



# Employee Handbook

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Table of Contents

1. Introduction.....	2
2. Administration of Personnel Policies.....	2
3. Equal Opportunity Employment.....	2
4. Compensation.....	2
5. Staff Evaluations.....	2
6. Staff Meetings.....	2
7. Hours of Work.....	3
8. Time-off.....	3
9.Holidays.....	3
10. Resignation.....	3
11. Professional Development.....	4
12. Dress Code.....	4
13. Confidentiality.....	5
14. Children and Closing.....	5
15. Smoking.....	5
16. Drugs and Alcohol.....	6
17. Lesson Planning.....	6
18. Cell Phone Policy.....	6
19. Employee Work Rules.....	6
20. Body Piercing and Tattoos.....	3
21. Conflict of Interest.....	
22. Job Descriptions.....	3
23. Employee Benefits.....	8
24. Employee Acknowledgement.....	10

## **1. Introduction**

This employee handbook is presented for informational purposes only and can be changed at any time by the Director with or without notice. This handbook is not an employee contract, all Center employees are employees at will and either the employee or the Director can terminate the employment relationship at any time, for any or no reason. No supervisor, or any other representative or employee of the center, other than the Director, has the authority to enter into an agreement (verbal or written) with an employee that is contrary to the foregoing. Upon review of this handbook, said employee has already provided the Director with completed DCDEE Qualification or Provisional letter, Medical Report and negative Tuberculin (TB) Test.

## **2. Administration of Personnel Policies**

It is the responsibility of the Director of Sneads Ferry Quality Childcare (SFQCC) to review and make revisions of the Personnel Policy and can do this at any time. Any additions to and/or deletions from the policies must be approved by the owner before going into effect.

## **3. Equal Opportunity Employment**

SFQCC recognizes our employees as one of our greatest assets. We are committed to providing EOE, without regard to race, color, religion, national origin, age, sex, disability, and/or sexual orientation. The opportunities include, but are not limited to, hiring, training and benefits, and all other terms and conditions of employment.

## **4. Compensation**

Compensation is to be set for each employee according to agreement between the employee and the Director. **At no time will wages or other compensation be discussed among employees.** Compensation will be based upon education, abilities, training, length of service, experience, and job responsibilities. Increases to compensation will be based on the performance, professional growth, responsibilities of the employee, and the center's financial ability. Questions concerning your compensation or pay should be directed to the Director.

## **5. Staff Evaluations**

After an initial evaluation, evaluations will be given yearly. The evaluations are designed to improve staff performance and development. The evaluations will not only give each employee an idea of what areas need improvement but will also reflect on the positive attributes since the last evaluation, and a staff development plan will be created for the next year.

## **6. Staff Meetings**

Staff meetings will be held monthly. A notice will be sent out to all staff with the date and time in advance to allow the appropriate provisions to be made for everyone to be in attendance. Staff meetings will cover all topics that need discussion, important calendar items that are forthcoming and center/staff improvements.

## **7. Hours of Work**

Hours of the center are 6:00 am to 6:00 pm, Monday through Friday. All Teachers must be here 5 minutes prior to your scheduled time, if you are 5 minutes late then your time will go to the quarter hour. Schedules will change weekly. All staff is required to sign in and out each day. **Staff will not be guaranteed a specific shift.** If any staff should be late for any reason, he/she must call the center as early as possible.

**Once the ratio is down and classes are combined the teacher with no class must leave. Under no circumstances may that teacher stay on the clock to gain hours for that week.**

## **8. Time-off**

Due to the nature of our profession, SFQCC does not provide sick time. Paid vacation time is gifted in lieu of a bonus at the end of each fiscal year and can be used the following year with two weeks' notice and adhering to the stipulations stated in the bonus letter. Bonus days that are not used within the allotted year will be forfeited by December 31<sup>st</sup> of the scheduled year.

We do understand we all need some time to relax or make doctor's appointments. If time-off is needed, you will need to fill out a time-off request (found in the main office). Please note on the "Scheduled Time-off Calendar" (located near the employee mailboxes) that time-off is limited to two people per day, and is on a first-come basis, therefore if the request has been filled, we will look at the schedule together and resolve the conflict as best we can. Also, please give at least a week's notice. The schedule for the upcoming week is done each Wednesday before, therefore if your date is not on the calendar by that Tuesday, your time will not be approved.

