Immunizations and Medical Screening

AlphaBEST follows each states' requirements for immunizations and medical screenings. Students must be examined by a licensed physician. Immunization and medical records must be current and on file with the school. A student that is not permitted to attend school due to insufficient records will not be permitted to attend an AlphaBEST program.

Blood Spill Guidelines

Some diseases, e.g., AIDS/HIV infections and Hepatitis B, can be spread by contact with blood and blood products. Although the chance of spreading these diseases in a school setting is very low, precautions must be taken in the handling of blood and bodily fluids, or items soiled with blood or bodily fluids, in all school settings.

These guidelines must be followed whether the person whose blood or bodily fluid spilled is known to have the infection or not. These guidelines should be strictly followed in situations dealing with students who are developmentally delayed, who are Hepatitis B carriers, who have AIDS, who are infected with the Human Immunosuppressive Virus (HIV), or the virus which causes AIDS.

If you are exposed to blood or bodily fluids, take the following steps **immediately**:

1. Wash needle stick injuries, cuts, and exposed skin thoroughly with soap and water;
2. If splashed with blood or potentially infectious material around the mouth or nose, flush the area with water;
3. If splashed in or around the eyes, irrigate with clean water, saline, or sterile irrigants for twenty (20) minutes;
4. Notify your Site or Area Manager immediately, in less than twenty-four (24) hours;
5. Fill out the necessary papers with AlphaBEST management. Include the date, time, and circumstances of the exposure; any actions taken after the exposure; and any other required information;
6. Take these papers to the doctor for medical evaluation;
7. Receive copies of all results, and AlphaBEST will also receive confidential information of these evaluations for our records;
8. Receive follow-up evaluations if it is deemed necessary; and
9. Complete any testing or immunizations recommended.

Illness Policy

If a child is unable to attend school during the day, he or she should not attend the AlphaBEST Education Extended Day program. Parents are advised to not bring a child to the morning program if the child has an oral temperature of 100 degrees or greater, has a contagious disease, or suffers from diarrhea or vomiting.

In case of accident or illness, the child's parents or guardians are called immediately. In serious cases, the child is taken to a local hospital by an emergency vehicle for treatment, and the parents or guardians are called immediately should an accident occur, the parent/guardian receives a written accident report from the program.

In addition, the accident is reported to the state childcare licensing agency or appropriate government agency, as required by law. Parents of every child enrolled are notified immediately if one of the following communicable diseases has been introduced into the program: lice, impetigo, ringworm, hepatitis A, food poisoning salmonella, shigella, measles, mumps, strep throat, rubella, pertussis, polio, haemophilus, influenza type B, meningococcal meningitis, strep, or any other communicable disease. Proof of treatment or approval by a physician may be required for a child diagnosed with communicable illness.

Medical Conditions

Our enrollment forms allow families to inform us of any special restrictions and/or needs for each student. In some instances, our program isn't the best environment for certain students, and your Area Manager, with consult from the Support Center, will make that determination.

Certain allergies have become more prevalent, especially nut allergies. In order to alleviate any concern, we do not serve snack products that may contain nuts. In addition, if a parent would like to bring in a snack/treat from home, we ask that it not be homemade, but rather store-bought with a label of ingredients. This way we can be certain that there will not be any allergic reactions. The listing of medical conditions and allergies is posted inside of a cabinet. While each and every team member should be aware of the list, it is not for public consumption as it is confidential information. The Site Director should update this list regularly when a child enters or leaves the program. In addition, if a child is out of the program for a prolonged period of time, team members must check with the parent/school office to ensure that the child is well enough to return to the program.
Special Health Needs

Should a parent disclose special health needs of a student during the enrollment process, then certain steps will be taken during consideration of accommodations to care for the student's health needs. AlphaBEST will Medication Policy

AlphaBEST prefers that any medication a child needs is dispensed by the school nurse or other appropriate school personnel. Only in emergencies or specific situations, when a nurse is unavailable, will AlphaBEST dispense medication. AlphaBEST will follow the procedures regarding dispensing of medication already in place at the school site and in accordance with state childcare regulations.

If a child has a known medical condition (asthma, diabetes, seizure disorders, etc.), we request that the parent/guardian make sure that AlphaBEST team members is aware and properly educated should a problem occur.

- Parents should make sure that any required medication is provided to the program and the medication release forms have been completed.
- The medication must be provided in the original container accompanied by the doctor's directions.

