



Employee Policy Manual

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Introduction

Paragon Kids Inc. was created by Ashley Hendriksen, a passionate Early Childhood Educator with a keen desire to make a difference in the early education of young children. Ashley has worked in every classroom age group, as an Assistant Director, Director and has opened several large daycares for big daycare companies. Ashley designed the curriculum and environment to specifically cater to children's emotional development with the knowledge that developing these skillsets at a young age is what truly sets children up for success in all aspects of life.

Teaching Philosophy

Paragon Kids Inc. believes in providing children the tools they need to make effective and thoughtful choices. Our Teachers use a calm and open approach to learning and help children to understand their wants and needs and how to communicate them effectively. We believe in allowing children to work through struggles independently or with gentle guidance to foster the development of conflict resolution. We use a progressive approach to behaviour guidance where children are encouraged to express and explore their strong emotions while being taught how to do so safely. Our Teachers seek first to understand and help our children to understand as well. Our Teachers follow an Emergent curriculum by observing and discovering the interests of each child to plan and implement their programming to then elaborate and explore those interests further. Paragon Kids Inc. expands children's creative boundaries, encouraging curiosity in their play, learning, relationships and the world around them.

Behavioral Guidance

Our progressive behavioral guidance approach is designed to develop children's self-esteem and promote the development of self-control, problem-solving skills and conflict resolution. Our goal is to help children understand their strong emotions and manage them effectively. This is achieved by using a proactive approach based on an in-depth knowledge of child development, the learning environment, age and developmentally appropriate programs. Paragon Kids Inc. implements programming by Second Step which teaches children emotion management, friendship skills and problem solving, listening, focusing attention and communicating wants and needs. Teachers of Paragon Kids Inc. are trained to use a pro-active approach to behavior guidance by anticipating potential problems and gently providing guidance to assist children with positive communication tools. When children are experience strong emotions and may be struggling to manage them, our Teachers will guide or assist children in accessing the PK Toolbox. The PK Toolbox provides children with a tangible tool kit to walk them through understanding and coping with their strong emotions. Furthermore, Paragon Kids Inc. regularly implements and provides the following in efforts to mitigate frequent conflicts within the classrooms and outdoor play area.

- Provide a sufficient number of activities that peak, stimulate and challenge children's interests and abilities.
- Provide ample opportunities for children to independently make their own choices and problem solve on their own.
- Teacher use positive directions and language within the classroom
- Clear, consistent, developmentally appropriate boundaries and Expectations are set.
- Teachers and all employees model appropriate behaviors such as saying please and thank you.

- Teachers provide acknowledgement and understanding of children expressing their wants and needs.
- Provide real choices to children throughout the day.
- Listening to the child's feelings and offering suggestions to manage the problem effectively. In accordance with the provincial daycare act, Paragon Kids Inc. will not permit any of the following:
- Corporal punishment including, but not limited to, striking a child directly or with any physical object, or shaking, shoving, spanking or other forms of aggressive physical conduct.
- Require or force a child to repeat physical movements.
- Use harsh, humiliating, belittling or degrading measures of any form, including verbal, emotional or physical, that would humiliate the child or undermine his or her self-respect.
- Inflicting any bodily harm on children including making children eat or drink against their will.
- Confine or isolate a child using a locked or lockable room or structure, chair, car seat, stroller, or other device for the purposes of discipline or in lieu of supervision, or deprive a child of basic needs including food, toilet use, shelter, clothing or bedding.

PK Toolbox

The PK Toolbox provides children the tools they need to recognize and manage strong emotions and fosters healthy neurological pathways to solving problems, conflicts or managing emotions in the future. Inside a PK Toolbox you will find a selection of labeled images of emotions and tangible coping mechanisms. Coping mechanisms are a variety of sensory activities from feathers, counting tools, balls, rain makers etc. Every classroom has their own toolbox that teachers can customize as they see fit to meet the individual needs of their group of children. Personalized toolboxes can be created as part of a child's care plan when and if needed. Infant toddler and 3 to 5 groups have age appropriate Toolboxes. Teachers will explain and teach the children how to access and utilize their classrooms toolbox regularly during circle time.

How is a PK Toolbox used?

1. Children recognize the need to access the toolbox or can be gently guided to it. Teachers may sit with children if the child needs support.
2. Children Identify their emotion(s) either on their own or with support from their teacher. Teachers will use the "seek first to understand" approach before assuming a child's emotions.
3. Children will then choose their coping mechanism. Children and teachers will learn to understand which coping mechanisms work best for them over time so using the Toolbox will become easier and more effective.
4. Children choose when they are ready to re-enter play. Teachers will allow children the time they need and the decision to choose how they re-enter play.

When children are first learning to use the toolbox, teachers will give them suggestions and choices that may be helpful.

Nature of Employment

Employment with Paragon Kids is voluntarily entered into and the employee is free to resign at any time, with or without cause. Similarly, Paragon Kids Inc. may terminate the employment relationship at will, at any time, with or without notice or cause, so long as there is no violation of applicable federal or provincial laws.