When calling in sick, please contact the opening staff at (910) 327-2876 as soon as possible, so that the schedule may be adjusted, or a replacement can be contacted to cover your absence. If possible, please report to work and we will find a replacement as soon as possible.

## **9. Holidays**

- A. Employees must be employed at least 6 months and work a minimum of 30 hours a week to receive holiday pay. Holiday pay will be for 6 hours a day if you worked less than 40 hours the previous week, if you worked 40 hours or more the previous week you will be paid for 8 hours.
- B. In order to receive holiday pay, you must work at least 30 hours the week before and/or of the holiday. You must work the day before or after the holiday. You will forfeit your holiday pay if you call out the day before or after the holiday unless you have a valid doctor's note.

Closings may change at the discretion of the Director.

## **10. Resignation**

If you choose to resign from the center, it is mandatory that you give a two weeks' notice in writing. A Resignation form will be provided and signed by exiting employee and administration. This is very important for four reasons: children, parents, professionalism and a good recommendation. An exit interview is appreciated.

## **11. Professional Development**

Regardless of their previous experience, employees will be expected to continue training in early childhood education practices. This continued study and training may take place on the employee's own time outside regular working hours, and as recommended by the Director. See the front office staff for mandatory and recommend trainings.

All course work, workshops, and sessions sponsored through Sneads Ferry Quality Childcare & Preschool taken within the six-month period of resignation or termination shall be reimbursed through the employee's last paycheck.

## **12. Dress Code**

After 60 days of employment, all staff is required to wear scrub tops or screen print SFQCC T-shirts. Please see the front office staff to inquire about purchasing T-shirts.

- \* Jeans should be in good condition
- \* Shirts must not be low-cut or revealing
- \* No sweat pants or gym/workout pants
- \* No tank, halter or tube tops
- \* Shorts must be to the bottom of finger tips and not tight fitting
- \* Good hygiene is a must (Clean hair, clothes, etc.)

If you come to work dressed inappropriately you will be clocked out and sent home to change.

## **13. Confidentiality**

Records of all children are *highly* confidential. Only the Director, Assistant Director or Office Manager may access student files. Each classroom will be provided with a Contact Card of pertinent information that the Teacher may need. If there is information regarding a student you feel is needed, but have not been provided, please speak with the Director. No matter the circumstances, a staff member may be dismissed for discussing children and employees outside of the center. We are a business of caring for children and to discuss anyone, good or bad, outside the center would be harmful to our facility's community image.

## **14. Children**

Staff must maintain constant visual supervision of children as well as assuring their welfare, health, and safety. It is the closing staff's responsibility to confirm that all children have been picked up before leaving the building. In the event a child is not picked up at the center, the staff will follow these guidelines:

1. Attempts to reach parent at work and home are unsuccessful, call the emergency contact numbers on the child's application.
2. If attempts to reach the emergency contacts are unsuccessful, contact the Director immediately.

At no time may you leave a child unattended, nor transport a child unless you have written permission from the parent. You will be allowed to clock out when that child or children leave. If the parent has any late fees, this will go to the center.

## **15. Smoking**

To provide a healthy, comfortable, smoke-free environment for all of our employees and children, smoking in or around our facility and property is prohibited. This includes cigarettes or e-cigarettes.

## **16. Drugs and Alcohol**

The possession, sale, distribution or use of illegal drugs or possession, sale, use or being under the influence of alcohol or other intoxicants while on work time or on company property, is strictly prohibited. SFQCC reserves the right to terminate any employee that is suspected to be under the influence of drugs or alcohol.

## **17. Lesson Planning**

Lessons must be posted in each classroom, in a visible place for the parents to see. The lessons must be age appropriate. Your completed lesson plan needs to be signed off by administration and posted by the Friday prior and supply list turned in by Wednesday. **Supplies not kept on hand need at least two weeks' notice.**

All classroom activities must begin by 9:00 am (Circle Time, Stories, Art, etc.), unless daily schedule says otherwise (outdoor play early in hot weather). Please remember this is the children's educational experience and will prepare them for school. As weather changes, your daily schedule may change so keep the current daily schedule posted.

