



BELLTOWN
DISCOVERY CENTER

Family/ Policy Handbook

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belltowndiscovery.net

Our Mission

We strive to become your child's second home.

- A place where all children are accepted and loved.
- A place where laughter and play are cherished.
- A place where children are given warm responses to their actions.

Philosophy

Learning while playing is the basis of our teaching philosophy.

Operating Policy

Days & Hours of Operation

The center is open Monday through Friday 7 AM to 5:30 PM, year-round. With extended hours from 6:30 AM to 7 AM.

Holidays & Center Closures

To keep a quality staff, we pay our employees for holidays. Parents are responsible for payment on all days we are closed.

- New Year's Day (January 1st)
- Good Friday
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- Christmas Day (December 25th)

If any of these holidays/dates occurs on a Saturday, it will be observed on the preceding Friday. If the holiday occurs on a Sunday, it will be observed the following Monday.

Admission & Agreements with Parents

Our program cares for children from the age of 6 weeks to 12 years old. A \$45 non-refundable registration fee, along with the first weeks tuition is due upon registration. All forms (registration, contract & Health Assessment with required immunizations) must be filled out prior to the first day of attendance.

Tuition payments are due weekly regardless of any absence, including sick days and holidays, and is due by Monday morning before the week of care. A \$5 plus 1% of unpaid tuition late fee will be added on Tuesdays. If payment is overdue by 2 weeks a child may not return to the center unless a payment arrangement is made with the management. Children who are not school age must have their Health Assessments updated yearly. School-age children are required to have a physical upon entering kindergarten and then as required by the school district for which that child attends and acceptable to the local education authority. Belltown Discovery Center, LLC is open to students of any race, color, nationality, and ethnic origin.

Parents are required to call or send a message in the app by 9:00 am to let staff know if their child will not be coming in or will be late. An adult must accompany your child to and from his/her classroom. **Any**

changes in address, phone number, employment, etc. must be given to the Director in writing. If toys are brought in from home, the center is not responsible for broken or lost toys. Parents are required to provide the following items for their child:

Supplies Required by room:

Infants:

- diapers & wipes
- diaper cream if needed (must complete permission form)
- sunscreen (must complete permission form)
- pack & play sized sheet & sleep sack (if used at home)
- 3 extra outfits
- pacifier if used
- 1 bottle per feeding plus an extra (breast milk or formula) (bottles can either be premade or we can make here if you provide a container of formula) (All bottles can be warmed using bottle warmer)
- family picture
- **everything must be labeled with your child's name**
- **And a written daily schedule of your child's day and needs such as bottles and naps**

Waddlers & Toddlers:

- diapers & wipes
- diaper cream if needed (must complete permission form)
- sunscreen (must complete permission form)
- crib sized sheet & blanket
- 3 extra outfits
- lunch in a lunch box and sippy cups/water bottle
- family picture
- **everything must be labeled with your child's name.**

Pre-school:

- crib sized sheet & blanket (labeled with child's name)
- sunscreen (must complete permission form)
- lunch in a lunch box, snacks, and water bottle (labeled with child's name)
- backpack to transport items back and forth to school (labeled with child's name)
- 2 extra outfits (labeled with child's name)
- family picture
- 2-inch 3 ring binder

Provisional Enrollment

The first 14 days will be regarded as a trial period, in which case either party may terminate the contract without notice. After the first 14 days of enrollment, enrollment shall be accepted as permanent. Belltown Discovery Center reserves the right to dismiss any family for nonpayment of the bill for more than two weeks.

Family Involvement/Access to Program and Facility

Our center has an open-door policy. Parents and guardians are encouraged to visit their children whenever possible. The center also plans periodic educational and fun field trips. Volunteers are more than welcome.

Withdrawal/Expulsion of Children

Parents or guardians must provide the center with 2 weeks written notice prior to withdrawing their child from the center. All tuition owed must be paid in full. Likewise, if possible, the program will provide the same courtesy if care for a child must be terminated for any reason.

The Release of Child

Belltown will only release the child to parents and individuals, designated by parents, with proper identification. Parents must sign an Alternate Person Pick-up Authorization form with names, address, and phone numbers of three additional persons (state law) who are authorized to pick up the child. Belltown will never release your child to anyone unless the Center has that person's name on the authorized permission sheet. Belltown does not accept daily notes for Authorized pick-ups.