The provisions of the handbook have been developed at the discretion of Paragon Kids Inc. and, except as otherwise required by law, may be amended or cancelled at any time at Paragon Kids' sole discretion. As agreed to by you in your Employment Offer, it is a condition of your employment that you review and adhere to the policies, guidelines and procedures as outlined in this Manual and any subsequent amendments to it. You will be made aware of any subsequent amendments to this Manual as they occur and are encouraged to bring any questions or comments to your Director. These provisions and subsequent amendments supersede all existing policies and practices and may not be amended or added to without the express written approval of Paragon Kids Inc. owners.

Employee Relations

Paragon Kids believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their Director. Our experience has shown that when employees deal openly and directly with managers, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Paragon Kids amply demonstrates its commitment to employees by responding effectively to employee concerns. In an effort to protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

Equality

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Paragon Kids will be based on merit, qualifications, and abilities. Paragon Kids Inc. does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of employment, including selection, job assignment, advancement, compensation, discipline, termination and access to benefits and training. Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Director. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Disability Accommodation

Paragon Kids ensures equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position. Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual. Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis. Paragon Kids Inc. is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. Paragon Kids Inc. will follow any provincial or local law that provides individuals with disabilities greater protection. This policy is neither

exhaustive nor exclusive. Paragon Kids is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, provincial, and local laws.

Ethics and Code of Conduct

The successful business operation and reputation of Paragon Kids is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity. The continued success of Paragon Kids Inc. is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Paragon Kids, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public. Paragon Kids Inc. will comply with all applicable laws and regulations and expects its Directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the president of the company. All Willowbrae Academy employees are required to sign on to, and adhere to, Paragon Kids 'Code of Business and Personal Conduct'. Compliance with this policy of business ethics and conduct is the responsibility of every Paragon Kids employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Job Postings and Referrals

Paragon Kids provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, though Paragon Kids reserves its discretionary right not to post a particular opening. To be eligible to apply for a posted job, employees must have performed competently for at least 120 calendar days in their current position. Employees who have a written warning on file, or are on probation or suspension, are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications. To apply for an open position, employees should submit a job posting application to the Director listing job-related skills and accomplishments. It should also describe how their current experience with Paragon Kids and prior work experience and/or education qualifies them for the position. Paragon Kids Inc. recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization. An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed. Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization. Paragon Kids also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral and not make commitments or oral promises of employment.

Outside Employment

Employees may hold outside jobs as long as they are still able to meet the performance standards of their position with Paragon Kids Inc. All employees will be judged by the same performance standards and will be subject to Paragon Kids scheduling demands, regardless of any existing outside work requirements. If Paragon Kids determines that an employee's outside work interferes with performance or the ability to meet the requirements of Paragon Kids Inc. as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with Paragon Kids Inc.

Re-Employment

A person who has worked for Paragon Kids in the past, left in good standing, and subsequently returned to work at the Academy shall accrue Paragon Kids Inc. provided benefits (excluding eligibility for medical insurance) in accordance with the following criteria:

1. If the employee returns to work (other than on-call substituting) within four months of their last work date, the employee will receive "credit" for the previous period of work. OR

2. After an absence of more than four months, if an employee returns to work (other than on-call substituting) after attending college for an early childhood-related course of study since the employment termination date, the employee will receive "credit" for the previous period of work, provided the employee was continuously enrolled in an educational program seeking a degree or certification in a field related to Early Childhood Education.

A returning employee who does not meet the above conditions will be considered a new employee for purposes of qualifying for Paragon Kids employment benefits.

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of Paragon Kids. Such confidential information includes, but is not limited to, the following examples:

- compensation data
- pending projects and proposals
- computer processes proprietary
- production processes
- computer programs and codes
- research and development strategies
- customer preferences
- scientific formulae
- financial information
- scientific prototypes
- technological data
- employee manual
- marketing strategies
- technological prototypes
- new materials research
- parent manual

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Employment Status and Records

Employment Applications

Paragon Kids relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Employment Categories

It is the intent of Paragon Kids Inc. to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

Each employee is designated as either non-exempt or exempt from federal and provincial wage and hour laws. Non-exempt employees are entitled to overtime pay under the specific provisions of federal and provincial laws. Exempt employees are excluded from specific provisions of federal and provincial wage and hour laws. An employee's exempt or non-exempt classification may be changed only upon written notification by Paragon Kids Inc. management.

In addition to the above categories, each employee will belong to one other employment category:

Regular full-time employees are those who are not in a temporary or probation status and who are regularly scheduled to work at Paragon Kids Inc. on a full-time schedule. Generally, they are eligible for Paragon Kids' benefit package options, subject to the terms, conditions, and limitations of each benefit program.

Regular part-time employees are those who are not in a temporary or probation status and who are regularly scheduled to work less than 28 hours per week. While they do receive all legally mandated benefits, they are ineligible for all of Paragon Kids' other benefit programs.

