in the final paycheck.

For purposes of computing eligible vacation time, complete calendar months worked are used

and days are rounded up to the nearest half day.

Sick Time Sick time will be accrued according to the chart above. All employees will be credited with two days paid sick leave (or prorated portion) upon employment with the remainder of the sick leave being released upon the satisfactory completion of the three-month probationary period. Sick days may be used to cover days absent due to personal illness, the illness of a family member or funeral leave not covered under the bereavement policy. Following the probationary period, employees will be credited with the prorated number of hours at the end of each month for a total of eight paid sick days per year. During a leave of absence, sick days will not accrue.

If an employee cannot report to work due to illness they must notify their immediate supervisor and the program office (for Safe Children staff) at least four hours prior to the start of their shift for each day of the illness. If the employee does not notify their supervisor of any absence from work due to illness they will not qualify for pay the days they were absent. For an absence of three or more days an employee may be required to present a signed doctor's statement documenting the nature of the illness and the reason they were unable to return to work.

Employees absent for three consecutive work days without notifying their supervisor will be considered to have voluntarily quit their employment with the Nursery.

At the end of each fiscal year employees may carry over unused sick days into the next fiscal year. At resignation or termination an employee will not be paid for accumulated sick days. Employees who have accrued 18 days of sick time will be given the option to convert 8 days of sick time into 4 additional days of vacation with the approval of the Executive Director.

Personal Days Personal days with pay are allowed for all employees and may not be used until the three-month probationary period is successfully completed. These personal days are based on the fiscal year and are credited to employees on July 1. Personal days will be pro-rated for employees in the first year of employment. Written notice requesting a personal day must be given to a supervisor. Personal days may not be carried over and are not payable at termination of employment. Unused personal days will roll over into sick days at the end of the year.

3-2. PAID HOLIDAYS

Employees are eligible for paid observed holidays only after the successful completion of the three-month probationary period.

Crisis Nursery must be staffed at all times including observed holidays. Time off will be granted on a rotating basis. Staff scheduled on a holiday may work with their supervisor to obtain a substitute if necessary. Any such arrangements must be approved by the Director of Programming.

Employees that are scheduled to work on observed holidays are paid time-and-a-half for hours worked. On-call employees who are called in on a holiday are paid double-time for hours worked. The following ten holidays are observed by Crisis Nursery:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving

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- Christmas Eve
- Christmas Day
- Day after Christmas

Holiday Gift Days will be offered to full time staff who stay with the Nursery consecutively at least 1 year or more:

1 year = 1 Gift Day

2 years = 2 Gift Days

3+ years = 3 Gift Days

A schedule of observed holidays will be distributed at the beginning of each fiscal year. For holidays that fall on a weekend the Administrative offices will be closed on either the preceding Friday or the following Monday.

Employees will not be paid for a holiday if they have an unexcused absence on the day before or after the holiday. Extenuating circumstances should be discussed with a supervisor or human resources and every effort should be made to notify a supervisor should an unexpected absence occur on one of these days. If a designated holiday falls within an employee's scheduled vacation, then that day will be paid as a holiday and not a vacation day.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of the Nursery.

The Safe Children's program will be staffed according to the following schedule:

New Year's Day	Crisis Care Only
Martin Luther King, Jr. Day	Regular Care
Easter	Regular Care
Memorial Day	Regular Care
Independence Day	Crisis Care Only
Labor Day	Regular Care
Thanksgiving	Crisis Care Only
Friday after Thanksgiving	Regular Care
Christmas Eve	Regular Care until 6pm
Christmas	Crisis Care Only
Day after Christmas	Regular Care

3-3. LACTATION BREAKS

Crisis Nursery provides employees who are nursing with reasonable break time to express breast milk after the birth of a child.

The break time provided must run concurrently with any other break time provided to employees

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but to the extent the lactation break does not occur during an otherwise unpaid break such time is paid.

The Nursery will make reasonable efforts to provide a private location in close proximity to the employee's work area. The Nursery will not retaliate against employees for exercising their rights under this policy.

3-4. WORKERS' COMPENSATION

On-the-job injuries are covered by Crisis Nursery's Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their supervisor. Failure to follow Nursery procedures may affect the ability of employees to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

3-5. JURY DUTY LEAVE

Crisis Nursery realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are expected, however, to provide proper notice of any request to perform jury duty as noted below and provide verification of their service, including fees received for jury duty service.

Employees also are expected to keep the Executive Team informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for the Executive Team, employees may be asked to try to postpone jury duty.

The Nursery is not obligated to compensate employees for time taken off for jury duty. However, exempt employees will be paid their full salary.

Employees summoned for jury duty must deliver a copy of the summons to the Nursery within 10 days of the date of issuance of the summons to the employee.

3-6. WITNESS LEAVE

Employees called to serve as a witness in a judicial proceeding must notify their supervisor as soon as possible.

Employees will not be compensated for time away from work to participate in a court case, but may use available vacation and personal time to cover the period of absence.

Employees attending judicial proceedings in response to a subpoena will not be disciplined for their absence.

Employees subpoenaed in a case related to Crisis Nursery will be compensated if outside of regular work hours.

3-7. CRISIS NURSERY BEREAVEMENT LEAVE

Crisis Nursery may grant up to three regularly scheduled work days off with pay, due to attending the funeral and/or handling the arrangements upon the death of an employee's father, mother, spouse, child (including legally adopted and stepchildren), domestic partner, sister, brother, mother-in-law, father-in-law, grandparents and grandchildren. This is not an automatic three-day leave, the length of time given will depend on the timing and circumstances of the death. Employees are encouraged to notify their supervisor as soon as possible when the need for bereavement leave arises.