The lead teacher must have activities for the curriculum prepared at least two days in advance. If the lead teacher is late or absent this will help the substitute be better prepared for your class.

## **18. Cell Phone Policy:**

All cell phones are to be turned off and put in a locked closet or 5' and above in the classroom. Cell phones are a liability to the center, as you cannot maintain constant supervision of the children while talking on your cell phone. The following is our warning system if you are caught using a cell phone while on the clock:

- First incident will result in a written warning that will go in your file.
- Second incident will result in being sent home for the day.
- Third incident will result in immediate dismissal.

Please note there will be NO EXCEPTIONS to this policy!

## **19. Employee Work Rules**

The following regulations constitute the work rules of SFQCC. Inappropriate behaviors, as described within these regulations, "are prohibited" and shall result in disciplinary action up to and including immediate discharge.

1. Discourteous or disrespectful treatment (including use of profanity or physical/verbal threats) of children, parents, visitors or other employees.
2. Failure to maintain a clean, neat and professional appearance.
3. Failure to keep work area clean and neat, and to plan and/or implement an age appropriate curriculum.
4. Unauthorized discussion of information pertaining to children, parents or other employees with friends, relatives, the general public, social or news media.
5. Possession of intoxicants (alcohol or drugs) while on the job.
6. Hindering or limiting normal operations. (Interfering with another employees' work)
7. Abuse, destruction, neglect or loss of center property.
8. Any illegal conduct.
9. Violating any of SFQCC policies and encouraging others to do the same.
10. Incompetence.
11. Insubordination: refusal of an employee to follow instructions or perform designated work where such instructions or work are normally required of an employee.
12. Dishonesty or theft.
13. Neglect of duty.
14. Excessive use of SFQCC telephones for personal calls.
15. Repeated tardiness.
16. Absence without authorized permission.
17. Falsification of records.
18. Sleeping on the job.
19. Smoking in unauthorized areas.
20. Violating State of NC Licensing or Health Regulations.
21. Failure to report an accident involving an on the job injury or damage to center property.
22. Discussion of employee compensation and pay among employees.
23. Failure to abide by the policies of SFQCC as outlined in the Employee handbook.
24. Gossiping.
25. Leaving children unattended at any time.

## **20. Body Piercing and Tattoos**

Any type of earrings, hoops, posts, etc. that may be applicable must be approved by administration. This includes, but is not limited to, nose, eyebrows, cheek and tongue piercing. Any visible tattoos that depict obscene, drug, alcohol or gang related graphics and/or wording must be covered while on SFQCC time or during the execution of SFQCC duties.

## **21. Conflict of Interests**

### **Conflict of Interest Defined:**

- A conflict of interest is defined as an actual or perceived interest by a staff member/board member in an action that results in, or has the appearance of resulting in, personal, organizational or professional gain.
- A conflict of interest occurs when an employee/board member has a direct or indirect interest in another relationship.

- The conflict of interest includes any bias or the appearance of bias in a decision-making process that would reflect a dual role played by a member of the organization or group.
- An example may involve a person who is an employee and a board member, or a person who is an employee and who hires family members as consultants.

**Sneads Ferry Quality Child Care’s Conflict of Interest Policy includes the following;**

1. To work at Sneads Ferry Quality Child Care all other jobs that the employee has must be approved by the Executive Director.
2. Babysitting children from the facility in which they work is another job that must be approved. You must obtain a signed permission form to transport children to and from the center from the parent/legal guardian. This written permission will be
3. No employee of SFQCC shall maintain an outside business or financial interest or engage in any outside business or financial activity without approval. Violation of this policy may result in immediate dismissal.
4. The work of SFQCC shall have precedence over the other occupational interest of full-time employees. Employment outside is allowed if it will in no way conflict with the interests of SFQCC responsibilities.
5. Also, the outside employment may not be of a nature that it will be performed for an individual or organization with which the SFQCC normally associated, unless the Executive Director approves such an arrangement in advance.
6. If an employee elects to participate in outside employment, none of SFQCC resources, including offices, materials or equipment may be used unless authorized by the Executive Director in advance.
7. All requests to engage in outside employment for salaries, wages, commission or other benefits and all self-employments must be submitted in writing in advance to the Owner or Director.