Probationary employees are those who are under assessment and whose performance is being evaluated to determine whether further employment in a specific position with Paragon Kids Inc. is appropriate. While they do receive all legally mandated benefits, they are ineligible for all of Paragon Kids' other benefit programs. Employees who satisfactorily complete the assessment probationary period will be notified of their new employment classification.

Contractual employees are those who are hired as interim replacements to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits, they are ineligible for all of Paragon Kids' other benefit programs.

Casual employees are those who have established an employment relationship with Paragon Kids but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits, they are ineligible for all of Paragon Kids' other benefit programs.

Salary & Wage Administration

Recruiting and retaining talented employees is critical to our success, Paragon Kids is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area. Compensation for every position is determined by several factors including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of

other employers. If an employee requests a salary or wage increase that is outside of the regular wage increase decided upon by Paragon Kids Inc. founders, then the Director may request a three month goal evaluation.

Orientation

Employees will receive an orientation on their first day which will be conducted by their Director. The orientation will provide employees with an understanding of the culture and philosophies at Paragon Kids,

Performance Evaluations

Employees will receive a performance review before the commencement of their three month probation then at 6 months and once annually following their 6 month performance evaluation. Employees will be notified of their evaluations in advance and will be provided an opportunity to discuss their review with their Director and arrange goals if necessary.

Access to Personnel Files

Paragon Kids Inc. maintains a personnel file on each employee which includes a Staff File Checklist and such information as the employee's job application, resume, records of training, documentation of performance reviews, salary increases and other employment records. Personnel files are the property of Paragon Kids Inc. and access to the information they contain is restricted. Generally, only supervisors and management personnel of Paragon Kids who have a legitimate reason to review information in a file are allowed to do so. Employees who wish to review their own file should contact their Director. With reasonable advance notice, employees may review their own personnel files in Paragon Kids offices and in the presence of an individual appointed by Paragon Kids to maintain the files.

Personnel Data Changes

It is the responsibility of each employee to promptly notify Paragon Kids Inc. of any changes on the employee emergency information form. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, changes can be made by emailing your Director or through the PK Staff Portal.

Employee Incentives

Benefits

Eligible employees at Paragon Kids are provided a range of benefits. A number of the programs (such as unemployment insurance) cover all employees in the manner prescribed by law. Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible.

Vacation

The BC Employment Standards Act ("ESA") requires employers to provide vacation pay of at least 4% of employee's wages during the year of employment entitling the employee to the vacation pay and 6% of total wages after 5 years of employment. This vacation pay will be added to your regular payroll. Additionally, you will receive 5 days regular pay for (5) five days of vacation around the period of December 25th. This week will be predetermined at the beginning of each calendar year. If an employee

wishes to take additional vacation days, they may do so by submitting a request through the PK Staff Portal. Additional vacation days are unpaid.

Sick Days

You will receive (5) five paid sick days at your regular hourly rate for 7.5 hours for any day you deem as a sick day following your notice being provided to the Director. The Director reserves the right to request information with respect to limitations, restrictions, prognosis in such manner as it deems necessary in the circumstances with respect to any request for paid or unpaid sick days.

Professional Development Credit

Paragon Kids Inc. values the enhancement of professional development and encourages employees to further their education relating to Early Childhood Education and Development. Paragon Kids Inc. holds an annual credit of \$500 per employee to be used towards professional development. An employee may choose to access this credit at any time following their probationary period by showing proof of receipt. Paragon Kids Inc. will pay the total amount of the invoiced amount not exceeding \$500 per annum. The credit will be paid out to the employee on the next eligible payroll.

Unpaid Leave

Unpaid leave (excluding leaves of absences and any other leaves governed by provincial legislation) are at the discretion of the Director and must be requested at least one week in advance with the Director. In determining whether or not to grant unpaid leave, the Director will consider the needs of the centre, ease of substitution, amount of time off requested, recent history of time off and the employee's wishes.

Unpaid leave will not be approved unless all accrued vacation days have been used.

Late Departure Fee

Parent/guardian's will be charged \$2.00 for every minute their child is left in our care after closing. Fifty percent of the late fee will go to the employee working at the time, through payroll, and the remaining fifty percent will go to Paragon Kids. Arrival and departure times are recorded through our online app and will be used to determine late departure fees. Late departure fees will also apply if a parent regularly drops off before opening time. Paragon Kids Inc. recognizes one off situations and understands that there may be infrequent times when a parents picks up late. The late departure fee is to be applied for regular occurrence early drop offs and late departures.

Leaves of Absences

Leaves of Absence, including maternity, paternity, adoption and sick leave are as determined by the applicable provincial legislation. We ask that you provide Paragon Kids with as much notice of an anticipated leave as possible. For any sick leave, Paragon reserves the right to request a Doctor's note detailing the sickness and the expected date of return to work. You are responsible for arranging for employee insurance benefits you intend to take during any leave and for arranging for payment of any Group Benefits that you intend to maintain during your absence. An unpaid leave of absence for pursuing professional studies may be considered upon written request from an employee to the Director detailing the reason and extent of leave. Terms and individual agreements shall be negotiated between the employee and management.