If an employee is not eligible for paid bereavement leave they may be granted time off without pay at the discretion of their supervisor. Employees may use accrued vacation, sick or personal days to offset any unpaid time off.

3-8. VOTING LEAVE

Employees who are eligible to vote in an election may request up to two (2) hours with pay to vote while polls are open and during their regularly scheduled shift.

Employees must notify Crisis Nursery of their intention to vote during their regularly scheduled shift at least one (1) week prior to Election Day.

3-9. VOLUNTARY EMERGENCY WORKERS LEAVE

Crisis Nursery will not discharge employees who serve as volunteer emergency workers and are absent from or late to work due to their participation in an emergency situation. Volunteer emergency workers include volunteer firefighters, emergency medical technicians, ambulance drivers or attendants, first responders, members of county municipal emergency services and disaster agencies, and auxiliary policemen or deputies. Employees must make a reasonable effort to notify the Nursery that they may be absent from or late to work.

3-10. BENEFIT PLANS

Crisis Nursery is pleased to offer a variety of benefit plans including health, dental, life insurance, FSA (Flexible Spending Account), and a Simple IRA. Employees who work 35 or more hours per week are eligible for benefits.

For details of coverage and eligibility please review the Summary Plan description booklets that have been provided. The precise terms and conditions of these benefits are governed by the Plan documents. Employees may review the Plan documents for any of these benefits by contacting the Director of Finance and Human Resources.

Section 4 - LEAVES OF ABSENCE

4-1. CRISIS NURSERY LEAVE OF ABSENCE POLICY

Employees may find it necessary to take an unpaid leave of absence for their own or a close family member's illness, to care for a new baby, or other personal reasons. The employee should request the leave in writing at least thirty days in advance and all requests must be approved by the Executive Director. Requests will be approved based on reason for the leave, workload at the Nursery during the time period requested, specific job duties, past performance and the needs of the Nursery. In the event an employee calls in or otherwise verbally requests a leave of absence, a written request should be made as soon as possible. If the necessary paperwork is not completed properly and in a timely manner, the Nursery reserves the right to take disciplinary action up to and including termination.

If the leave of absence is approved, the employee will be required to pay their portion of the medical insurance premium for the length of the leave. If the employee does not return to work at the end of the leave the employee will be required to pay back the Nursery's portion of the premium accumulated during the leave as well. A prorated amount of the Nursery's premium accumulated during the leave may also be charged to the employee if they leave shortly after their return from an extended leave (i.e., if an employee is off for 8 weeks and returns to work for 2 weeks, then 6 weeks of the premium paid will be charged to the employee). Although the leave is unpaid, employees may use accrued vacation and/or sick days. Upon returning to work, Crisis Nursery will attempt to return the employee to their previous position or a comparable position but cannot guarantee to do so.

Employees who fail to return to work after their leave has expired or who fail to make a request for an extension of their leave prior to the expiration of the current leave will be considered to have voluntarily terminated their employment. No employee while on leave of absence shall work or be gainfully employed by an entity other than the Nursery unless express written permission has been granted. Any employee violating this policy or found to have given a false reason for leave may be subject to disciplinary action up to and including termination.

4-2. MILITARY LEAVE

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide the Executive Team with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask the Executive Team for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give the Executive Team as much advance notice of their need for military leave as possible so that Crisis Nursery can maintain proper coverage while employees are away.

4-3. FAMILY MILITARY LEAVE ACT

Crisis Nursery will grant eligible employees up to 15 days of unpaid family military leave if their spouse or child is called to military service with the State or the United States for more than 30 days. Family military leave must be taken during the time federal or state deployment orders are in effect.

To be eligible, the employee must have been employed for at least 12 months and have worked at least 1,250 hours during the 12-month period immediately preceding the request for family military leave. Employees may take family military leave only if they have exhausted all accrued vacation, personal, compensatory and other leave, except sick and disability leave.

The request for leave must be made at least 14 days in advance if the leave will consist of five (5) or more consecutive work days. If the leave will consist of less than five (5) days, the request must be made with as much advance notice as is practicable.

Employees that take family military leave may elect to continue benefits at their own expense during the leave.

Employees that take family military leave will be reinstated to the position they held before commencing leave, or to a position with equivalent seniority, status, employee benefits, pay and other terms and conditions of employment.

Employees must provide certification from the proper military authority to verify their eligibility for the family military leave requested.

4-4. LEAVE FOR DOMESTIC, SEXUAL AND GENDER VIOLENCE OR OTHER CRIMES OF VIOLENCE

In accordance with the Illinois Victims' Economic Security and Safety Act, employees who are the victims of domestic violence, sexual violence, gender violence or any other crime of violence or who have family or household members who are the victims of domestic violence, sexual violence, gender violence or any other crime of violence whose interests are not adverse to the employee as it relates to the domestic violence, sexual violence, gender violence or any other crime of violence, may be eligible for up to eight (8) weeks of unpaid leave within any 12-month period, and upon return will be restored to the same or an equivalent position.

Employees may elect to substitute any or all annual or vacation leave, personal leave and sick leave during the otherwise unpaid leave. This substitution of paid leave does not extend the total allowed leave period but runs concurrently with it. Leave under this policy also runs concurrently with Family and Medical Leave when the reason for the leave qualifies for Family and Medical Leave, such as for a serious health condition. In these situations, the leave does not extend any unpaid time available to the employee under Family and Medical Leave.

Reasons for Leave

Eligible employees may take leave under this policy so that they or a member of their family or household may take part in one or more of the following actions:

- seek **medical attention** for or recover from physical or psychological injuries caused by domestic violence, sexual violence, gender violence or any other crime of violence;

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- obtain services from a **victim's services** organization;
- obtain **psychological or other counseling**;
- participate in **safety planning**, including temporary or permanent relocation, or other actions to increase their physical safety or economic security; or
- seek **legal assistance** or remedies to ensure their health and safety, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic violence, sexual violence, gender violence or any other crime of violence.