Late Pick-Up Policy

If a parent is running late and will not be able to make it to the center by 5:30PM a call is necessary. If a parent has not called and or picked up their child 15 minutes after the closing time of 5:30 PM, a staff member will attempt to call the child's parents/guardians using the numbers provided. If they cannot be reached, the staff person will attempt to call the emergency and authorized, alternate adults provided by the parent/ guardians from the forms filled out at the time of enrollment. The police will be called after 6:00 PM if parents or other adults specified on the permission to release forms cannot be reached. At that time the child may be released to the police. The non-emergency number for our local police department is 860-267-9544. . If a child is not picked up at the closing time of 5:30 p.m. an \$10.00 for the first 15 minutes and then \$1 for every minute after. Police arrangements are made after 6:00 p.m.

Emergency Plans

MEDICAL:

In case of a medical emergency, a qualified staff member will attend to first aid as needed. Another staff member will notify the family of the child. Attempts will be made to consult with the child's physician/dentist. If neither is available, the program's medical consultants will be contacted. For extreme emergencies, 911 will be called. An ambulance will take the child and a staff member to the nearest hospital. The child's emergency permission form will be brought with them. A staff member will notify the family or alternate pick-up person to meet the child in the emergency room. Additional staff will be called in if necessary to maintain required ratios. In the event a child becomes ill while at the Center, parents will be notified, and the child will be moved to a designated area where the child will be made comfortable. A staff person will always remain with the child.

FIRE:

In the event of a fire, evacuation from the building will be through the closest fire exit. Non-mobile children will be placed in cribs with wheels to transport them out. A Staff will be responsible for supervising the children under their care and leading them to the fire exit. Attendance clipboard will be used for verification of the headcount. Immediately, the group will walk to the nearest playground area safely away from the building, and line up to take a name to face attendance. Director or person in

charge will be responsible for taking attendance lists, portable first aid kit, cell phone and emergency files with them. Should it not be possible to return to the building, staff will walk the children the Memorial School. Parents will be notified via phone and/or parent's app.

WEATHER:

On snow days, or during other hazardous weather emergencies, the program will make every effort to remain open. The center will close if the Governor closes the roads. Parents will be notified via email, phone call and/or Facebook to pick up their children due to early closing. Ratios will always be maintained and two staff 18 years or older will remain on the premises with the children until all are picked up.

In the event of other serious weather emergencies, such as tornadoes or hurricanes, staff and children will remain indoors away from windows and doors. First aid staff will be on hand to administer first aid, as needed until emergency personnel arrive. Parents will be notified after the immediate danger has passed.

EVACUATION:

If the facility must evacuate, the children and staff will be walking to the evacuation area at Memorial School. Advanced contact has been made with the town's Civil Preparedness Unit, adding Belltown Discovery to their list of emergencies. Parents will also be notified to pick up their children. Ratios will always be maintained and two staff 18 years or older will remain with the children until all the children are picked up.

Medical Policies

No child may be admitted to a Center when he/she is suspected to have a communicable disease. If a child becomes ill at the Center, he/she must be isolated from the other children. A staff member will stay with the child until the child is picked up from the center.

1. Rashes, Diarrhea (more than 2 times in one day) or Vomiting: Unless otherwise noted by a physician in writing, all suspicious rashes are considered contagious. If your doctor determines, in writing, that the cause is not contagious, your child may return to Belltown. A child must be 24 hours without vomiting or diarrhea before returning to Belltown.
2. Fever: If your child has a fever of 100.4 degrees or above, they cannot attend the daycare. Their temperature must be normal for 24 hours before returning to daycare. Any temperature over 100.4 is not considered a "teething fever."
3. If your child cannot fully participate in the program. Examples of this include excessive crying, being able to go outside and extreme fatigue.
4. Any condition deemed an illness by the commissioner of Early Childhood and Department of Health
5. If a child is being sent home a medical policy form must be filled out and signed by the parent stating they agree to the medical policy.

Special health information such as developmental variations, allergies, and requirements for medication is required prior to admission. Center will follow an action plan provided by medical or psychological professionals.

Accident/Incident Reports

Reports will be filled out by the attending staff member on the app. This form is to then be signed by the parent and returned to the director. The form will be kept in the child's file by staff. If a parent wants a copy one can be made.

Administration of Medications Policy

The center will administer emergency medications and prescribed medication which includes prescribed inhalers and premeasured commercially prepared injectable medication (i.e., Epi-pens, etc.), non-prescription topical medication and EMERGENCY oral medications (i.e., Benadryl). The parental responsibilities include providing the center with the proper medication authorization form, and the medication. The medication administration form must be signed by the authorized prescriber and parent/guardian giving the center authorization to administer the medication. This form is available at the center.

