

EMPLOYEE CONDUCT

The nature of the work performed by employees of KCI requires frequent contact and interaction with members of the public. All employees are expected to maintain conduct that is courteous and professional and reflects favorably upon the agency and the employee. Staff annually signs an agreement to abide by KCI's code of conduct.

Initial

General Conduct

In accordance with 45 CFR 1302.90, all staff, consultants, contractors, and volunteers are required to:

- implement positive strategies to support children's wellbeing and prevent and address challenging behavior
- respect and promote the unique identity of each child and family, and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition
- adhere to program confidentiality policies concerning information about children, families and other staff members;
- not allow any child to be left alone or unsupervised while under their care; and
- use positive methods of child guidance
- staff must not engage in ignoring a child for an extended period, corporal punishment, emotional, verbal, or physical abuse which includes: humiliation, rejecting, terrorizing, or corrupting a child, using profane, sarcastic language, threats, or derogatory remarks about a child or child's family, using toilet training methods that punish, demean, or humiliate a child. In addition, staff will not bind or tie a child to restrict movement or tape a child's mouth, or employ methods of discipline that involve isolation, the use of food, physical activity or outdoor time as a punishment or reward, or deny a child's basic needs
- staff must report all concerns regarding another's inability to follow KCI's code of conduct concerning child and family interactions and/or child guidance by either informing their direct supervisor or using the KCI website whistleblower system as soon as reasonably possible but must be before they leave that day. If their supervisor is not available, they must report the concern to the appropriate manager.
- supervisors are required to inform the appropriate manager about any concerns brought to their attention regarding another person's failure or reluctance to abide by KCI's code of conduct with regards to child and family

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interactions and/or child guidance as soon as reasonably possible but must before they leave at the end of the day. If their manager is not available, they must report the concern to another manager.

Initial

Regular Attendance

Employees are expected to attend regularly and work within their designated work hours to perform their duties. Excessive absenteeism, tardiness, and early departures are not acceptable and are grounds for disciplinary action up to and including termination.

Initial

Criminal Records and Impending Criminal Charges

KCI staff are required to notify their supervisor in the event that they are arrested or otherwise charged with a crime while employed at KCI. The supervisor should immediately report this information to the supervising manager, who will inform the Executive Director. The Executive Director or designate, in consultation with KCI's Human Resources consultant, will determine the need for action based upon Municipality of Anchorage Child and Adult Care Licensing Code and Head Start Performance Standards.

Initial

Use of Office Electronic Equipment and Communication, Computers, and E-mail

KCI has established a policy with regard to access and disclosure of electronic communications – fax, e-mail, telephone and Internet. KCI intends to honor the policies set forth below, but reserves the right to change them at any time as may be required under the circumstances.

- KCI maintains an electronic communication system. This system is provided to assist in the conduct of business within the organization.
- The electronic systems, software and hardware are KCI's property. Additionally, all messages composed, sent or received on these electronic systems are and remain the property of KCI. They are not the private property of any employee.
- The electronic systems may not be used to solicit or proselytize for commercial ventures, religious or political causes; outside organizations; or other non-job-related solicitations.
- The electronic systems are not to be used to create or store any offensive or disruptive messages. For example, any messages which contain sexual implications, racial slurs, gender-specific comments or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin or disability are considered offensive.
- The electronic systems shall not be used to access, send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, nude or sexually graphic or inappropriate data or pictures, or similar materials without express prior written authorization.

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- KCI reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received, sent or maintained over these electronic systems for any purpose. The contents are properly obtained for legitimate business purposes and may be disclosed without the permission of the employee.
- The confidentiality of any message should not be assumed. Even when a message is erased it is still possible to retrieve and read that message.
- Notwithstanding KCI's right to retrieve and read any electronic messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any electronic messages that are not sent to them. Any exception to this policy must receive prior approval.
- Employees should not use a code, access a file, or retrieve any stored information unless authorized to do so. Employees should not attempt to gain access to another employee's messages without the latter's written permission.