- Only medication for treatment of a chronic condition will be allowed, and no more than a one-month (1) supply should remain with the AlphaBEST team members at any time.
- No medication may be administered without completion of the required forms. Parents/Guardians must provide you with a permission form for the use of any medication, as well as a Physician's Authorization Form.
- Forms and documentation follow respective state guidelines and may vary between AlphaBEST locations.
- All medication is kept in a lock storage cabinet. Students with rescue inhalers for asthma may carry their medications on them.
- Obtain from the parent a physician's note that explains the dosage and frequency of use permitted and inform parents/guardians to give you a new note from the student's doctor if anything changes during the school year.
- Parents/guardians must provide you with a permission form for the use of each medication separately.
- Epi-pens are considered the same as any other medication that a student would require in school. For students that require epi-pens, AlphaBEST prefers that the parent provide an epi-pen for the afterschool program, separate from that which is provided for the school nurse. If the parent is unable to provide a second epi-pen, the afterschool Site Director must have access to the nurse's office after school hours. In this situation, the afterschool Site Director is responsible for retrieving the epi-pen prior to the start of the afterschool program and with returning it to the nurse's office at the end of the day. If the parent insists, the student with an epi-pen may carry their medication on them in afterschool for use in emergency situations, but they must provide a second epi-pen for the afterschool program. 911 must be called immediately after the student receives the epi-pen dose.
- A lock box or locking file cabinet must be used for any medication not requiring refrigeration. Medications requiring refrigeration must be kept in a suitable container that can be locked and must be stored on a top shelf in a refrigerator with "no food," labeled on that shelf.

Dispensing Medication

AlphaBEST prefers that any medication a child needs is dispensed by the school nurse or other appropriate school personnel. Only in emergencies or specific situations, when a nurse is unavailable, will AlphaBEST dispense medication.

AlphaBEST Education program follows the standards for administering medications outlined in each state's Standards for Licensed Centers. As a courtesy to parents, when it becomes necessary to have medication administered at the center, an on-duty AlphaBEST Education team member, who is certified to do so by the state in which the employee works, will administer the medication. When medication is administered, the following policies apply:

- All medication, prescribed or over-the-counter, can only be administered after the parent's submission of the appropriate authorization forms. Parents should fill out the release form completely indicating dosage, time(s) to be administered, and duration of the medication;
- The dosage for nonprescription medication must be appropriate for the child's age. If a nonprescription medication states that a doctor must be consulted to determine the dosage for a child, a doctor's prescription shall be required;
- All medication administered to the children by AlphaBEST staff must be in its original container with the prescription label or direction label attached. The label on each type of medicine must list the child's name, dosage, and what time(s) it is to be given. The expiration date on the medication must be current;

- Fever or other pain-reducing medications, or multi-symptom medication containing pain-reducing medications, such as, but not limited to, acetaminophen or aspirin, will not normally be administered; and
- When an authorization for medication expires, the parent shall be notified that the medication needs to be picked up within 14 days or the parent must renew the authorization. Likewise, parents will be asked to pick up expired medications within 14 days. Staff will dispose of any medications not picked up by the parent within those 14 days.

Short-Term Medications: Children who will be taking medication for a short time will be required to have a medication form on file before medication is dispensed. Medication will only be administered for as long as the authorization allows, which is not to exceed 10 working days. *Long-Term/Emergency Medications*: Medication will not be accepted for administration on an "as needed" basis unless the medication is an emergency medication for a federally protected disabling condition. Emergency medication for a federally protected disabling condition must be accompanied by Medication Authorization Form signed by a parent and the applicable doctor. Over-the-counter skin products (i.e. sunscreen, insect repellent) will be administered in the program in accordance with the manufacturer's instructions. These products must be in the original container labeled with the child's name and be accompanied by the parent's written authorization noting any known adverse reactions. Staff members will assist in the application of these products. Please provide lotion – No aerosol sprays. Please ask your Site Director if there are additional requirements with which you must comply. All medications must be transferred from parents to AlphaBEST staff. The medications will be kept in a locked container at the site. Children may not keep medication in their personal possession. AlphaBEST Education will follow the procedures regarding dispensing of medication in accordance with state childcare regulations.

Medication forms/authorization will be needed for any medication given on site. These forms may be found online at www.alphabest.org.