Absences from Work

A requested absence from scheduled working hours shall require the approval of the Director at least 60 minutes prior to the start of the scheduled shift. When reporting absence, the employee must telephone the Director, or other designated individual. The request shall not be deemed to be approved until the Director has responded. The employee must provide the Director with the reason for absence and the expected date of return. Employees who fail to report an absence will be recorded as absent without leave. The company reserves the right to require an employee to submit a physician's certificate in the event of repeated absences for any medical reasons. An employee's absence will be deemed unexcused when an employee fails to call in, gives a late notice, and fails to give advance notice for an absence which could be anticipated, or exceeds the number of absences as defined by their employment contract. Excessive absenteeism is defined as two or more instances of unexcused absence in a calendar month. Tardiness for the start of scheduled work shall not be accepted. Excessive tardiness is defined as two or more instances of lateness in a calendar month or more than 6 instances of lateness in a calendar year. Due to the nature of licensed childcare and regulatory requirements to maintain staff to child ratios, excessive absenteeism or tardiness may result in disciplinary action up to and including termination of employment.

Payroll

Sign In/Out

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and state/provincial laws require Paragon Kids Inc. to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment. If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialling the time record.

Payroll

Most employees are paid semi-monthly. Each payroll will include earnings for all work performed through the end of the previous payroll period. Employees will have pay directly deposited into their bank accounts. Employees will have access to their pay statements and T4's through their online Wave account. Employees may access this account through the PK Staff Portal.

Administrative Pay Corrections

Paragon Kids Inc. makes all reasonable efforts to ensure that employees receive the correct amount of pay in each pay cheque and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the Director so that corrections can be made as quickly as possible.

Work Conditions and Hours

Visitors in the Workplace

To provide for the safety and security of employees and children, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare and

avoids potential distractions and disturbances. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on Paragon Kids Inc. premises, employees should immediately notify their Director or the owner of Paragon Kids.

Workplace Safety

Paragon Kids Inc. is concerned for and is aware of its responsibility for the safety of the employees. Every effort has been made to safeguard our children and employees. It is important that you comply with all security measures, perform your duties in a safe manner and follow all established safety rules. You should discuss with your supervisor the potential hazards of your job and make sure you are familiar with any equipment you may need to operate. If you work with hazardous materials, be sure to ask your supervisor to review safe handling procedures with you. Immediately report any concerns that you have regarding your own personal safety, or the safety of other employees, children or families. As an employee, you have a duty to comply with the safety rules of Paragon Kids, assist in maintaining the hazard-free environment, to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process or procedure at once to the Director. No employee will be punished or reprimanded for reporting safety violations or hazards. Paragon Kids will deal with any deliberate or ongoing safety violation or creation of hazard by an employee through disciplinary action, up to and including termination.

Workplace Violence Prevention

Paragon Kids Inc. is committed to preventing workplace violence and maintaining a safe work environment. Given the increasing violence in society in general, Paragon Kids has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises. All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age or any characteristic protected by federal, provincial or local law. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening. Paragon Kids will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Paragon Kids Inc. may suspend employees, either with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including termination of employment. Paragon Kids encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Director before the situation escalates into potential violence. Paragon Kids is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

Work Schedules and Hours

Paragon Kids is open Monday through Friday from 7:30am to 4:30pm, except for specified holidays. Employees are provided with their schedule and are expected to be punctual. Employees must be available to work the hours stated. Flexible hours, which meet the needs of the centre, may be employed at the discretion of the Director. Schedules, lunch and work breaks are established by the Director and may be changed according to work and staffing requirements. Employees are required to sign in at the beginning of their shift, out at break times, back in after break times and out at the end of their shift. Employees are responsible for only themselves; there will be no signing in or out for each other. The Director is the only person with authority to alter the time sheet. There will be no overtime scheduled or paid unless approved by the Director.

Emergency Closing

At times, emergencies such as severe weather, fires or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits. In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay for a minimum of three hours.

Staff Meetings

All staff members are required to attend monthly scheduled staff meetings and planning sessions outside of regular working hours. Employees will be notified in advance of any scheduled meetings outside of regular working hours.

Mealtimes

All employees who are scheduled to work more than 5 hours daily are entitled to a half an hour unpaid meal break. Supervisors or staff will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time. In accordance with the Department of Community Services Food and Nutrition Standards and the principles of best practice, employees are expected to sit and eat with the children at snack and lunch times. Eating at any other time should be confined to the staff room. Employees are permitted to transport hot beverages in a covered thermal cup only. Before entering the children's environment, all cold beverages should be transferred from their original container to cups available in the kitchen area.