Any employee who discovers a violation of this policy shall notify his/her immediate supervisor, who will in turn notify the appropriate manager.

Any employee who violates this policy or uses these electronic systems for improper purposes may be subject to discipline, up to and including termination.

KCI employees are expected to use KCI office equipment, computers and e-mail in a manner consistent with the type of work performed by the agency.

Initial

Use of Personal Cellular Telephones and Electronic Devices

Employees must not use personal cellular telephones, smart watches, or any other type of device (for calling, text-messaging, e-mail, internet, etc.) while supervising children. KCI staff and volunteers are prohibited from bringing their personal cellular telephones into any KCI classroom, bus, or playground. Teaching & family services staff with agency cell phones must turn the cell phone into the off position before entering the classroom. Only supervisors or coordinators are allowed to bring their personal cell phones on field trips unless approved by a supervisor.

Employees who need to receive telephone calls during the day are instructed to have calls come through the main telephone for the center so that coverage can be arranged before the employee takes the telephone call. All efforts will be made to get emergency calls to staff members as quickly as possible. However, KCI must fulfill its obligation to assure child safety by assuring adequate supervision prior to removing the staff member from the classroom.

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Non-classroom staff must follow the guidance of their supervisor with regard to appropriate personal cellular telephone use.

Cellular telephones will be turned off (not set to vibrate) during meetings and training sessions.

Confidentiality

Initial

All employees are required to maintain confidentiality of agency, family and staff in accordance with applicable laws and regulations. Employees acknowledge this requirement by signing the Employee, Volunteer and Contractor Conduct Form.

Initial

Family Information

All employees are informed in the orientation process that information concerning families is private information. This information is not to be discussed outside of the agency, with family friends or relatives, or with other employees who do not have a need to know the information.

There are circumstances where KCI can disclose personally identifiable information (PII) without parent consent. These circumstances are described in the Head Start Performance Standards, 1303.22(c)(1-8) and must be reviewed prior to sharing PII. Parent participation in any program activity is voluntary, including consent for data sharing, and is not required as a condition of the child's enrollment.

In any other circumstances, KCI staff are required to secure parental consent in writing before disclosing PII. Staff use an exchange of information form to document consent for records disclosure. The exchange of information specifies (1) what records we wish to disclose; (2) why we wish to disclose the records; and (3) identifies the parties or class of parties to whom the records will be disclosed. The form includes a notice to the parent that the granting of consent is voluntary on the part of the parent and may be revoked at any time.

Initial

Personnel Information

Employees who have knowledge of KCI personnel information are bound by the same rules of confidentiality. KCI safeguards personal employee information in its possession to ensure the confidentiality of the information. Additionally, KCI will only collect information that is required to pursue its business operations and to comply with government reporting and disclosure requirements.

Personal employee information will be considered confidential and will be shared only as required. Participants in KCI benefit plans should be aware that personal information will be shared with plan providers as required for claims handling and record keeping needs.

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Personal information that may be shared and not considered a breach of confidentiality include the following:

- Release of partial employee birth dates i.e., day and month and work anniversary dates are not considered confidential and may be shared to recognize employees on such dates.
- Personal telephone numbers or e-mail addresses may be distributed to supervisors and management in order to facilitate company work schedules or business operations.

Initial

Confidential Documents

Confidential documents are to be secured and locked when not in use. Breach of confidentiality is subject to disciplinary action, up to and including termination. Confidentiality permanently binds employees after separation from employment with KCI.

Initial

Enrollment Fraud

Knowingly accepting false or incomplete enrollment eligibility information is an act subject to disciplinary action, up to and including termination.

Initial

Personal Appearance Standards

Employees are expected to present themselves during working hours in attire that is appropriate to their position and the nature of the work to be performed. Employees should be particularly conscious of maintaining dress, grooming and hygiene standards that reflect favorably on them and on KCI.