The medication authorization form must include information, such as:

- The child's name, address, and birth date
- The date the medication order was written.
- Medication name, dose, and method of administration
- Time to be administered and dates to start and end the medication.
- Relevant side effects and prescribers plan for management should they occur.
- Notation whether the medication is a controlled drug.
- Listing of allergies, if any and reactions or negative interactions with foods or drugs
- Specific instructions from prescriber how the medication is to be given.
- Name, address, telephone number and signature of authorized prescriber ordering the drug.
- Name, address, telephone number, signature, and relationship to the child of the parents giving permission for the administration of the drug by a staff member.

Please note that there are many variations of the medication administration form that medical providers have access to. It is the parent's responsibility to ensure the medication administration form clearly states that it is for licensed childcare centers. Please understand that your child may not be able to attend if he/she does not have the proper authorization.

All medications must be in their original child-resistant safety container and clearly labeled with the child's name, the name of prescription, date of prescription, and directions for use. Except for non-prescription medications, premeasured commercially prepared injectable medications (i.e., Epi-pens), glucagon and asthma inhalant medications, all medications will be stored in a locked container and, if directed by a manufacturer, refrigerated. Controlled medications will be stored in accordance with 21a-262-10 of the RCSA. Non-prescription topical medications will be stored away from food and inaccessible to children. Staff responsibilities include, but are not limited to, ensuring the medication administration form is complete and that the medication is received matches the medication orders and stored as directed. The center staff will keep accurate documentation of all medications administered. Included, but not limited in the documentation are:

- Name, address, and DOB of the child

- Name of the medication and dosage
- Pharmacy name and prescription number
- Name of an authorized prescriber
- The date & time the medication was administered.
- The dose that was administered
- The level of cooperation of the child
- Any medications error.
- Food and medication allergies
- Signature of the staff administering

- Any comments

Parents will be notified by the parent's app, email, or telephone call when/if a child has been administered any prescription medication. Staff are trained in the administration of medication by a physician, physician assistant, APRN, or RN and renewed every three years. Training for premeasured commercially prepared injectable medications is renewed each year. At no time are untrained staff allowed to administer prescription medications.

All unused or expired medication shall be returned to the parent/ guardian or disposed of if it is not picked up within one week following the termination of the order, in the presence of at least one witness. The center shall keep a written record of the medications disposed of when shall be signed by both parties.

Child Discipline Policy

The goal of discipline is to help the child develop self-control and move toward appropriate social behavior. Examples of developmentally appropriate methods utilized for resolving conflict are:

- **Positive guidance**

When disputes arise among children or between a child and staff, the staff will encourage a “talking out” process where the goal is to acknowledge feelings and find solutions using the children’s ideas wherever possible.

- **Setting clear limits**

Staff will encourage and model positive behavior, positive reinforcement, the use of peer support and clearly defined rules.

- **Redirection**

A child who may be aggressive or who is disruptive or destructive of other children’s work may be asked to make an activity choice in another area.

If inappropriate behavior continues, a consultant may be called to observe the child. A permission form will need to be signed by parent allowing observation. Belltown and the parents will work together to implement strategies. Outside resources such as ECCP may be utilized. If challenging behaviors continue and the program and the program is not a good fit for the child, the child will be referred to 211 Child Care to secure a more appropriate setting.

-Staff will continuously supervise children during disciplinary actions.

-Staff shall not be abusive, neglectful, or use corporal, humiliating or frightening punishment under any circumstances. - No child will be

physically restrained. If a child is in immediate crisis, the proper resource will be contacted to intervene, unless it is necessary to protect the safety or health of the child or others, using the least restrictive methods, as appropriate.

-A child may be sent home from the Belltown Discovery Center for behaviors that include:

- Hitting a teacher or using inappropriate language towards a teacher.
- Bullying classmates
- Disruptive Behavior: Screaming, using inappropriate language.
- Hitting, Biting, Scratching, Spitting
- Exposing private parts
- Safety issues such as running off away from the class (standing on chairs or tables, throwing items, pushing, and shoving)
- Unable to gain control of him/herself in a timely manner.