For purposes of this policy, "family or household member" means a spouse or party to a civil union, parent, grandparent, child, grandchild, sibling, or any other person related by blood or by present or prior marriage or civil union, other person who shares a relationship through a child, or any other individual whose close association with the employee is the equivalent of a family relationship as determined by the employee and persons jointly residing in the same household.

Notice of Need for Leave

Eligible employees must provide the Nursery with at least 48 hours advance notice of the need for leave, unless such notice is not practicable.

Certification of the Need for Leave

To request leave, the employee must supply the Nursery with a sworn statement from the employee that the employee or a family or household member is a victim of domestic violence, sexual violence, gender violence or any other crime of violence and that leave is necessary for one of the reasons described above.

The employee seeking leave also must provide supporting documentation from one of the following sources if the employee has possession of such document:

- a victim's services organization;
- a member of the clergy;
- an attorney;
- a medical or other professional from which the employee or family or household member has sought assistance;
- a police report or court record; or
- any other corroborating evidence.

Employee Benefits

During an approved leave, the Nursery will maintain the employee's health benefits as if the employee continued to be actively employed.

If paid time off is substituted for unpaid leave, the Nursery will deduct the employee's portion of the any applicable health plan premium as a regular payroll deduction.

If the employee's leave is unpaid, the employee must make arrangements with the Director of Finance & HR prior to taking leave to pay their portion of any applicable health insurance premiums each month.

If the employee elects not to return to work at the end of the leave period, the employee will be required to reimburse the Nursery for the cost of the health benefit premiums paid by the Nursery for maintaining coverage during the unpaid leave period, unless the employee cannot return to work because of continuation, recurrence or onset of domestic violence, sexual violence or

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gender violence or other circumstances beyond the employee's control.

Intermittent and Reduced Schedule Leave

Unpaid leave may be taken consecutively, intermittently (in separate blocks of time) or on a reduced leave schedule (reducing the usual number of hours you work per work week or work day).

Periodic Reports

During a leave, the employee must provide periodic reports (at least every 30 days) regarding the employee's status and any change in the employee's plans on returning to work.

Enforcement and Retaliation

Employees will not be subject to discharge, harassment or discrimination for exercising rights or attempting to exercise rights under this policy, opposing practices that they believe to be in violation of this policy or supporting the exercise of rights of another under this policy.

If employees have any questions regarding this policy, they should contact the Executive Team.

Section 5 - GENERAL STANDARDS OF CONDUCT

5-1. WORKPLACE CONDUCT

Crisis Nursery endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Nursery's sole discretion. Below are the Nursery's expectations of workplace conduct:

Courtesy to our Clients - It is critically important that employees treat clients, volunteers, funders, donors, business and community partners, and other third parties with the utmost courtesy, respect and responsiveness. Employees must be congenial and respectful in meeting their needs and try to anticipate those needs wherever possible. If any difficult situations arise, employees should inform a supervisor or the Executive Director immediately.

Confidential Information - All information regarding Nursery clients, daily operations, policies and procedures, financial information, donors, funders, and any other sensitive matter is CONFIDENTIAL and should never be discussed with anyone outside of the Nursery.

Aside from reporting or disclosing information required by law, this handbook, or other Nursery policies, no information may be released about anyone or anything without proper authorization, except where allowed and protected by law. Release of unauthorized information is in violation of our policy and may lead to disciplinary action up to and including termination.

Each request for information must include a signed and dated release form. Requests may be made for a specific purpose (such as an ongoing investigation) or pursuant to a court order. No statement, news item or photographs of children at the Nursery may be released by any employee to the mass media including social media outlets such as Facebook, Twitter, or Instagram without prior approval of the Executive Director or the Director of Development and Communications.

Cultural and Linguistic Competency Policy - Crisis Nursery serves clients from a variety of cultural, linguistic, and socioeconomic backgrounds. Crisis Nursery values diversity, and will treat all clients with respect, dignity, and fairness. Staff will meet the client "where they are" in terms of development, progress, and recovery, and try to understand the client's world view. Practices will be adapted as needed and as appropriate to respect the client's background. Employees must possess the ability to respond appropriately to the cultural, linguistic, and socioeconomic differences present among the Nursery's service population.

Attendance and Punctuality - Employees must be on time every day. Staff members are expected to arrive at the Nursery at their scheduled start time, so they are prepared to begin work on time. This allows for exchange of information and adequate preparation for their shift.

An unapproved absence is defined as the failure to report to work or to remain at work as scheduled. Excessive unapproved late arrivals, absences or early departures may lead to disciplinary action up to and including termination. Notify your immediate supervisor and the program office if you will be absent, and do so no later than FOUR hours prior to your shift.

Supervisors will approve absences and tardiness on a case by case basis. Tardiness or absences related to personal or family illness, jury duty, or other valid reasons may be excused. If requested, employees must be able to provide documentation for the absence. Failing to request advanced approval for an absence or to report absences/tardiness as described above may result in an unexcused absence.

Employees who fail to call in for three consecutive days, whether to report an absence or request that their absence be excused, shall be considered to have voluntarily terminated their employment with Crisis Nursery. Employees with above average rate of tardiness or absences may be required to provide documentation. Excessive tardiness or absenteeism, even excused, may lead to disciplinary action including termination.

5-2. USE OF COMMUNICATIONS AND COMPUTER SYSTEMS

Crisis Nursery's communication and computer systems are intended primarily for business purposes. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the Crisis Nursery systems.