Dress length, cut of clothing, footwear, etc. should be considered based upon the regular work environment of the employee. The impression staff makes on families and the community is a direct reflection on the agency. Therefore, some articles of clothing or body art are considered to be inappropriate.

The following is intended to provide examples of inappropriate personal appearance but is not intended to be comprehensive:

- Sandals with toe-straps between the toes are not permitted for health and safety reasons. This includes flip-flops or thong-style footwear of any type.
- All articles of clothing and accessories must be free from promotion for alcohol, bars or alcoholic clubs, tobacco products, legal and illegal drugs, sexual innuendo, gang-related symbols, discriminatory remarks, offensive language, offensive symbols, or anything otherwise deemed inappropriate for working around families and children.

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- Facial jewelry (tongue, eyebrow, nose, lip, etc.) shall be removed or covered. Tongue jewelry is not allowed unless it is the flat, flesh tone or clear style cover-up jewelry.
- Clothing should be free from holes and in good repair (this includes clothing purchased with intentional rips and tears). Sweatpants are not appropriate work attire. Staff may wear leggings but they should be paired with a shirt that extends to mid-thigh.
- Any clothing with spaghetti straps, tank tops, tube tops, clothing that reveals bare backs, or bare midriffs is not appropriate. Sleeveless blouses must cover the shoulders to the arm.

KCI allows reasonable self-expression through personal appearance, unless a) it conflicts with an employee's ability to perform his or her position effectively or with his or her specific work environment, or b) it is regarded as offensive or harassing toward co-workers or others with whom KCI conducts business and has contact with. Therefore, KCI permits employees to display tattoos within the following guidelines.

- Tattoos must be free from promotion for alcohol, bars or alcoholic clubs, tobacco products, legal and illegal drugs, sexual innuendo, nudity, gang-related symbols, discriminatory remarks, offensive language, offensive symbols, or anything otherwise deemed inappropriate for working around families and children.
- Any tattoo that has yielded customer complaints must be covered.

Tattoos that do not meet guidelines must be covered at all times.

The determination of what is inappropriate or appropriate is made by supervisory staff. If a supervisory staff member is uncertain about the appropriateness of a staff member's attire, he/she should contact the appropriate manager for further guidance.

Other Personal Appearance Reminders:

- Hair should be clean, combed and neatly trimmed or arranged
- Hair should not be dyed purple, pink, green or other unnatural color
- Good personal hygiene habits must be maintained

In the event that an employee appears for work not meeting the personal appearance standards, the employee will be asked to correct the areas of concern (either by changing clothing or accessory or by covering it). If the employee must leave and return to make the corrections, the time will be considered employee's personal time and will not be compensated as work time.

These standards apply at all times while working, including Parent Committee Meetings, classroom cleaning days, trainings, etc.

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Conflicts of Interest

Conflicts arise on occasion when an employee engages in activities that can create potential problems for the agency.

Initial

Unacceptable Personal Benefits from Employment

Employees shall not solicit, obtain, accept or retain any personal benefit from any supplier, vendor, parent or any individual or organization doing or seeking business with KCI. As used here, personal benefit means a gift, gratuity, favor, service and compensation in any form, discount, special treatment or anything of monetary value. Employees should consult with supervisory personnel in circumstances which the employee believes may be in question.

Any employee who is offered a personal benefit as a result of their employment with KCI must report it immediately to his or her supervisor. The acceptance of a personal benefit by a KCI employee, which can or appears to offer benefit to the donor in any program operated by KCI, is grounds for disciplinary action, up to and including termination.

Employees should not solicit business in the workplace (e.g. Avon, Mary Kay, Party lite Candles, etc.).

Initial

Employment Outside of KCI

An employee may hold a position with another organization. An employee's outside employment activities must not create a conflict of interest with KCI. Employees engaging in any other employment activity which might constitute a conflict of interest must notify the Executive Director in writing. Outside employment will present a conflict if it has an adverse impact on KCI or the employee's performance of duties for KCI.