Smoking

Paragon Kids Inc. is a smoke free facility and smoking is strictly prohibited within the daycare, in the building and on the playground whether or not children are present. Be aware that parents or visitors to the centre are not permitted to walk onto the property while smoking. All individuals entering Paragon Kids must be in compliance with the Smoke Free Policy. Failure to do so will result in the individual being asked to leave the premises.

Use of Equipment

When using Paragon Kids' property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Cell Phone Use

Personal use of the Centre's telephones for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse Paragon Kids Inc. for any charges resulting from their personal use of the telephone. Usage of cell phones and text messaging should be limited to emergencies and are permitted during scheduled breaks or lunch periods outside of the classroom and away from children. Personal cell phone numbers should not be distributed to parents. Parents needing to speak to an employee should call Ashley Hendriksen directly. Under no circumstances are you permitted to use your personal devices to take photographs or audio or visual recordings of children or clients of the Centre without the express written permission from the parent/guardian or client. To ensure effective telephone communications, employees should always use an approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller before ending the call.

Computer and Email Usage

No documents, emails, files or other materials created, sent or received on our computer network, whether business or personal, will be treated as private and so may be monitored or reviewed by the Centre at any time. By choosing to use our computer network, you are consenting to this policy. Computers, computer files, the email system and software furnished to employees are Paragon Kids Inc. property intended for business use. Employees shall not use a password, access a file, or retrieve any stored communication without express authorization from management. Paragon Kids Inc. strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, Paragon Kids prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale. Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by Paragon Kids Inc. to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive internet usage. All internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of Paragon Kids and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in internet email messages and other transmissions is accurate, appropriate, ethical and lawful. The equipment, services, and technology provided to access the internet remains, at all times, the property of Paragon Kids Inc. As such, Paragon Kids reserves the right to monitor internet traffic and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

Employee Conduct and Discipline

Employee Conduct and Rules

To ensure orderly operations and provide the best possible work environment, Paragon Kids expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol, illegal drugs or other substances causing impairment
- Possession, distribution, sale, transfer, or use of alcohol, illegal drugs or other substances causing impairment in the workplace, while on duty, or while operating employer-owner vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property.
- possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Unsatisfactory performance or conduct
- Any other behavior inconsistent with the terms of your Employment Offer and any subsequent amendments, the Employee Manual and any subsequent amendments, the Behavior Guidance Policy and any subsequent amendments, Paragon Kids Code of Business and Personal Conduct and subsequent amendments, or any other contractual terms between you and the centre.

Impairment Policy

Paragon Kids is accountable to create a safe environment for all children in our care, as well as our staff, visitors and clients. This duty includes addressing any issue that may impair an employee's ability to perform their work functions responsibly. All individuals working at Paragon Kids Inc. (including volunteers and contractors) in any capacity, on site or off site, are expected to report fit for duty for scheduled work and to be able to perform assigned duties safely and acceptably without any limitations due to use or after effects of alcohol, recreational or illicit drugs, other non-prescription drugs, prescribed medications, or any other substance situation, or issue that may impair judgment or performance. Under no circumstances are alcohol, recreational drugs, illicit drugs, other substances

causing impairment, other non-prescription drugs, prescribed medications, or any other dangerous substances to be brought into or stored in a classroom, play area, or any other area where children may be present. Should you require a safe area to store any prescribed medication, your Director will make appropriate arrangements. Directors and supervisors are to identify and handle all situations promptly where there are concerns about an individual's ability to perform his or her job safely. Employees who are assessed and suspected to be impaired while at work will be sent home immediately. Transportation will be arranged. The Director or supervisor is responsible for documenting any incidence of suspected impairment. Employees are encouraged to inform the Director or supervisor about any situation that may compromise their safety or the safety of others or impair their performance. Employees shall advise their Director or supervisor whenever they have any concerns about their colleagues' fitness or duties. The Director will determine appropriate disciplinary action if necessary. The Director will ensure adherence to reporting requirements with the appropriate licensing bodies. Any individual failing to adhere to this policy will be subject to discipline, up to and including immediate dismissal. Paragon honors that disabilities are protected through human rights legislation and will use "fit to work" procedures and provide accommodations (where appropriate).

Workplace Etiquette

Paragon Kids Inc. strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. Paragon Kids encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Director if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines:

- Avoid public accusations or criticisms of other employees. Address issues privately with those involved or your Director
- Try to minimize unscheduled interruptions of other employees while they are working
- Refrain from using inappropriate language and or swearing that others or children may overhear
- Clean up after yourself and leave your workspace neat and tidy

Harassment

Paragon Kids Inc. is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated. Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances

- Visual conduct that includes leering, making sexual gestures, or displaying of sexual suggestive objects or pictures, cartoons or posters
- Verbal conduct that includes making or using derogatory comments, epithets, slurs or jokes
- Verbal sexual advances or propositions
- Verbal abuse of sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations
- Physical conduct that includes touching, assaulting, or impeding or blocking movements

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

(1) submission to such conduct is made, either explicitly or implicitly, a term or condition of employment;

(2) submission or rejection of the conduct is used as a basis for making employment decisions; or,

(3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your Director. If the Director is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact another member of management. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation. Any Director who becomes aware of possible sexual or other unlawful harassment must immediately advise the management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Health and Safety

Paragon Kids Inc. offers fully inclusive childcare programs to families and children and as such places the health and safety of these families as well as our staff in the utmost of priorities. Staff are and will continue to follow and be very strict about enforcing health regulations. Infections can spread rapidly within a childcare setting, so universal precautionary measures are taken at all times. These guidelines are provided to us by provincial regulations and all licensed childcare facilities must adhere to.