Crisis Nursery may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Nursery deems it appropriate to do so. The reasons for which the Nursery may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Nursery operations continue appropriately during the employee's absence.

Further, Crisis Nursery may review Internet usage to ensure that such use with Nursery property, or communications sent via the Internet with Nursery property, are appropriate. The reasons for which the Nursery may review employees' use of the Internet with Nursery property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Nursery operations continue appropriately during the employee's absence.

The Nursery may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Nursery's policies prohibiting harassment, in their entirety, apply to the use of Nursery's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Nursery's communication and computer systems are intended for business use, all employees, upon request, must inform the Executive Team of any private access codes or passwords.

PROHIBITED ACTIVITIES

Use of computer resources for any of the following activities is strictly prohibited:

- Internet, Nursery-provided equipment may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.

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- The following actions are prohibited: using abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon the Nursery or be contrary to the Nursery's best interests unless doing so could be considered a protected activity; and engaging in any illegal activities including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and Nursery-provided equipment such as cell phones and laptops.
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
- Employees must not use the system in a way that disrupts its use by others.
- Employees should not open suspicious e-mails, pop-ups or downloads.
- Violating any state, federal or international law.
- Installation of unauthorized software.
- Use of computer resources to seek out other employment, using/downloading any software/virus/worm that could reveal Nursery information.
- Attempting to send any form of electronic communication that bears a fraudulent origin or identification, including forging another's identity on e-mail.

Violators of this policy may be subject to disciplinary action, up to and including discharge. If you become aware of someone using computer resources for any of these activities, you are obligated to report the incident immediately to your supervisor.

INFORMATION SECURITY

- Employees must take all necessary steps to prevent unauthorized access to the Nursery's confidential information. Examples include personally identifiable information such as employees' or customers' credit card data, birth dates, home addresses, phone numbers, and other sensitive data. Credit and debit card data is particularly sensitive and must be handled with care. Specifically:
- Credit and debit card data must never be written down unless specifically authorized by your supervisor and only when the data will be protected from unauthorized access and will be destroyed properly and promptly.
- In the case of manual swipe transactions, all paper receipts must be turned into the supervisor at the end of the day or your shift, whichever comes first.
- When manually entering credit and debit card numbers, only enter them into the appropriate fields.
- If you come into contact with credit card or debit card data in a place where it should not be, you must alert your supervisor and the Executive Director immediately.
- Employees must not send any sensitive data such as credit card numbers, personal information or passwords through the Internet unless the connection is encrypted. Users must not include sensitive data in messaging technology (e.g. email or text messages) sent through the Internet unless these messages are encrypted with software approved by the Nursery.
- All employees are responsible for immediately communicating all known or suspected policy violations or compromises of the Nursery's Information Security Policy to their supervisor and the Executive Director.

Violations of this policy will be taken seriously and may result in disciplinary action, including possible termination, and civil and criminal liability.

5-3. USE OF SOCIAL MEDIA

Crisis Nursery respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. In recognition of emerging technologies, and applications currently in use or introduced to the environment in the future will be subject to these requirements. However, to protect Nursery interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Nursery equipment or property, unless previously authorized to do so as part of the employee's job function. Use of personal social media accounts such as Twitter, Facebook or similar sites, can be monitored and restricted if use is excessive during the work day.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether the employees are posting something on their own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions the Nursery and also expresses either a political opinion or an opinion regarding the Nursery's actions that could pose an actual or potential conflict of interest with the Nursery, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Nursery's position. This is necessary to preserve the Nursery's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. Nursery policies apply equally to employee social media usage.

Crisis Nursery encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their supervisor. Failure to follow these guidelines may result in discipline, up to and including termination.

5-4. INSPECTIONS

Crisis Nursery reserves the right to require employees while on Nursery property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Nursery or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Nursery or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

5-5. CONFLICT OF INTEREST AND BUSINESS ETHICS

It is Crisis Nursery's policy that all employees avoid any conflict between their personal interests and those of the Nursery. The purpose of this policy is to ensure that the Nursery's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Nursery.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Nursery, by any employee who is in a position to directly or indirectly influence either the Nursery's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with the Nursery;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Nursery or which competes with the Nursery; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Nursery.

A conflict of interest would also exist when a member of the employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is the employee's responsibility to report any actual or potential conflict that may exist between the employee (and the employee's immediate family) and the Nursery.

5-6. USE OF FACILITIES, EQUIPMENT AND PROPERTY, INCLUDING INTELLECTUAL PROPERTY

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Employees should notify their supervisor if any equipment, machines, or tools appear to be damaged, defective or in need of repair. Prompt reporting of loss, damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Supervisors can answer any questions about the employees' responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of the Nursery's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including termination.

Further, the Nursery is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

5-7. HEALTH AND SAFETY

The health and safety of employees and others on Nursery property are of critical concern to Crisis Nursery. The Nursery intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to the Executive Team immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Nursery's premises, or in a product, facility, piece of equipment, process or business practice for which the Nursery is responsible should be brought to the attention of the Executive Team immediately.

Periodically, the Nursery may issue rules and guidelines governing workplace safety and health. The Nursery may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's supervisor as soon as possible, regardless of the severity of the injury or accident.