All employees are held to the same performance standards and are subject to the same scheduling demands, regardless of outside employment requirements.

Employees who are performing outside employment may not use a KCI facility, resources or equipment while conducting outside employment nor conduct such business on KCI time. Should a conflict arise as the result of other employment activities, KCI will notify the employee in writing and will state recommendations based upon findings and the employee will be asked to resolve the conflict.

Initial

Community Boards/Representatives

Employees who accept positions on community boards and commissions or speaking engagements must clearly indicate they are speaking for themselves only and not as a representative of KCI. The Executive Director may approve an employee to speak or act in an official capacity on behalf of KCI. This approval will be in writing on KCI letterhead.

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Political Activities

No employee shall participate in partisan political activities while on official duty status. Employees must not identify themselves as working on behalf of KCI in any partisan or non-partisan political activity. It is the responsibility of each employee, prior to engaging

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in political activity during off duty time, to determine their individual status with regard to the Federal "Hatch" Act.

Initial

Staff Children in the Workplace

Children of staff members are not permitted in the workplace without prior approval from the employee's direct supervisor. Approval will be granted only for special projects or events. This approval must be obtained in writing and each time a request is made.

Any employee who appears for work with his/her child/children without prior approval from his/her supervisor will be required to return home. This absence will be treated as leave time.

For purposes of enforcement of this policy, "staff children" are defined as natural, step, adopted, foster, or other significant relationships (nephew, niece, living in the home, etc.)

Initial

Staff Transporting Children

Staff may transport children enrolled in KCI in their own insured vehicle if they are on the child's emergency information form and, they are not working while transporting. A staff member must receive management approval prior to transporting children enrolled in KCI if transporting will occur during the employee's scheduled work time.

Initial

Staff Babysitting

Staff cannot babysit for families with children enrolled in KCI unless the employee is related to the child and family through blood, marriage, or adoption.

Initial

Smoking

All KCI sites are designated as smoke-free. Smoking is not permitted in buildings, on buses or on playgrounds. Smoking by employees while on field trips or home visits is prohibited. Smoking is prohibited within fifty (50) feet of any entrance or window of any KCI facility. Smoking is permitted in a privately owned vehicle or in an otherwise designated smoking area. Designated smoking areas are available at most sites. Smoking should never occur in the presence of children and families.

Initial

Drug-Free Workplace

No employee may unlawfully manufacture, distribute, possess or use a controlled substance in the workplace. A violation of this policy will result in disciplinary action, up to and including termination.

An employee who is arrested or charged with violation of a criminal drug statute or is convicted under any criminal drug statute for a violation occurring in the workplace must notify KCI of this arrest, charge, or conviction within five (5) days after the incident. Notice of the conviction will result in disciplinary action, up to and including termination. Such action will be taken no later than thirty (30) days after receiving notice of the conviction.

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If covered by federal regulation, the funding source for the employee's position will be notified of such a conviction within ten (10) days of receipt of the notice of conviction. Failure of the employee to notify KCI of any criminal drug statute violation will result in personnel action, up to and including termination.

Definitions for the purposes of this policy are defined as:

- *Workplace* – any place or time when the employee is performing work for KCI.
- *Controlled Substance* – any substance that is listed in Schedules I through V of Section 202 of the Controlled Substances Act (21 U.S.C. 812) and is further defined in federal regulations at 21 CFR 1308.11-1308.15.
- *Conviction* – means a finding of guilt, including a no-contest plea or imposition of sentence or both by any judicial body, charged with the responsibility to determine violations of federal or state criminal drug statutes.
- *Criminal drug statute* – a federal, state or local criminal law involving the manufacture, distribution, possession or use of any controlled substance.

KCI retains the right to direct employees, during their working hours, to provide breath or urine samples for medical testing when probable cause exists. Probable cause exists if the employee is involved in an accident, sustains a reportable injury while in the workplace, or exhibits behavior or actions that may indicate they may be under the influence of alcohol or drugs. The decision to direct employees for drug or alcohol screening lies with the supervising manager or his/her designee.