Illness

If a child is going to be absent due to illness parents are required to call or email the centre and notify the staff of the condition of the child. Staff are required to document children's absences and symptoms due to illness for the Department of Health. Children who exhibit any of the following symptoms will not be accepted for care:

■ Fever, diarrhea, vomiting, infection, persistent coughing, swollen glands, unidentified rash, pain/aches, chicken pox, etc. These symptoms are reflective of a possible contagious or transmittable illness and are the exclusion criteria set out to daycare facilities by the Department of Health that we are required to enforce.

■ If a child has been diagnosed with a contagious condition by a Medical Doctor, they will be excluded from the Paragon Kids' programs until they are past the contagious period. We require a medical note from the child's Physician stating that they are no longer contagious and able to participate in centre activities prior to returning.

■ If a child becomes ill while attending care, parents will be notified immediately and will be expected to have an authorized person pick up the child within a reasonable amount of time. If children are sent

home ill with any of the above symptoms, we require that they be kept out of Paragon programs until they have been symptom free for a period of 24 hours without the aid of medication such as fever reducers.

- It is our policy that any child who has been prescribed an antibiotic takes it for a period of no less than 24 hours before returning to the Centre.

- If we are informed that any other child in the Centre has come into contact with a contagious condition that they may have been exposed to, an announcement will be posted, an email will be sent to all parents, and a fact sheet will be posted a common area describing the condition in detail including symptoms to look for, contagious period and exclusion criteria as set out by Public Health Services.

Emergency Medical Treatments

Prior to commencing employment with Paragon Kids, all childcare staff and management must be certified in Emergency First Aid and CPR. It is a condition of your employment that these certifications are kept current. If a child requires medical attention, staff will handle emergency medical treatments for which they are trained.

If the situation is more serious, staff will immediately inform parents. If parents are unavailable, staff will contact the designated emergency contact. In the rare event that parents or the designated contact is unavailable, and we deem it necessary, parent's signature on the registration forms gives Paragon Kids staff permission for the child(ren) to be transported by ambulance or staff's personal vehicle to an emergency center for treatment. Parents are also required to authorize the Centre and its staff to consent to emergency medical treatment for their child.

The Director must be notified of any serious emergency medical situation as soon as possible.

Medication

Unexpired and age appropriate non-prescription and prescription medications, ointments, and creams can be administered to a child by staff if needed. Parents/guardians are required to fill out the proper consent forms as supplied by the Centre and must supply all medications in their original containers. All written instructions shall be valid for six months unless a shorter time period is designated by the Physician, Dentist, or parent/guardian. For administering non-prescription medication, we must follow the physician's written instructions for recommended dosage. For administering prescription medications, we must follow the prescription instructions and the child's name must be indicated on the prescription.

Parents/guardians must send proper and accurate measuring utensils along with their child's medication. For safety reasons, all medications are to be given directly to staff and not left in a child's cubby.

We are required to have all medications in a locked storage cabinet away from children as per our licensing guidelines. If you are unsure of dosage instructions or are otherwise uncomfortable with a medication situation, please speak with your immediate supervisor or the Director.

HIV and AIDS Policies

HIV is considered a disability and by law, discrimination on the basis of disability is illegal. Parents have no obligation to tell a childcare facility if they are aware that their child is HIV-positive. If such information is disclosed to a member of the staff, he/she has an ethical and contractual obligation to keep the information confidential.

Cleanliness and Proper Hygiene

Paragon Kids Inc. maintains strict cleanliness/hygiene standards. Staff and children practice proper hygiene and universal precautions on a daily basis in an effort to prevent the spread of germs. Hands are washed thoroughly with warm water and soap before and after meals, before and after administering first aid, after toileting and throughout the day as required. Individual paper towels are used for drying hands. Each child has a separate nap mat, with sheets, blankets and pillows that are washed and

sanitized every other day or more often as necessary. All cups, plates, bowls and eating utensils as well as children's toys are washed through the dishwasher and dried on the heat setting for sanitizing purposes. Tables are disinfected with a bleach/water solution before and after each use. Classroom floors are washed with a disinfectant solution on a daily basis. Kitchen and bathrooms are cleaned daily and sanitized. Garbage is taken out daily and more often if necessary and placed in an outside sealed garbage bin and picked up on regularly scheduled garbage days. Weekly, the Centre is given a thorough cleaning from top to bottom by a cleaning professional.