If a child has a known medical condition (asthma, diabetes, seizure disorders, etc.), we request that the parent/guardian make sure that the AlphaBEST team members are aware and properly educated should a problem occur.

- All medication is kept in a lock storage cabinet. Students with rescue inhalers for asthma may carry them.
- Epi-pens are considered the same as any other medication that a student would require in school. For students that require epi-pens, it is preferred that the parent provide an epi-pen for the after school program, separate from that which is provided for the school nurse. If the parent is unable to provide a second epi-pen, the after school Site Director must have access to the nurse's office after school hours. In this situation, it is the responsibility of the after school Site Director to retrieve the epi-pen prior to the start of the after school program and return it to the nurse's office at the end of the day. If the parent insists, the student with an epi-pen may carry their medication on them in afterschool for use in emergency situations, but it is requested that they provide a second epi-pen for the afterschool program. 9-1-1 must be called immediately after the student receives the epi-pen dose.
- A lock box or locking file cabinet must be used for any medication not requiring refrigeration. Medications requiring refrigeration must be kept in a suitable container that can be locked and must be stored on a top shelf in a refrigerator with "no food," labeled on that shelf.

Medication Administration (VA)

AlphaBEST urges parents to administer medication at home. However, in some instances, a certified Medication Administrator can give medication on the premises. Only employees trained for Medication Administration may handle and/or dispense medication. Medication Administrators are certified by an eight-hour (8) course called Medication Administration Training (MAT), given by a trained, registered nurse or other personnel authorized by the government.

AlphaBEST Medication Administrators will administer medication for the parents if:

- Proper authorization forms are submitted and complete;
- The medicine is in the original container with the prescription or direction label attached (child's name, dosage, and administration instructions on the label); and
- The expiration date on the medication is current.

Medication will not be accepted for administration on an "as needed" basis unless the medication is an emergency medication for a federally protected disabling condition. Fever or other pain-reducing medications, or multi-symptom medication containing pain-reducing medications, such as but not limited to acetaminophen or aspirin, will not normally be administered.

The parents fill out these forms giving us authorization to give a child medicine.

Temporary administration (10 days or less)
AUTHORIZATION TO ADMINISTER MEDICATION:

The parent or legal guardian must complete the top portion of this form. If a new prescription is given or the ten (10) days expire, the parent will need to complete another form. A separate form must be completed for each medication. This form is not to be used for long-term, ongoing medications such as Albuterol, Ritalin, etc. It is admissible to take this form with the parent signature for up to ten (10) days for the above-mentioned types of medication if the parent is waiting to get the physician's signature on the long-term form described below.

Long term administration (more than 10 Days)
AUTHORIZATION TO ADMINISTER MEDICATION **(2 forms):**

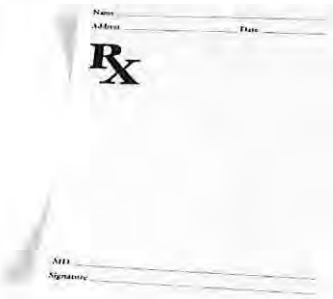
The prescribing physician needs to complete the **bottom** portion of this form for administration longer than ten (10) days. This form is used for all long-term, ongoing, and/or emergency medications.

It must be accompanied by either an "Individualized Health Care Plan for a Child with Special Needs" form. This health plan must detail the exact conditions under which the medication is to be administered along with instructions for care of the child when critical symptoms exist.

Special Care Plan for a Child with Asthma Form:

This form needs to be completed and signed by both the physician and the parent in addition to the above forms for children with Asthma.

Team members accepting medication from parents must review the authorization forms to ensure that it is completed correctly and signed. Team members must ensure that medication is secured in the locked box. The Site Director will implement a medication dispersal system using administrative team members or designated, trained team members.



Child Abuse and Neglect Policy & Procedures

Every employee receives ample information that includes identifying and reporting of abuse and are required to take all courses required by each state. A copy of "Recognizing Child Abuse and Neglect: Signs and Symptoms" from the U.S. Department of Health and Human Services can be accessed at http://www.childwelfare.gov/pubPDFs/signs.pdf. Child care providers are mandated reporters and are **required by law** to report suspected cases of child abuse or neglect to the proper authorities within twenty-four (24) hours. If suspected, employees must make a report of suspected abuse and immediately contact Child Protective Services.