Reporting for work under the influence of drugs or alcohol is not permitted. Employees reporting for work under the influence of drugs or alcohol will receive disciplinary action up to and including termination.

Initial

Violence in the Workplace

Violence in the workplace will not be tolerated. Any employee who engages in violence on any KCI site or at any KCI sponsored event will be immediately suspended without pay and be subject to disciplinary action, up to and including termination, pending the results of the investigation.

Violence is defined as any act or imminent threat of physical harm to another person (staff, child, client, volunteer, vendor or contractor).

Violence in the workplace will be reported to the appropriate authorities (e.g., Alaska State Troopers, Municipality of Anchorage Police Department).

Initial

Weapons in the Workplace

Weapons of any type are not allowed in any of KCI's workplaces. KCI's workplace includes personal lockers, desks, or other storage areas provided by KCI for its employees and which remain solely the property of KCI. KCI property is subject to search at any time and no employee should have any expectation of privacy for any materials brought into the workplace. Even those licensed to carry concealed or other

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weapons shall adhere to this policy. Discovery of a weapon at work will result in disciplinary action up to and including termination and will result in a report to appropriate authorities.

Initial

Security

It is the policy of KCI to maintain strict control over the entrance to each of the sites and access to files, equipment, materials and anything of monetary value.

Employees who are assigned keys or provided special access to facilities, materials and equipment are expected to use sound judgment and discretion when carrying out their duties. Employees will be held accountable for any wrongdoing or acts of indiscretion as a result of having access to facilities, materials and equipment and will be subject to disciplinary action, up to and including termination.

Employees holding keys, materials, identification tags, business cards or equipment belonging to KCI will surrender the items prior to leaving at any time when he/she will be away from the agency for more than Twenty (20) days, including employees going on summer lay-off.

Initial

Internal Communication

1) Communication Expectations

KCI employees are expected to use KCI's website to find recent information for program related activities. All staff should check KCI's website and their agency email daily.

KCI employees are expected to participate fully in meetings and training activities.

KCI employees are expected to maintain positive communication with families.

KCI employees are expected to maintain professionalism in their communications with co-workers, families, children, vendors, and the community.

2) Communication Expectations for Grants and Fund Raising Activities

KCI employees who wish to write a grant on behalf of KCI must inform the Executive Director of their intention.

Initial

Internal Conflict Resolution

Personal or professional conflicts may occur in any workplace. KCI employees are expected to always attempt to resolve a workplace conflict by first meeting with the person(s) with whom the conflict exists.

If the individuals in conflict cannot reach a mutually satisfactory resolution, either employee may contact his/her supervisor to request mediation between the conflicting parties. If this meeting facilitated by the supervisor(s) of conflicting employees does not

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resolve the conflict, either employee may address a written request for conflict resolution to the responsible manager. The manager, in consultation with the Human Resources Manager, will meet with the conflicting parties to develop a plan for timely resolution of the conflict.

If the conflict involves an employee and his/her supervisor, the employee should still first seek a face to face meeting with the supervisor to attempt to resolve the conflict. If this meeting does not produce a resolution, the employee may address a written request for conflict resolution to the responsible manager. (This request should be addressed to the Executive Director if the employee's supervisor is a manager.)

Circumvention

Initial

Any discussion by an employee with Board members/parents that is designed to circumvent KCI personnel policies and procedures or is intended to interfere with the ability of administrative personnel to carry out their duties shall be grounds for disciplinary action, up to and including termination.

The Board of Directors and Policy Council of Kids' Corps, Inc. is responsible for setting policies for its employees. These governing bodies employ the Executive Director to whom they delegate responsibilities for the day-to-day management of KCI. KCI employs and manages employees with policies set and approved by these governing bodies.

KCI's employees are accountable to the Executive Director, through whom all communication to the Board and Policy Council is channeled. An employee who does not follow the stated policy of channeling information through the Executive Director may be subject to disciplinary action.