**22. Job Descriptions**

**FLEX TEACHER** (general position, not age specific)

Major Functions:

- Assist the teacher in any cleaning during transitions.
- Work with the teacher in maintaining a safe and healthy environment for the children.
- Obtain in-service and yearly training requirements.
- Have a working knowledge of NC Day Care rules and regulations.
- Keep teacher and director informed of problems that arise in the classroom.
- Assist in keeping the room well organized and arranged appropriately.
- Cooperate with other staff at center to create a professional environment.
- Assist in maintaining visual supervision of children.
- Assist with preparing children for nap and cleaning up after lunch.
- Must have or obtain CPR & First Aid training within 3 months of hire.
- Must have or enroll in NCECC within 6 months of hire.

**CO-TEACHER** (general position, not age specific)

**RESPONSIBILITIES AND DUTIES**

Including, but not limited to, the following:



Be the primary caregiver for up to NC Child Care Enhanced Ratios of children in the classroom  
Assist children with activities of daily life (ie. restroom use and hand washing)  
Appropriately supervise children while keeping them safe at all times  
Engage children in activities and play that stimulates their development  
Approach parents daily and speak with them professionally about their child(ren)

#### Staff Child Ratios/Supervision/Staff Child Interactions

Adequate supervision is as defined by DCDEE means that teachers should position themselves in the indoor and outdoor area to maximize their ability to hear or see the children at all times and render immediate assistance. Staff must interact with the children while moving about the indoor and outdoor area. Staff must know where each child is located and be aware of the children's activities at all times. Staff are required to respond to children in a nurturing way and comply with all DCDEE rules regarding appropriate interactions and safety requirements.

#### Professional Development

Teachers must maintain an annual professional development plan. It is the responsibility of each person to submit or ensure submission of all required documentation to the director. Teachers must also actively participate in professional learning communities when available or that and be created within the center in which they work to improve outcomes of their facility. Teachers should participate in professional development activities that align with the expectations of the North Carolina Teaching Strategies.

### **REQUIRED EXPECTATIONS**

Ensure the safety and well-being of each child by responding to their emotional, social, and physical needs as well as their educational needs  
Support the lead teacher in utilizing developmentally appropriate practice and best practice methods at all times  
Be a positive role model for all care giving staff and children  
Maintain professional relationships with fellow staff members and customers  
Creating and maintaining an environment that is clean, organized, and safe for all children  
Establish a professional level of rapport with each family in order to provide quality care and friendly service  
Supervise flex teachers and floaters in the classroom and ensure they are following program policy and customer service expectations  
Train any support staff in the classroom and direct them as to what duties need to be carried out throughout the day  
Co-plan daily activities that are developmentally appropriate for young children  
Support the lead teacher in conducting child assessments and facilitate parent-teacher conferences

Attend and engage in occasional parent participation events and other events that may be on nights and/or weekends

Support the lead teacher in planning lesson plans according to policy

Be co-responsible for individual daily sheets and the daily activities

Maintain a professional self-image and project the values of the organization at all times

## **LEAD TEACHER** (general position, not age specific)

### **REQUIRED EXPECTATIONS**

Ensure the safety and well-being of each child by responding to their emotional, social, and physical needs as well as their educational needs

Utilize developmentally appropriate practice and best practice methods at all times

Be a positive role model for all care giving staff and children

Maintain professional relationships with fellow staff members and customers

Provide excellent customer service according to the standards of Sneads Ferry Quality Childcare & Preschool

### **RESPONSIBILITIES AND DUTIES**

Including, but not limited to, the following:

- Be the primary caregiver for up to NC Child Care Enhanced Ratios of children in the classroom

- Assist children with activities of daily life (ie. restroom use and hand washing)

- Appropriately supervise children while keeping them safe at all times

- Engage children in activities and play that stimulates their development

- Approach parents daily and speak with them professionally about their child(ren)

#### Lesson Plans

- Given to the director for approval no later than the Friday before

- Posted before the classroom is active each Monday

- Must be developmentally appropriate and follow the NC Foundational Standards for ECE

- Written in the NC Foundational Standards format for the respective age group

#### Staff Child Ratios/Supervision/Staff Child Interactions

Adequate supervision is as defined by DCDEE means that teachers should position themselves in the indoor and outdoor area to maximize their ability to hear or see the children at all times and render immediate assistance. Staff must interact with the children while moving about the indoor and outdoor area. Staff must know where each child is located and be aware of the children's activities at all times. Staff are required to respond to children in a nurturing way and comply with all DCDEE rules regarding appropriate interactions and safety requirements.