5-8. HIRING RELATIVES/EMPLOYEE RELATIONSHIPS

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, Crisis Nursery may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists. The Nursery reserves the right to proceed with hiring such an individual and will ensure an alternate structure for supervision is put in place.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of the Nursery. Accordingly, all parties to any type of intimate personal relationship must inform the Executive Team.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Nursery generally will attempt to identify other available positions or implement a different supervisory structure but if no alternate plan or position is available, the Nursery retains the right to decide which employee will remain with the Nursery.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

5-9. PUBLICITY/STATEMENTS TO THE MEDIA

All media inquiries regarding the position of the Nursery as to any issues must be referred to the Director of Development & Communications or Executive Director. Only the Director of Development & Communications or Executive Director is authorized to make or approve public statements on behalf of the Nursery. No employees, unless specifically designated by the Director of Development & Communications or Executive Director, are authorized to make those statements on behalf of Nursery. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Nursery must first obtain approval from the Director of Development & Communications or Executive Director. Said article will be submitted for review prior to publication; the author agrees to any edits solely intended by the reviewer to accurately portray the Nursery where such review and approval will not be unreasonably withheld.

5-10. BUSINESS EXPENSE REIMBURSEMENT

This policy establishes the procedures all employees must follow when they are required to incur business-related expenses on behalf of Crisis Nursery.

Employees are expected to use good judgment regarding all expenses incurred while conducting business for Crisis Nursery. Expenses must be reasonable in the circumstances, necessary and incidental to the performance of the business involved and for the primary benefit of Crisis Nursery rather than the employee.

Expense Reporting

Employees must properly substantiate all business expenses submitted for reimbursement in accordance with this policy.

Employees are responsible for properly substantiating all charges incurred on behalf of the Nursery. All expense reports should be submitted in a timely manner, no later than 30 calendar days from the date the expense was incurred. Expenses submitted more than 30 calendar days after being incurred may be denied for reimbursement, at the Nursery's discretion.

Employees are expected to submit original receipts or other supporting documentation for all business expenses incurred on behalf of the Nursery in accordance with this policy. However, if a receipt or other supporting documentation is missing, lost or nonexistent, employees should contact the Executive Director to discuss whether reimbursement may still be available.

Reimbursement

There are limits on the types and amounts of expenses that will be reimbursed, as follows:

1. the Nursery will not reimburse employees for any of the following types of expenses: alcohol, traffic tickets incurred while traveling on business and parking tickets incurred while traveling on business.
2. the Nursery will not reimburse employees for any single expense of more than \$100. The Nursery also will not reimburse employees for expenses that attempt to evade this maximum amount, for example, where employees artificially split a single expense into two transactions so that both are under the limit.
3. the Nursery will not reimburse employees for any expenses that are not required or that

primarily benefit employees, rather than the Nursery. This includes, but is not limited to, expenses employees incur by purchasing smartphones or other electronic devices that the employees own, voice or data plans on such devices, Internet service at employees' residence, other home-office equipment or furniture, and like expenses. Even if items or services such as these are used for business purposes at times, employees are generally not required to purchase them in order to perform their job duties, and they are primarily for the employee's benefit rather than for the Nursery's. Accordingly, expenses for items or services of this nature will not be reimbursed by the Nursery.

4. any other expenses that, in the Nursery's discretion, are unreasonable, extravagant, or not business-related, will not be reimbursed by the Nursery.

Expenses that violate any of the four guidelines above will not be reimbursed unless the employee received approval from the Executive Director, in writing, prior to incurring the expense.

The Nursery assumes no responsibility to reimburse employees for expenses that are not in compliance with this policy.

5-11. SEPARATION OF EMPLOYMENT

Resignation Procedure Employees should provide their supervisor with at least two weeks' notice prior to resignation. Employees are expected to report to work during this transition period unless otherwise instructed. Use of vacation or other time off during this period is strongly discouraged and may result in immediate termination.

Following termination, employees will be paid for all earned and unused vacation days unless there are extenuating circumstances. All keys, equipment, files, and other Nursery property must be returned prior to the last day worked and/or receipt of the last paycheck.

- **Cobra Insurance Coverage.** Under COBRA (Consolidated Omnibus Budget Reconciliation Act of 1985) "you and your covered dependents may be eligible to continue medical and dental coverage at your expense in accordance with the law for a certain period of time, if you are terminated for reasons other than gross misconduct on your part." You will receive specific information regarding this immediately upon separation.

Employment References No detailed references will be given in the event of employment termination. The Nursery will only verify position, salary level, dates of employment, and eligibility for rehire. All other outside requests for employment verification (such a mortgage loans and credit or reference checks) will only be provided with advanced written authorization from the employee. No supervisor is authorized to give references on behalf of the Nursery.

Re-Employment If an employee is terminated due to misconduct, absenteeism/tardiness, or unsatisfactory performance, they will not be considered for re-employment. If an employee is terminated for other reasons, they may be considered for re-employment.

5-12. ATTIRE AND GROOMING

All Crisis Nursery employees are representatives of the Nursery and therefore should present themselves to clients, funders, donors, business and community partners, and the general public in a professional manner. Clothing should be clean, neat, appropriate and free of controversial logos. To prevent injury and to promote a safe workplace, Nursery employees working directly with children must wear closed-toe shoes at all times unless working in the infant play room.

Appropriate workplace dress does not include clothing that is too tight or revealing; clothing with rips, tears or frays; sweatpants, pajama pants, lounge clothes or slippers; or any extreme style or fashion in dress, footwear, accessories, or fragrances.

An employee who is unsure of what is appropriate should check with his or her supervisor.

Any staff member who does not meet the attire or grooming standards may be asked to leave to change clothing or address personal hygiene. Hourly staff members will not be compensated for any work time missed because of failure to comply with these standards.

NOTE: Changes in these policies may take place from time to time. Notice will be provided to all employees as this occurs. All employees must comply with the current policy and any future amendments. The Nursery will consider requests or exceptions based on legally protected religious observances, as reasonable accommodations to an employee's disability, or as otherwise required by law.

Section 6 - CHILD ABUSE AND NEGLECT REPORTING POLICY, PROCEDURE, AND MANDATED REPORTER STATUTE

6-1. OBJECTIVE & PROCEDURE

The objective is to protect children from abuse and neglect, while complying with the Abused and Neglected Children Reporting Act.