Injuries

All injuries need to be reported and an Incident Report Form needs to be filled out, signed by the parents and kept on file.

Sun Safety

Outdoor activities provide fresh air and exercise that is important for children's health. However, too much sun can cause dehydration or heat exhaustion and may lead to sun burns, eye damage, and even skin cancer if the proper measures are not taken to protect children. At Paragon Kids Inc., we help prevent these problems by teaching and practicing sun safety with children. Our outdoor times are scheduled around peak sun hours and there are a number of options on our natural playground for children to play in the shade. Sunscreen (minimum SPF 30) is applied prior to children going outside and is reapplied for afternoon outdoor activities. Our staff encourage children to practice sun safety by acting as positive role models for them and wearing light clothing to cover up, sun hats and sunglasses for outdoor play. All children are provided with drinking water while outside and water play activities are also available to help keep children cool. There are occasions when it is too hot or humid for children to be safely outside and we follow advisories put out by Health Canada.

Outing Protocol

Parental consent for outings is acknowledged in the registration forms when children enroll at Paragon Kids. Parents need to be informed of these special outings in advance, both on the parent board and in the monthly newsletters. On the day of the outing, staff need to post a note on the door stating where they are going and when they will return. Staff should prepare a backpack for the outing which contains emergency contact information, a cell phone, first aid supplies, etc. Children should be dressed appropriately for the weather. During outings, head counts need to be done frequently. If an emergency should arise during an outing, call 911 and then the Director.

Personal Appearance

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image Paragon Kids presents to parents, children and visitors.

During business hours or when representing Paragon Kids Inc., you are expected to present a clean, neat, and professional appearance. You should dress and groom yourself according to the requirements of your position.

Your Director is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your Director if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed for the safety of both the staff and the children:

- Jeans must be neat and appropriate for childcare.
- Halter tops, tube tops and sweatpants are not acceptable.
- Long, dangling or hoop earrings are not recommended.
- Sandals, flip flops and high heels are not considered appropriate footwear.
- Shorts, skirts & dresses must be knee length or longer.

- Inappropriate tattoos that may be deemed offensive are to be covered.
- Clothing with inappropriate or offensive logos, words, or images are not acceptable
- Offensive body odor and poor personal hygiene is not acceptable.

Attendance and Punctuality

All employees are expected to be reliable and punctual in reporting for work. Our goal is to provide consistency and stability for children, families, and staff. Excellent attendance and punctuality are reflections of reliability and a positive work attitude. Both are an important part of performance evaluations. Recurring tardiness, excessive absence, and/or failure to provide adequate prior notice of absence without good cause, are grounds for disciplinary action, including termination.

Absentee Guidelines

Excessive Absence is defined by Paragon as more than three (3) unscheduled personal absences that you are not legally entitled to take in any ninety (90) day period or six (6) unscheduled personal absences that you are not legally entitled to take in any twelve (12) month period. Employees with Excessive Absence will receive disciplinary action and may be cause for termination of employment. Notification of absence must be as far in advance as possible. Failure to provide adequate notification of absence without good cause will result in disciplinary action and may be cause for termination of employment. Paragon Kids reserves the right to request a doctor's note if it determines, in its sole discretion, that this is appropriate.

Professional Development

Licensing regulations require each staff member to participate yearly in ongoing professional development. It is the expectation of Paragon Kids that a minimum of thirty (30) hours training over the course of each three years of employment in subject areas such as childcare, child development and early childhood education, be completed by each employee as a condition of continued employment. Regardless of previous experience and education, all employees are expected to continue their training in practices and techniques for teachers and caregivers of young children to acquire new knowledge and gain new skills. Training hours may include time spent in workshops, conferences of childcare, early childhood or educational associations, formal schooling, self-instructional material, or planned learning opportunities provided by a Director, other staff, or consultants. The Centre will make staff members aware of training opportunities throughout the year. Paragon Kids will reimburse the fee expense associated with training sessions or educational conferences provided that:

1. The expense is approved by a Director in advance of the training session, and;
2. A Certificate of Completion is presented to a Director immediately after the session is attended, and;
3. The annual accumulation of workshop expenses does not exceed \$500 per employee

Staff members who are students taking classes in Child Development or Early Childhood Education at a recognized college may receive credit toward their thirty-hour requirement upon submitting evidence of satisfactory course completion.

Return of Property

Employees are responsible for all Paragon Kids Inc. property, materials, written information issued to them, or in their possession or control. Employees must return all Paragon Kids Inc. property immediately upon request or upon termination of employment. Where permitted by applicable laws, Paragon Kids may withhold from the employee's cheque or final pay cheque the cost of any items that are not returned when requested. Paragon Kids may also take all action deemed appropriate to recover or protect its property.