## Professional Development

Teachers must maintain an annual professional development plan. It is the responsibility of each person to submit or ensure submission of all required documentation to the director. Teachers must also actively participate in professional learning communities when available or that and be created within the center in which they work to improve outcomes of their facility. Teachers should participate in professional development activities that align with the expectations of the North Carolina Teaching Strategies.

## QUALIFICATIONS

Creating and maintaining an environment that is clean, organized, and safe for all children  
Establish a professional level of rapport with each family to provide quality care and friendly service  
Supervise teacher aides in the classroom and ensure they are following program policy and customer service expectations  
Train any teacher aides in the classroom and direct them as to what duties need to be carried out throughout the day  
Plan daily activities that are developmentally appropriate for young children  
Conduct child assessments and facilitate parent-teacher conferences  
Attend and engage in occasional parent participation events and other events that may be on nights and/or weekends  
Prepare lesson plans according to policy  
Be responsible for individual daily sheets and the daily activities  
Maintain a professional self-image and project the values of the organization at all times

## BUS DRIVER

Major Functions:

- Maintaining constant supervision of children
- Taking daily attendance and keeping all records pertaining to bus trips
- Assuring the welfare, health, and safety of the children in the group
- Establishing and maintaining effective communication with other staff to create a professional atmosphere
- Attending pre-service and in-service training as required
- Responsible for daily bus maintenance checklist and keeping records
- Keeping the director informed of any bus related problems
- Understanding and abiding by all road laws
- Maintain all requirements for North Carolina Commercial Driver's License and abide by all laws
- Responsible for keeping sanitary and safe bus conditions

## SUBSTITUE

Major Functions:

- Assist the teacher in the implementation of the weekly plan of activities.

- Work with the teacher in maintaining a safe and healthy environment for the children.
- Assist teacher in maintaining good communication with parents.
- Obtain in-service and yearly training requirements.
- Have a working knowledge of NC Day Care rules and regulations.
- Keep teacher and director informed of problems that arise in the class room.
- Assist in keeping the room well organized and arranged appropriately.
- Cooperate with other staff at center to create a professional environment.
- Assist in maintaining visual supervision of children.

## **OFFICE MANAGER**

### Major Functions:

- Answer the phone and assist callers.
- Handle the tuition including taking payments, contacting parents with balances and assisting parents with questions.
- Type all correspondence for the facility, for example parent notices, important things to remember, school closings, etc.
- Daily upkeep of office procedures, including filing, organization, and supplies.
- Work directly with the Director and Assistant Director.
- Submit and retain records for the Food Program as per regulation.
- Keep front office and entrance presentable and clean
- Keep director and assistant director informed of any issues regarding tuition payments and parent questions
- Keep updated in service training hours in the event office manager needs to substitute in a classroom

## **ASSISTANT DIRECTOR**

### Major Functions:

- Hiring qualified staff and orienting new staff.
- Supervising and evaluating all center personnel.
- Maintaining a physical environment that conforms to NC licensing standards of safety and cleanliness, that is conducive to optimal growth and development of children who attend the center.
- Seeing that the facility conforms to NC licensing standards about the physical safety and well-being of the children and staff that use the center.
- Developing and executing an on-going program of activities that contributes to the care, growth, and development of the children who attend the center.
- Supervising requisition and keeping an updated inventory of supplies, equipment, and materials necessary to effectively carry out the program of activities.
- Enrolling children, establishing and collecting fees.
- Scheduling assignments of the facility personnel and overseeing the food preparation in accordance with licensing requirements Planning and conducting regular staff meetings and keeping the staff informed of licensing requirements.
- Planning in-service training of personnel that is related to job responsibilities.
- Supervising the record keeping for the center as per NC licensing requirements.
- Reports directly to the Owner.