The basis for reasonable cause to believe a child may have been abused or neglected includes but is not limited to observation of injuries, marks, bruises or other physical signs of abuse or neglect, the child's statements reporting abuse or neglect, or the parent's statements reporting abuse or neglect. Once a Crisis Nursery employee determines there is reasonable cause, the following steps must be taken:

1. Employees must document their observations and any statements made by the child or parents in the child's file;
2. Employees must notify their immediate supervisor of the situation;
3. The employee must call the DCFS (Department of Children and Family Services) hotline (1-800-252-2873 or 1-800-25-ABUSE) and inform the hotline worker they are a mandated reporter and provide the Nursery's name and telephone number. The employee should then provide the child's name, date of birth, address, and current whereabouts; the parents' names, address and telephone, and the exact nature of the suspected abuse or neglect.
4. The employee must complete a CANTS 5 (Written confirmation of Suspected Child Abuse/Neglect Report) form and mail it to DCFS within 48 hours of the time the report is made. The original is to be mailed to:

DCFS Regional Officer
ATTN: Child Protective Services
508 S. Race
St. Urbana, IL 61801

A copy is to be mailed to:

State Central Register Illinois DCFS
IL Dept of Children and Family Services
406 East Monroe Street, Station #30
Springfield, IL 62701

Important Points:

- Crisis Nursery's responsibility is to report suspected abuse and neglect, not to determine whether abuse or neglect has in fact occurred.
- Although the immediate supervisor must be notified before the DCFS hotline is called, a

supervisor cannot discourage or otherwise interfere with an employee's legal responsibility to report suspected abuse or neglect.

6-2. MANDATED REPORTER STATUTE:

325 Illinois Compiled Statutes 5/4

Chapter 325. Children

5/4 Persons required to report; privileged communications; transmitting false report:

Persons required to report: privileged communications; transmitting false report. Any physician, resident, intern, hospital, hospital administrator and personnel engaged in examination, care and treatment of persons, surgeon, dentist, dentist hygienist, osteopath, chiropractor, podiatrist, physician assistant, substance abuse treatment personnel, funeral home director or employee, coroner, medical examiner, emergency medical technician, acupuncturist, crisis line or hotline personnel, school personnel (including administrators and both certified and non-certified school employees), educational advocate assigned to a child pursuant to the School Code, member of a school board or the Chicago Board of Education or the governing body of a private school (but only to the extent required in accordance with other provisions of this Section expressly concerning the duty of school board members to report suspected child abuse), truant officers, **social worker, social services administrator, domestic violence program personnel**, registered nurse, licensed practical nurse, genetic counselor, respiratory care practitioner, advanced practice nurse, home health aide, **director or staff assistant of a nursery school of a child care day center**, recreational program or facility personnel, law enforcement officer, licensed professional counselor, licensed clinical professional counselor, registered psychologist and assistants working under the direct supervision of a psychologist, psychiatrist, or field personnel of the Department of Healthcare and Family Services, Juvenile Justice, Public Health, Human Services (acting as successor to the Department of Mental Health and Developmental Disabilities, Rehabilitation Services or Public Aid), Corrections, Human Rights, or Children and Family Services, supervisor and administrator of general assistance under the Illinois Public Aid Code, probation officer, or any other foster parent, homemaker or **child care worker** having reasonable cause to believe a child known to them in their professional or official capacity may be an abused child or a neglected child shall immediately report or cause a report to be made to the Department (of Children and Family Services)..in addition to the above persons required to report suspected cases of abused or neglected children any other person may make a report if such person has reasonable cause to believe a child may be an abused child or a neglected child...

...Any person who enters into employment on and after July 1, 1986 and is mandated by virtue of that employment to report under this Act shall sign a statement on a form prescribed by the Department, to the effect that the employee has knowledge and understanding of the reporting requirements of this Act. The statement shall be signed prior to commencement of the employment. The signed statement shall be retained by the employer. The cost of printing, distribution, and filing the statement shall be borne by the employer...

...The Department shall provide copies of this Act, upon request, to all employers employing persons who shall be required under the provision of this Section to report under this Act...

Any person who knowingly and willfully violates and provision of the Section other than a second or subsequent violation of transmitting a false report as described in the preceding paragraph is guilty of a Class A misdemeanor for a first violation and a Class 4 felony for a second or subsequent violation;

except that if the person acted as part of a plan or scheme having as its objective the prevention of discovery of an abused or neglected child by lawful authorities for the purpose of protecting or insulating any person or entity from arrest or prosecution, the person is guilty of a Class 4 felony for a first offense and a Class 3 felony for a second or subsequent offense (regardless of whether the second or subsequent offense involves any of the same facts or persons as the first or other prior offense)...

Section 7 - CAREGIVING POLICIES & STRATEGIES

7-1. APPROPRIATE CONTACT WITH CHILDREN

1. Physical Interaction

Crisis Nursery serves clients from a variety of cultural, linguistic, and socioeconomic backgrounds. Crisis Nursery values diversity, and will treat all clients with respect, dignity, and fairness. Staff will meet the client "where they are" in terms of development, progress, and recovery, and try to understand the client's world view. Practices will be adapted as needed and as appropriate to respect the client's background. Employees must possess the ability to respond appropriately to the cultural, linguistic, and socioeconomic differences present among the Nursery's service population.

Staff and volunteers will be aware of appropriate physical contact at all times. Never at any time will a staff member or volunteer interact with children in a manner that could be interpreted as inappropriate or sexual, including verbal insinuations, as they are considered to be sexual abuse and misconduct. All staff and volunteers will refrain from kissing children, for both sanitary reasons and the difficulty of distinguishing between appropriate and inappropriate contact.