If the behavior persists after appropriate support has been provided or a child has been sent home because of behavior that is detrimental to the child, other children and/or the staff, and all strategies have been exhausted; plans with the family to secure a more appropriate setting for the child will be made. The Belltown Discovery Center does reserve the right to dismiss a child immediately if inappropriate behavior can no longer be managed effectively by the teaching teams and it endangers other children in our care.

Free resources:

National Center for Pyramid Model Innovations NCPMI challengingbehavior.org. (Look under implementation) ctoec.org/professional-development-and-technical-assistance/pyramid-model/pyramid-model-resources/

Early Childhood Consultation Partnership (ECCP) | Connecticut (CT) (eccpct.com)

Mobile Crisis About (mobilecrisisempst.org)

Abuse and Neglect Policy

All our staff have a responsibility to prevent child abuse and neglect of any children involved in our center.

Definition: Child Abuse includes:

- Any non-accidental physical or mental injury (i.e., shaking, beating, burning)

- Any form of sexual abuse (i.e., sexual exploitation)

- Neglect of a child (i.e., failure to provide food, clothing, shelter, education, mental care, appropriate supervision)

-Emotional abuse (i.e., excessive belittling, berating, or teasing which impairs the child's psychological growth)

- At risk behavior (i.e., placing a child in a situation which might endanger him by abuse or neglect).

Child Abuse is defined as a child who has had:

- Non-accidental physical injuries inflicted upon him
- Injuries which are at variance with the history given of them
- Is it a condition which is the result of maltreatment, such as, but not limited to, malnutrition, sexual exploitation, and deprivation of necessities, emotional maltreatment, or cruel punishment.

Child neglect is defined as a child who has been:

- Abandoned
- Denied proper care and attention physically, educationally, emotionally, or morally
- Allowed to live under circumstances, conditions, or associations injurious to his wellbeing (CT statutes 46b-120)

Staff responsibilities:

As childcare providers, we are mandated reporters and by law we must report any suspicion that a child is being abused, neglected or at risk.

Mandated reporters must report orally to DCF or a law enforcement agency within 12 hours of suspecting that a child has been abused or neglected. Within 24 hours of making the report, the mandated reporter must submit a written report (DCF – 136) to DCF. Staff is protected by law from discrimination or retaliation for reporting suspected abuse or neglect (CT General Statutes, Section 17a-101e). All phone calls to DCF shall be documented and kept on file at the Center. A copy of all statements from staff and the DCF-136 shall also be kept on file.

The management of Belltown Discovery Center supports a zero tolerance for abuse and neglect and will implement immediate action should there be an allegation that a staff member abused or neglected a child. The administration will protect the child, including immediate notification of a parent or guardian, once there is an allegation of abuse or neglect of a child in our program. Any staff member accused of abuse or neglect may be immediately removed from his or her position until DCF's investigation is completed. Based on whether the allegations were substantiated or not, the employee would either be dismissed from his/her position or allowed to return to work. During the investigation a staff member that is allowed to work by the management of the center will be transferred to another room. In addition, the staff member will not work alone with children during the investigation. **Staff Training:**

Staff will be required to be trained annually, focusing on the steps for reporting suspected abuse and neglect and the role of a mandated reporter. All new staff will be trained in these procedures prior to their start in the classroom.

Provisions for informing families of abuse and neglect policy:

A copy of this policy will be included in our parent information packet, and each family will be given a copy upon enrollment. A copy of this policy will also be posted on the parent board. When an accusation of abuse or neglect by a staff member is made, the Director must immediately inform the parents or guardians that a report has been made to DCF. Health care officials may need to talk to a child's parents to access the cause of the child's injuries and offer support and guidance.

Child Supervision Policy

The staff/child ratio is 1 staff for every 4 children under the age of three years old and/or 1 staff for every 10 children over the age of three years old. At no time should the group size exceed 8 children under the age of three years old and/or 20 children over the age of three years old, even if ratios are being observed. Group size shall be observed in the classroom, bathrooms, and outside. Children must be always supervised by sight and sound including nap time and during transportation. Staff shall position themselves to see as many children as possible. When there is a mixed age group, the lower required ratio and group size for the age of the youngest child shall prevail. In case that Center management determines that staff to children ratio can't be maintained at any given time parents will be notified that Center cannot admit them until adequate staffing is possible.

NO CHILD/CHILDREN SHOULD BE LEFT ALONE FOR ANY PERIOD OF TIME.

Field Trips - Staff/child ratios will be maintained while outside of the building. All children must have signed permission slips prior to leaving the building. Staff must bring each child's emergency contact information and the first aid kit on the field trip.