Documentation of suspected abuse and report must be submitted to the Area Manager to keep on file using the ***CHILD ABUSE REPORT FORM:***
www.alphabest.org/wp-content/uploads/2014/11/Child-Abuse-Report-Form.pdf

Training for new hires on child abuse and neglect information manual:
www.childwelfare.gov/pubs/usermanuals/childcare/childcare.pdf

- State of Virginia Programs: Paragraph 63.2-1509 of the Code of Virginia requires that child day care team members report all cases of suspected child abuse to the Department of Social Services. Employees in the State of Virginia are required to take the **"Mandatory Reporters: Recognizing and Reporting Child Abuse and Neglect."** Course.

- State of Rhode Island Programs: Rhode Island requires child abuse and neglect to be reported to Rhode Island Department of Child, Youth and Families. Contact the RI DCYF hotline: 1-800-RI-CHILD.

- State of Texas: Employees are required by law to report suspected abuse or neglect. The Texas child abuse hotline is 1-800-252-5400.

Cypherworx online training platform child abuse and neglect course: https://collabornation.net/login

Reporting child abuse and neglect

What information do I need to make a report?

- The name and address of the child you suspect is being abused or neglected;
- The age of the child;
- The name and address of the parents or caretakers;
- The name of the person you suspect is abusing or neglecting the child and the address if available;
- The reason you suspect the child is being abuse and neglected;
- Any other information which may be helpful to the investigation; and/or
- You have the option of giving your name or reporting anonymously. Giving your name can help the investigator clarify information. The agency will not give your name to the person suspected of abusing the child.

Please Note: All of the above information is not needed to make a report. If you are not sure you have enough information to report, always err on the safety of the child. Children services screens all reports to determine if there is enough information to investigate.

If you suspect abuse:

DON'T try to investigate
DON'T confront the abuser
DO report your reasonable suspicions

It is not up you to determine whether your suspicions are true. A trained CPS investigator will evaluate the child's situation. Even if your report does not bring decisive action, it may help establish a pattern that will eventually be clear enough to help the child.

The following indications don't, by themselves, necessarily indicate abuse. You might talk to the child a little to see if there is a simple or innocent explanation for what you have observed.

Warning signs of abuse:

Suspect physical abuse when you see...

- Frequent injuries such as bruises, cuts, black eyes, or burns, especially when the child cannot adequately explain their causes
- Burns or bruises in an unusual pattern that may indicate the use of an instrument or a human bite; cigarette burns on any part of the body
- Frequent complaints of pain without obvious injury
- Aggressive, disruptive, and destructive behavior
- Lack of reaction to pain
- Passive, withdrawn, or emotionless behavior
- Fear of going home or seeing parents
- Injuries that appear after the child has not been seen for several days
- Unseasonable clothes that may hide injuries to arms or legs

Suspect neglect when you see...

- Obvious malnourishment
- Lack of personal cleanliness
- Torn and/or dirty clothes
- Obvious fatigue and listlessness
- A child unattended for long periods of time
- Need for glasses, dental care, or other medical attention
- Stealing or begging for food
- Frequent absence or tardiness from school

Suspect sexual abuse when you see...

- Physical signs of sexually-transmitted diseases
- Evidence of injury to the genital area
- Difficulty in sitting or walking
- Frequent expressions of sexual activity between adults and children
- Pregnancy in a young girl
- Extreme fear of being alone with adults, especially if of a particular gender
- Sexually suggestive, inappropriate, or promiscuous behavior
- Knowledge about sexual relations beyond what is appropriate for the child's age
- Sexual victimization of other children

A Disclosure

If you are the first person the child tells about sexual abuse, your testimony as "outcry witness" may be especially important in future legal proceedings. What you say the child told you is not considered hearsay but is admissible evidence in a trial involving a sexual offense against a child. This exception applies only to the first person the child approaches.

WHO MUST REPORT?