Acceptable physical contact includes: welcomed hugs, pats on the back, high fives, infant and toddler holding and rocking, holding a child on your lap and holding hands. Children will not be restrained using physical force at any time or forced into physical contact of any kind, including hugs or seemingly friendly contact.

2. Verbal Interaction

All staff and volunteers will speak to children maintaining reasonable volume and positive tone. Derogatory language, name-calling and yelling are prohibited.

3. Emotional Interaction

All staff members and volunteers will be aware of appropriate emotional contact with children at the Nursery. Children will be treated with respect and never humiliated, bullied, scapegoated or targeted for emotional harassment of any kind. All children will receive adequate and equal attention, praise and positive interaction.

If at any time these guidelines are not followed or a situation is deemed questionable, the Executive Director will be informed immediately, along with the proper authorities.

7-2. CHILD DISCIPLINE POLICY

A. The Nursery strives to provide a safe, effective and controlled manner in which to discipline a child. No form of physical punishment (i.e. hitting, striking) or restraint may be utilized and is strictly prohibited. A positive attitude will always be our guide when correcting incidents of inappropriate behavior. Generally, these incidents are minor and warrant a simple re-directive approach.

B. In extreme cases a child may be asked to spend some time in a quiet area until they calm down. The child will not be expected to stay in the quiet area any longer than one minute per year of age unless they choose otherwise. Should a more severe behavior problem arise, communication

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between the Director of Programming and the child's caregivers is vital in finding an appropriate solution. If a child cannot conform to the regulations of the program, for their safety and the safety of the children around them, a meeting will be arranged with the family to develop a plan for care. Every effort will be made to avoid restricting a child from care at the Nursery.

C. The following are considered the ONLY acceptable methods of discipline and will be applied only until the child regains control of his/her behavior:

- Temporary removal of toys or activities for no longer than 5 minutes
- Restriction to a specified area within Crisis Nursery (i.e. quiet time)

Staff members should document discipline concerns in case notes, and information should be shared with caregivers, as needed

D. The following are unacceptable methods of discipline:

1. Discipline out of proportion to the particular inappropriate behavior
2. Discipline initiated more than 24 hours after staff learn of the inappropriate behavior
3. Discipline by his or her peers
4. Discipline implemented because of the misbehavior of another child
5. Verbal abuse, threats, or derogatory remarks about him/her or his/her family under any circumstances
6. Corporal punishment under any circumstances
7. Discipline for toilet accidents
8. Cruel or unusual punishment under any circumstances.

E. Children will not be deprived of:

- Food, visits or phone calls with the parent/legal guardian, clothing, sleep, items for personal hygiene, showers/ baths or access to the toilet or exercise

7-3. BATHROOM POLICIES

1. To ensure the safety of children, the bathroom door must remain open at all times when a staff member and child are in the restroom.
2. Only staff members are allowed to take children to the restroom and give baths. Being seen and heard when assisting children ensures everyone is aware of proper conduct.
3. Children must be supervised at all times while using the restroom or during diapering.
4. Never leave children unattended.
5. Always use gloves when handling diapers, soiled clothing or any bodily fluid.
6. Wash your hands immediately after assisting each child.

Diaper Changing Procedures

Maintain proximity to the child at all times. To ease the child's anxiety, explain each step as you go. **Follow these steps every 2 hours:**

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1. Wash hands
2. Get correct diaper size
3. Place the child on the changing table
4. Put gloves on
5. Remove bottom clothing
6. If needed, apply rash ointment
7. Place dirty gloves, dirty diaper and wipes into the trash
8. Put clean diaper on with clean hands or gloves
9. Use purple topped wipes to clean table after each child
10. Wash and sanitize hands

7-4. HANDWASHING POLICY FOR STAFF, VOLUNTEERS, AND CHILDREN

Staff, volunteers, parents and children entering the building are instructed to wash their hands upon arrival for 30 seconds with soap and water.

Staff and volunteers will maintain proper hand hygiene in the following situations:

1. Upon entering the building
2. When hands are visibly dirty
3. Before and after direct child contact
4. Before preparing food, handling dishes or eating;
5. Before and after feeding a child;
6. After contact with blood or bodily fluids
7. Before/after touching one's face
8. After toileting

All children will maintain proper hand hygiene in the following situations:

1. Upon entering the building
2. When hands are visibly dirty
3. Before and after handling food
4. After toileting
5. After contact with blood or bodily fluids
6. Before and after touching one's face
7. When hands are visibly dirty
8. Prior to leaving the building

7-5. NAPS AND BEDTIME POLICY

Infants

1. Infants cannot be left to sleep in a swing, bouncy chair, car seat or stroller; they must be transferred to a crib. This is to reduce the risk of Sudden Infant Death Syndrome (SIDS).
2. Place infants on their backs to sleep. Do not put pillows, blankets or stuffed animals in their crib.
3. During naps and bedtime, infants will only be left alone when they are in a crib and

positioned so they are visible and audible on the security monitor in the Program Office.

Children Older than Age 1

1. Once a child begins to walk, they can no longer be placed in a crib but will be placed on a cot.

Overall

1. Children can be left alone during naps and bedtime once they have fallen asleep. The children will then be watched on a monitor from the Program Office.
2. During naps and bedtime, Safe Children Staff will maintain a visual of the hallway, check on infants and children every 15 minutes by checking the security monitor, and every 30 minutes by doing a visual check through the windows of the bedrooms. Crisis Support Specialists will assist with watching the monitor when children are sleeping.