Bathrooms - Staff must supervise children while they are using the bathrooms. Transportation to/from school - All children will be supervised by sight and sound while getting on and off any mode of transportation. Playground/Outdoors - It will be the responsibility of all staff to ensure the safety of children on the playgrounds. Supervision of children will include the following:

- A head count will be taken before leaving the building.
- Children will be escorted by the staff to their designated play areas.
- Staff will encourage and demonstrate proper equipment usage and play.
- Staff will circulate through the play areas, supervising and interacting with the children in a positive manner. Staff will coordinate positions so that all play activities and equipment are supervised. No staff person is allowed to sit or socialize with other staff.
- A head count will be taken before re-entering the building.
- Staff may not leave children unattended or out of state-permitted ratios and group sizes.
- Children may not go inside for any reason (including to the bathroom); nor may they go back outside unless accompanied by program staff.
- When there are wood chips as surfacing on the playground, accessible to children under age three years, we shall:

1. Be sure that all staff are aware that the wood chips pose a choking hazard to children under the age of three.
2. Always have a phone outside in case of emergency.
3. At least one CPR certified staff member will be on the playground whenever there are children under the age of three using the playground.

Plan for Professional Development

All staff will earn continuing education credit hours annually, which will total at least 1% of their total hours worked. Topics for continuing education may include but are not limited to:

- New employee orientation (required)
- Annual training on program policies, plans, and procedures (required)
- Early childhood education
- Child development
- Licensing regulations
- Health issues
- Nutrition
- Approved first aid
- Approved CPR
- Medication administration
- Child abuse and neglect laws
- Caring for children under the age of 3
- Safe sleep practices
- Techniques used to manage child behaviors
- Emergency preparedness

Attendance at classes, seminars, workshops, conferences, forums, and online training will be documented in individual staff development records and be maintained on site at the facility and made available for review. An assessment of individual development will be developed for each staff person.

Diaper Changing Policy

Disposable Diaper Plan

1. Staff and children will wash their hands thoroughly and dry them with a paper towel.
2. Staff will put on protective gloves.
3. The child will be placed on disposable changing paper.
4. The soiled diaper will be removed, and the child will be cleaned with wipes, wiping front to back.
5. Soiled diapers, wipes, and changing paper will be disposed of in a covered (make sure cover gets closed), washable, lined waste receptacle which will be removed outside at least daily.
6. **Staff will keep a hand on the child that is being changed at ALL TIMES.**

7. Dirty gloves will be removed, diaper cream or ointment will be applied if needed, and then a new diaper will be placed on the child.
8. Staff will wash the child's hands.
9. The diaper area will be disinfected with bleach solution after each use.
10. Staff will wash their hands and dry with a paper towel.

Cloth Diaper Plan

All the above procedures for changing disposable diapers apply, except:

- After changing a child with cloth diapers, the soiled clothing and diaper shall be placed in a sealed zip-lock bag and labeled with the child's name.
- Parents must remove soiled clothing and diapers daily.

Toileting Policy

1. The child will wash his/her hands as well as the staff member.
2. The child will be assisted if needed to pull down clothing and pants or pull-ups.
3. The child will be assisted if needed to sit on the potty.
4. The child will be assisted if needed to wipe.
5. The child will be assisted if needed to pull up one's pants or pull-ups.
6. The child will be assisted if needed to button or zipper clothing.
7. The child will wash his/her hands as well as the assisting teacher.
8. A staff member will bleach area.

Hand Washing Policy

Staff shall wash their hands:

- Before and after changing a child's diaper
- After toileting or assisting a child using the toilet
- Before eating or handling food, preparing bottles, or feeding children
- After handling bodily fluids (saliva, nasal secretions, blood, vomit, etc.)
- After handling soiled items, such as garbage
- After handling animals/animal cages
- Whenever hands are visibly soiled

Children shall wash their hands:

- Before and after each diaper change
- After toileting
- Before eating meals or snacks
- After blowing their nose, coughing, or sneezing
- Before and after water or sensory play

- After playground use/outdoor play
- After handling animals/animal cages
- Whenever hands are visibly soiled

Proper hand washing technique:

1. Wet the hands and apply a small amount of liquid soap to the hands
2. Rub hands together vigorously with soap and water for at least 20 seconds
3. Wash all surfaces of the hands, including the backs of the hands, palms, wrists, between fingers, and fingernails
4. Rinse hands thoroughly to remove the soap lather
5. Dry hands with a single use disposable towel
6. Turn the faucet off with the towel.