Reports of Harassment by the Executive Director are exempted from this policy (cross reference Harassment in Section 1).

CHILD ABUSE AND NEGLECT REPORTING

All KCI employees are required to report suspected child abuse and neglect or child sexual abuse to the appropriate authorities (Reference 45 CFR 1301.31 Appendix A, N-30-356-1-00 through 30).

Reporting Child Abuse and Neglect

Initial

In accordance with Alaska State Child Abuse/Neglect Reporting Law, as defined in Alaska Statutes 47.17, Program staff must report suspected child abuse, child sexual abuse or neglect of a child to the Office of Children's Services (OCS). In addition, KCI will ensure the following:

- All staff members are informed of their responsibility to report suspected child abuse and neglect. This is documented in the orientation process.

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- Each staff member, staff substitute and classroom volunteer will receive a copy of KCI's Suspected Child Abuse and Neglect Reporting Procedure within their first week of work.
- All staff that work with families or children are required to participate in mandatory annual training that reviews the Child Abuse and Neglect Law and KCI's reporting procedure.

Initial

Reporting Process

- Staff members who suspect a child has suffered abuse or neglect should immediately contact the Family Services Supervisor or their classroom Supervisor. If supervisors are not available, staff members may contact the child's Family Advocate or a Center's Teacher. The staff member and the Supervisor make the decision whether to file a report with OCS.
- If a report of harm needs to be filed, the staff member closest to the incident will complete the Referral for Suspected Child Abuse or Neglect form, available from the Family Services Coordinator, and call OCS.
- The Family Services Coordinator maintains an identical binder available in a locked filing cabinet. This binder is the only source of useable Referral for Suspected Child Abuse or Neglect forms. Copies of the form are not circulated or maintained in the standard Forms File Cabinet.
- After completing the referral and calling OCS, the reporting staff member forwards the original to the Family Services Coordinator or designated back-up such as the on-site Supervisor or the appropriate Manager. The Family Services Coordinator will review the referral and fax it to OCS. The Family Services Coordinator will place the referral in a binder kept in a locked filing cabinet.
- The reporting staff member records in the family contact section of the child's file that a report was faxed to OCS and that an intake social worker was contacted, either directly or through a telephone message. Staff must not place the OCS referral in the child's file nor describe its contents in the family contact section of the child's file.

Volunteers and Substitutes Concerned with Suspected Child Abuse and Neglect

Any substitute, parent or volunteer who becomes concerned about the safety of a child is required to discuss the situation with the Center Director. If the Center Director is unavailable, the concern is taken to the Family Services Coordinator or Teacher.

Special care is taken to protect the confidentiality of the family involved when volunteers or parents approach staff with child abuse and neglect concerns. KCI staff is responsible for making the determination for filing a report.

After a Report is Made

The Family Services Coordinator and Family Advocate assigned to the family involved work together to support the family and assist them in locating resources that the family may need.

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Child Abuse and Neglect Training

KCI is committed to increasing its effectiveness in protecting all children. With this goal in mind, KCI provides training to staff, parents and volunteers in recognizing the obvious signs, as well as the "gray areas" of child abuse and neglect. This training is offered at least one time per year to all staff working with families and children directly. KCI staff working with children and families are required to attend once a year.

Personnel Policies Acknowledgement

I understand that the Kids' Corps, Inc. Personnel Policies and Procedures Manual is available on-line at www.kcialaska.org and I am responsible for assuring that I understand my responsibilities as an employee or volunteer to familiarize myself with these policies and to seek clarification of policies I do not fully understand. Employees may request a personal "hard copy" of Personnel Policies and Procedures by requesting it here after signing.

Signature: _____

Date: _____

Please send me a "hard-copy" of Personnel Policies and Procedures.

HR Use Only:

Hard copy sent on _____ via Inter-office mail to _____ Center Postal Service

HR Representative: _____