Security Inspections

Paragon Kids Inc. wishes to maintain a work environment that is free of illegal drugs, alcohol, other substances causing impairment, firearms, explosives or other improper materials. To this end, Paragon Kids prohibits the possession, transfer, sale or use of such materials on its premises. Paragon Kids requires the cooperation of all employees in administering this policy. Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of Paragon Kids. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Paragon Kids at any time, either with or without prior notice.

Reporting Child Abuse

As per the protocols outlined by provincial regulations for the prevention and reporting of child abuse, Paragon Kids staff is legally required to report all cases of suspected child abuse. It is the Centre's goal to employ childcare professionals who are committed to the highest standards of ethical behavior. To ensure the health and safety of young children in care, a policy of "Zero Tolerance for Child Abuse" is strictly enforced. It is the staff's responsibility to read and abide by the 'Child Abuse Protocol and Behavioral Guidance Policy' of Paragon Kids as a condition of their employment. Children at the Centre should expect to be treated with kindness, concern, and respect at all times. Any employee who exhibits unprofessional behavior that could be construed as abusive may be subject to disciplinary action, up to and including dismissal. Any evidence of physical or sexual abuse or misconduct will be grounds for immediate dismissal. Any person who suspects child abuse or neglect is responsible to report this to the Ministry of Children and Family Development. If a child is in immediate danger, 911 is to be contacted immediately. Staff will report to the Director, if appropriate to do so. It is not the responsibility of the Centre staff to notify parents that a report has been made. Parents will be notified by the investigative team involved. It is not the responsibility of staff to prove abuse has taken place. All suspected child abuse must be reported. Please refer to the handbook developed by MCFD entitled BC Handbook for Action on Child Abuse and Neglect.

Confidentiality

Paragon Kids Inc. strictly adheres to confidentiality practices. Any information received is for the Centre's purpose and will not be shared with anyone who is not authorized. Records are updated regularly and stored for a period of two years after children leave our program in accordance with government requirements. Children's records will be destroyed after this period. Parents/guardians have access to their child's records at any time. The Director will be happy to assist parents with this request. Please refer to the terms of your Employment Offer with regard to your confidentiality obligations to the Centre.

Behavioural Guidance Policy

Paragon Kids' positive child guidance approach is designed to develop children's self-esteem and promote the development of self-control and problem-solving skills. The goal of our 'Behavioral Guidance Policy' is to help children deal with conflicts in a positive manner. This is achieved by using a proactive approach based on an in-depth knowledge of child development, the learning environment and age, and developmentally appropriate programs. The staff of Paragon Kids will use a pro-active approach to behavior guidance by anticipating potential problems and creating solutions to prevent these problems.

Progressive Discipline

The purpose of this policy is to state the Centre's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. The Centre's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future. Although employment with Paragon Kids Inc. is based on mutual consent and both the employee and Paragon Kids have the right to terminate employment at will, with or without cause or advance notice, except as required by law, Paragon Kids Inc. may use progressive discipline at its discretion. Disciplinary action may call for any of four steps - verbal warning, warning letter, 30-day performance improvement plan, and/or termination of employment - depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed. Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Accessibility Policy

Paragon Kids strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are committed to doing our best to accommodate those with disabilities so that they may benefit from our services in the same manner as those without disabilities. Should you require accommodation, discuss with the Director.

Complaint Policy

Paragon Kids Inc. is committed to providing high quality childcare and a safe and secure environment. If you have a concern, we want to know as soon as possible so that we may address it in a timely manner. When raising a concern, you will be treated with courtesy, respect and fairness. Your matter will be kept confidential at your request, unless it must be disclosed as required by law.

How to Make a Complaint

Any concerns may be brought to our attention in the following manners:

1. to the Director or owner in person;
2. by telephone;
3. via email to the Director or owner; or,
4. by letter. If you are contacting us via letter or email, provide the best way to contact you to discuss the matter.

General Policies

Social Media Usage Guidelines

Some employees may be asked to manage or post on Paragon Kids Inc. social media platforms. By assuming this role, you understand the importance of ensuring the posts are factual and represent the Paragon brand appropriately. You also acknowledge the confidentiality of our children, families and staff by ensuring permission has been given to use photo's Paragon social media platforms.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with Paragon Kids Inc. Advance notice is required as per provincial labor standards, Paragon Kids requests at least 2 weeks' written notice of resignation from employees. Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Prior to termination of employment at Paragon Kids, an Exit Interview will be given to the employee. An Out-Routine Checklist will also be completed and attached to the employee's file.

Policy and Procedure Acknowledgement

All employees must agree to abide by this Employee Manual and all Centre policies as a condition of continued employment. All employees must complete the Policy and Procedure Acknowledgement form on an annual basis. Failure to do so may result in disciplinary action up to and including termination for cause.

Changes to This Manual

From time to time, Paragon Kids Inc. may choose to make changes or enhancements to this Manual. Paragon Kids will provide 30 days' notice of any changes or enhancements. Continued employment shall be taken as consent to any changes or enhancements.