Anyone may report suspected child abuse or neglect. Under state law, certain persons, including all AlphaBEST employees are required to report. These persons include:

- School teachers or other school or program personnel
- Childcare worker on all levels
- Youth camp administrator or counselor
- Employee, coach, or volunteer of an entity that provides organized activities for children

Additionally, state law mandates that any person over the age of eighteen (18) who receives a disclosure from a credible witness or observes any sexual abuse or sexual assault of a child, shall immediately and not more than forty-eight (48) hours, report the circumstances or cause a report to be made to the Department and the State Police or other law-enforcement agency having jurisdiction to investigate the report. If the reporter feels that reporting the alleged sexual abuse will expose themselves, the child, the reporter's children, or other children in the subject's household to an increased threat of serious bodily injury, the individual may delay making the report while he or she undertakes measures to remove themselves or the affected children from the perceived threat of additional harm. The individual must make the report as soon as practical after the threat of harm has been reduced. The law enforcement agency that receives a report regarding sexual abuse must report the allegations to the Department. State law also mandates that in any case where a mandated reporter believes that the child suffered serious physical abuse, the reporter shall also immediately report, or cause a report to be made, to the State Police and any law-enforcement agency having jurisdiction to investigate the complaint.

WHY SHOULD I REPORT?

The purpose of required reporting is to identify suspected abused and neglected children as soon as possible so that they may be protected from further harm. Child Protective Services cannot act until a report is made.

AM I PROTECTED IF I REPORT?

State law provides immunity from civil or criminal liability for persons reporting in good faith.

HOW DO I REPORT?

Reports can be made to the Child Abuse and Neglect Hotline (1-800-352-6513) seven (7) days a week, twenty-four (24) hours a day. You may also report alleged sexual abuse or sexual assault, or serious physical abuse to your local law enforcement agency by calling 911 or your state and local abuse hotline.

WHAT HAPPENS AFTER A REPORT IS MADE?

- A child protective services investigator will interview the child, family members, and others as deemed appropriate.
- The investigator determines if the child is being abused or is at risk for abuse.
- The case may be referred to local social service agencies, or to juvenile, family or criminal court.

Employee Child Protective Services Subject to Investigation Policy (either in-family or out-of-family)

Upon Notification of a CPS investigation or other Report of Maltreatment

Once a report of suspected child abuse or neglect by a childcare provider has been filed with Child Protective Services (CPS) or with other authorities by a parent, childcare team members, or the director, the director should respond as follows:

- Cooperate fully with the investigation and respond quickly to the authorities' requests for information.
- Work with CPS or law enforcement to decide when to talk with the team member who has been accused of abuse or neglect.
- Advise program team members, including the accused, to cooperate fully with CPS and to provide the requested information. All team members should be reminded about professional practices and program policies regarding confidentiality and should be instructed not to discuss the specific allegations with the media, with parents, or with others. Doing so may affect the case, for example, by creating rumors.
- As program policy requires, the Area Manager in conjunction with the Regional Director will **immediately place the accused team member on administrative leave without pay or reassign him/her to tasks that do not involve direct contact with children.** The accused team member will remain suspended until the investigation is complete.
- Have the accused team member refer all questions about the allegation from non-CPS sources (e.g., the media) to the Area Manager or Regional Director.
- Area Manager should talk with the CPS caseworker to find out if the agency is notifying other parents of children in the program about the case. CPS may do so in order to determine if other children make or corroborate claims of maltreatment.
- Regional Director and Director of Operations will handle all media requests for information and explain to the team members how the requests will be managed. This should occur in consultation with CPS in order not to jeopardize the investigation or to break confidentiality. The report of alleged child abuse or neglect within an AlphaBEST Program is newsworthy, and the Area Manager should cite the organization's policy about protecting the confidentiality rights of the child, the child's family, and the accused team members member. The Site Director and Area Manager should also be prepared to give information about how the safety of all the children in the program is being protected.
- Regional Director should follow the program policy regarding contacting other team members, the board of directors, the program's sponsoring organization, and the organization's attorney to keep them apprised of the situation.
- Area Manager or Regional Director must notify the State childcare licensing agency about the allegation within twenty-four (24) hours or as dictated by that State's statutes.
- Area Manager and Regional Director should keep CPS authorities informed and pass on any pertinent information received from team members, parents, or other children.
- Regional Director should offer or provide counseling or support services to other team members during the investigation.