## **KITCHEN MANAGER**

### Major Functions:

- Follows the daily Menu approved by the Director.
- Maintains North Carolina portion control standards for breakfast, lunch and snacks in preparations.
- Assists with ordering food and is capable to calculate the amount needed.
- Follows proper budgeting as set by The PREP Leadership Team.
- Is adaptable and implements changes in the menu, if instructed to do so.
- Meets basic requirements of all applicable regulatory agencies, including age requirements.
- Upholds an orderly, safe and clean kitchen area at all times, including the proper maintenance of equipment.
- Demonstrates the ability to meet the schedules of responsibilities such as meal preparation and food order forms.
- Follows sanitation and kitchen sanitation procedures set by the state of North Carolina.
- Maintains Sneads Ferry Quality Childcare & Preschool professionalism and builds relationships with families.
- Assists in any other capacities and responsibilities as determined in the employee handbook.
- Attends all staff meetings, workshops and/or center functions as determined but Sneads Ferry Quality Childcare & Preschool.
- Understands all rules and regulations of North Carolina or national regulatory agencies pertaining to the health, safety and care of the children.
- Must be able to lift 35lbs. that corresponds with handling the children for child safety, potential emergency situations, and facilitation of programs.
- Assists in a classroom on an emergent basis and will relieve a lunch break if necessary.
- When necessary- will operate the SFQCC van to fulfill shopping needs of the center, bus runs and/or field trip driving if necessary.
- Mop the kitchen floor before leaving for the day. Sanitize any soiled area on table tops, counters, cooking surfaces and food preparation areas.
- Adhere to pages 3-10 of The Rules Governing the Sanitation of Childcare Centers from the North Carolina Department of Health (a copy was provided during orientation).
- Ensures trainings are up-to-date and without lapse of necessary North Carolina requirements for the position.

## **BENEFITS OFFERED THROUGH SFQCC**

### **Educational Benefits**

*(If an employee leaves prior to their 6<sup>th</sup> month of employment, all sponsorship of trainings, workshops, and coursework will be owed to the center using the final paycheck)*

- All mandatory courses and workshops will be paid for by SFQCC (approval from administration before enrolling, receipt, and certificate of completion are necessary for reimbursement)
- All voluntary and additional training or courses to enhance knowledge base (CEUs) of early childhood care and education will be reimbursed up to 50% (approval prior to enrollment, certificate of completion and receipt of course are mandatory for reimbursement)
- Assistance in enrolling in the T.E.A.C.H. Grant program which sponsors early childhood degrees and certifications

- QEI funding and Technical Assistance to enhance learning spaces and continuing education of all staff members
- QEI bonus once a year dependent on time invested in the center (if funding for the program continues)
- Technical Assistance from various support systems within NC to train, support, and collaborate with all staff (Classroom Management, Exceptional Children, etc.)

**General Benefits** (*see administration to learn more*)

- Fifty percent of Health Insurance covered by SFQCC. Insurance plans provided by United Healthcare. Benefits begin one month after start date of employment. Re/Open enrollment each September.
- Vision and Dental Insurance provided by SunLife. Benefits begin one month after start date of employment. Re/Open enrollment each September.
- Assistance to enroll in a Traditional IRA to plan for retirement (with access to a Financial Advisor)
- Paid time off based on time invested in SFQCC (maximum two weeks' paid vacation). Requests to use paid time off with reasonable notice and prior approval.
- Paid holidays after six months vested (See employee handbook- must work the day before and after the holiday break)
- Reimbursement for supply purchases with prior approval and original receipt to each classroom
- Staff outings and team building activities sponsored by the center
- A supportive administration with an open-door policy
- Breakfast, lunch, and snack included each day to eat with the children
- Discounted tuition



**Employee's Acknowledgement**

I have received and read Sneads Ferry Quality Child Care & Preschool Employee Handbook. I expect to be guided by the rules and policies contained therein. I further understand and agree that my employment with SFQCC is at will and may be terminated by SFQCC or me at any time for any reason or without reason. I understand that nothing in the Personnel Policies or in any oral statement or representation by any employee or representative of SFQCC shall be deemed to create a contract of employment or any other modification of the at-will employment relationship. I also understand that any or all the provisions contained in the Personnel Policies may be modified at any time.

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**Employee's Printed Name**

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**Employee's Signature** **Date**

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**Director's Signature** **Date**

Updated 06/2021  
Cc: Copy placed in employee file "Personnel Policies"