Safe Sleep Policy for Infants

- infants up to one year of age must always be placed on their backs for every nap or sleep time.
- infants must be placed for sleep in a safe sleep environment (firm mattress covered by a tight-fitting sheet in a safety approved crib)
- no other items should be placed in the crib occupied by an infant except for a pacifier (no wub-a-nubs or pacifier clip)
- infants must not nap or sleep in a car seat, swing, jumping chair, play pen, highchair, chair, floor, or any type of furniture/equipment that is not a safety-approved crib (except when they have a doctor's note)
- if an infant arrives at the facility asleep in a car seat immediately remove them and place them in a crib
- if the infant falls asleep in any place other than a crib staff must immediacy remove them and place them in the crib
- only one infant should be place in a crib (except for using them to transport kids during fire drills)
- Soft or loose bedding must be kept away from sleeping infants and out of safe sleep environments. These include but are not limited to bumpers pads, pillows, quilts, comforters, sleep positioning devices, sheepskins, blankets, flat sheets, cloth diapers, bibs, etc.
- blankets/ items must not be hung on the sides of cribs.
- swaddling infants must be done with a Velcro or zipper swaddle or sleep sack (no weighted or anything labeled blanket are allowed)
- toys including mobiles and other types of play equipment that are designed to be attached to any part of the crib must be kept away from sleeping infants and out of safe sleep environments.
- check to ensure that the temperature in the room is comfortable for a lightly clothed adult, check the infants to ensure that they are comfortably clothed (not overheated or sweaty)
- remove bibs, necklaces, headbands, hair ties and other garments with ties or hoods!

- Infants must always be directly observed by sight and sound, including when they are going to sleep, or in the process of waking up.
- Bedding must be cleaned weekly or sooner if needed.
- lighting in the room must allow the caregiver/teacher to see each infant's face, view the color of the infant's skin, and to check on the infant's breathing and placement of the pacifier (if used)

Plan For Consultation Services

Belltown Discovery Center is required to have an education, health, dental and social service consultant. All Consultants will be available for:

- annual review of written policies, plans, and procedures
- annual and on as needed review of education programs
- available by telecommunication (telephone or email) for advice regarding problems
- available, in person, as the consultant to the program
- consult with administration and staff about specific problems
- act as a resource person to staff and parent(s)/guardians as needed
- document the activities and observations required in a consultation log that is kept on file at the facility for two years

Educational Program Plan

Children at Belltown Discovery Center follow Connecticut Early Learning and Development Standards (CT ELDS).

The daily schedule shall include indoor and outdoor physical activities, which will allow for fine and gross motor development. The daily schedule will include an opportunity for problem-solving experiences that help to formulate language development and sensory discrimination.

Children will also have the opportunity to express their own ideas and feelings through creative experiences in all parts of the program, including Arts and Media, Dramatic play, Music, Language, Motor activity.

Center will promote:

- Language learning experiences
- Experiences that promote self-reliance
- Health education practices
- Child-initiated and staff-initiated experiences
- Exploration and discovery
- Varied choices in materials and equipment
- Individual and small group activities
- Active and quiet play
- Rest, sleep, or quiet activity
- Nutritious meals and snacks
- Toileting and clean up

Staff Disciplinary Policy

Belltown Discovery Center has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to all employee conduct that the company, in its sole discretion, determines must be addressed by discipline.

Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the company's policies, practices, or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the company need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. In addition, some company polices like sexual harassment and attendance, contain specific discipline procedures.

Violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.

Probationary employees are held to the highest standards for behavior and job performance. Progressive discipline is the exception rather than the rule for probationary employees as during the probation period employee may be dismissed without any benefits for poor performance or violation of the rules.

The Company will normally adhere to the following progressive disciplinary process: Each employee will be guided when management feels that the employee does not meet expectations or has poor performance.

1. Verbal Caution: An employee will be given a verbal caution when he or she engages in problematic behavior. As the first step in the progressive discipline policy, verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal warnings will be documented and maintained in the employee file.
2. Verbal Warning: A verbal warning is more serious than a verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file.
3. Written Warning: A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee's personnel file. Three written warnings may be sufficient to terminate employment without benefits from the company
4. Suspension: A suspension without pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and kept in the employee file.
5. Termination: An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less sever discipline.