7-6. INFECTION DISEASE PROTOCOL

1. Children with family members in their home exhibiting symptoms of illness will NOT be admitted into the Nursery.
2. Parents will be screened during the initial call and temperature checks will be completed at arrival and pick up. Parents with a fever greater than 100.4 or displaying two or more symptoms of a contagious illness will be sent home and children will not be admitted.
3. Complete temperature checks at arrival, before meals, before bed and prior to departure for children. Anyone exhibiting a fever > 100.4 or two or more symptoms of a contagious illness will not be admitted or will be sent home.
4. Children, staff or volunteers displaying symptoms will be instructed to contact their health care provider for recommendations

7-7. STANDARD PRECAUTIONS

Crisis Nursery shall ensure that all health requirements of the State of Illinois and the Illinois Department of Children and Family Services are followed. Within their first year of hire, all Crisis Nursery staff members shall attend an Infection Control and First Aid class. Thereafter, employees shall attend an Infection Control class annually and a First Aid class every three years. These classes will address the concepts related to Standard Precautions.

First Aid Procedures

The following steps are taken if a child is injured and the injury is not severe or does not require medical attention:

1. Care is administered by a qualified staff member. Volunteers are not to assume care-taking positions, particularly in situations requiring first aid of any kind.
2. Put on personal protection equipment (gloves, etc.). Clean and dress wound. Do not give a child medication without parental consent. No medication is given without parental

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consent. Exceptions include topical cream such as antibiotic ointment.

3. The staff member will fill out a Significant Incident Report, which will be filed in the family's records. A copy will be given to the Director of Programming to review with the Executive Director and signed. A copy will be kept in the DCFS file for the required length of time.
4. The staff member will notify parent/legal guardian of the injury.

First Aid Procedures Requiring Emergency Medical Services

The Crisis Support Specialist's duty during a medical emergency is below:

1. If a child is experiencing a medical emergency, a staff member is expected to call 911 to request ambulance transportation. If an ambulance and/or paramedics are not necessary but immediate medical attention is needed, the child will be taken directly to OSF by Crisis Nursery staff.
2. Make and provide copies of relevant medical paperwork and consent/release forms to the paramedics or hospital personnel. 3. Contact the child's parent/legal guardian and encourage them to meet the staff at the hospital. Call the child's primary physician (when necessary) to inform them of the child's transfer to the hospital. If the parent/legal guardian is unavailable, the staff member who accompanied the child to the hospital will stay with the child during the entire emergency room visit unless another staff member arrives to relieve them. If possible, a staff member will obtain a copy of the emergency room treatment report and any necessary follow-up information.
3. A staff member will be responsible for completing a Significant Incident Report to document the medical emergency prior to the end of the shift. The form will be filed in the family's records and a copy will be given to the Director of Programming. The Director of Programming and Executive Director will sign the Incident Report and a copy will be kept in the DCFS file for the required length of time.

Reduction of Risk

1. Whenever possible, Crisis Nursery staff members should use protective equipment to reduce the risk of exposure to blood and body fluids.
2. The use of disposable gloves is mandatory in the following situations: for digital exams of the mouth, contact with non-intact skin or an actively bleeding child; when hands come in contact with a bodily fluid (i.e. diapering, cleaning a bodily fluid, handling contaminated laundry); when a child or a staff member has cuts, chapped hands or dermatosis; or if there is a risk of exposure to bodily fluids.
3. Management of skin lesions, eye care, diapering/laundry, and gastrointestinal excretion requires handwashing, the use of gloves, proper disposal of dressings, proper washing of soiled linens. Any open cuts, sores or lesions on children or staff should be properly covered with a band aid, gauze, etc.

Sanitation & Disposal

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1. Crisis Nursery staff members will wear disposable gloves and use a disinfectant solution to clean and sanitize surfaces soiled by blood/bodily fluids. Any toys, pacifiers, and/or other child items that have been exposed to blood/bodily fluids, dropped on the floor or placed in a child's mouth will also be sanitized.
2. Disposable gloves will be discarded immediately in the area they were used if a tear or puncture occurs. They will not re-used.
3. Disposable gloves, dressing materials (band aids, gauze, etc.), and/or disposable items that show no evidence of blood will be handled as general waste.
4. Items soiled with urine, stool, etc. will be placed in a regular plastic bag, tied closed, and placed in a waste container.

Exposure to Blood/Bodily Fluids

1. Staff members will treat all blood/bodily fluids as potentially infectious and report all accidental exposures to the Executive Director.
2. The Executive Director will also report any accidental exposure to the Champaign-Urbana Public Health Department.
3. Any Crisis Nursery staff or child who has been accidentally exposed to blood/bodily fluids will be evaluated by an appropriate medical agency within 2 hours of the exposure.

Reporting

1. If a staff member, volunteer, or child was exposed to blood or a bodily fluid, a Significant Incident Report must be completed prior to shift and submitted to the Executive Director. When necessary, the Crisis Support Specialist will inform the parent/legal guardian of the exposure.

GENERAL HANDBOOK ACKNOWLEDGMENT

Your new hire paperwork will contain a receipt that you have received this handbook. It states:

The Employee handbook describes important information about Crisis Nursery and I understand that I should contact my supervisor or the Director of Finance & HR regarding any questions not answered in the handbook or any questions I have regarding the information contained within. I have entered into my employment relationship with Crisis Nursery voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or the Nursery may terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal, state or local law.

I understand and agree that, other than the Executive Director, no supervisor or representative of Crisis Nursery has any authority to enter into any agreement for employment other than at will and then only in writing signed by the Executive Director.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written permissions or statements regarding the terms and conditions of my employment with Crisis Nursery. By distributing this handbook, the Nursery expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, the Nursery reserves the right to change any and all policies and practices at any time. The Nursery has the right to change my hours, wages and working conditions at any time, so long as doing so would not violate any state or federal law.

I have received the handbook and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.