The Accused Person's Response

An AlphaBEST employee who is accused of maltreating a child should take the following steps:

- Complete a Witness Incident Statement (here). Document immediately any pertinent information, including a description of the incident and a list of witnesses;
- Ask others who were present to document their accounts of what happened, but take care not to pressure others to recant or to alter their accounts. Complete a Witness Incident Statement (here);
- Write a description of the relationships with the child, the family, or the colleague making the accusation. For instance, have there been previous disagreements over caregiving practices? Has the family expressed concern about the care the child has received;
- Keep a copy of these statements and give one copy of each to the Site Director;
- Prepare to meet with the representatives of the agencies involved, which may include CPS, law enforcement, and licensing authorities. It may be necessary for the team member to hire legal counsel;
- Clarify job status during the investigation. If the program policy is to place an accused team member on administrative leave, the team member should find out from the Site Director when or under what circumstances the team member will be allowed to return; and
- There also are situations when a parent or team member suspects the director of child maltreatment. In such instances, the concerned parent or team member should contact CPS or law enforcement. In an AlphaBEST program setting, it is required for the person reporting the alleged maltreatment to notify the Site Director's supervisor, the Area Manager, that a report has been made.

After the Investigation Is Completed By CPS

Once the investigation has been completed by the authorities, the results may indicate that maltreatment occurred, may clear the accused team member, or may be inconclusive. If the CPS investigation clearly indicates that maltreatment occurred, our company's response is to terminate the team member's employment. If the results are inconclusive, the Regional Director and Director of Operations will have to make a judgment based on the children's well-being, the concerns of parents and team members, and the program's liability if allegations are made in the future. If the team member is cleared of any wrongdoing, the program will need to support the individual upon returning to work with the students and families. The Company will make every effort to restore the team member to their former position or a position comparable in status, pay, benefits, and other terms and conditions of employment.

Confidentiality

Confidentiality is extremely important to AlphaBEST and at no time may any team member provide information regarding the incident to anyone other than AlphaBEST Management and the investigating or legal authorities.

Program Quality

Review and evaluation of AlphaBEST programs is ongoing and includes an annual review of quality indicators of after school standards, program management, training, and interaction with families as well as, fiscal compliance review of all billing and enrollment data for the program. Completed reviews are made available to the Area Manager, Site Director and Regional Management to allow stakeholders to adjust and/or align program implementation to company-wide protocols, targets and expectations.

Our commitment to quality is one of the aspects that differentiate us from our competition. AlphaBEST management has a comprehensive support and monitoring plan for all of our programs. Team members are required to participate in a continuous improvement model where real-time data, coaching and feedback are used to drive change and improvement. The management team use a systemized approach for measuring quality and using that information for ongoing program planning, improvement, and evaluation.

Quality Assurance Instrument	Frequency	Resulting Actions
Domo and Jot Forms	Ongoing	• Build and publish forms customized specifically to our business • Use the collected **real-time site data** to create customized reports to share with schools, managers, colleagues and future employees
Site Visit/Observation Log	Daily (ongoing)	• Document visits to sites by all team members • Monitor site progress and identify support needs
Program Specialist Zone Feedback Tool	Daily (ongoing)	• Make improvements to: Instructional Techniques, Curriculum Implementation, Behavior Management, Professionalism
Standard of Quality Tool by Area Manager/Regional Director	Twice a Year	• Ensure that programs are meeting the highest standards
Licensing Checklist by Site Directors and Submitted to Area Managers	Monthly	• Ensure licensing standards are maintained • Guide staff through corrective measures based on licensing visits
Environmental Checklists by Site Directors and Submitted to Area Managers	Annually (Beginning of the year)	• Ensure a welcoming environment • Guide staff through corrective measures in setting up the site environment
Parent Surveys by Parents of Program Participants	Annually (Spring)	• Adjust daily schedule & activities • Identify well-received program activities • Adjust communications strategies
Principal Surveys by School Principals	Annually (Mid-Year)	• Adjust operations and communications strategies
Curriculum Implementation Survey	Quarterly	• Adjust curriculum based on feedback • Make recommendations on supplies and equipment needs • Develop professional development based on feedback to strengthen program delivery • To focus Program Specialist coaching and guidance
New Site Feedback Surveys	Start of School Year for New Sites	• Make adjustments/improvements in program schedule and activities

Feedback Tools

Weekly Site Visits and Observations: The most important aspect of this program involves site visits. The Area Manager visits the program each week. During these weekly visits, the Area Manager completes an on-site observation form. The Area Manager serves as a support by guiding the staff through direct instruction, mentoring, counseling, and modeling. The Regional Director also visits the programs at least monthly to review the program operations. Additional AlphaBEST team members visit the programs to provide support, guidance, and review. Through coaching and team-based problem solving from the Managers and Program Specialists, site team members are able to strengthen their program delivery.

Parent Surveys - Parents are asked to complete a quality assessment survey each spring. Parents are asked about their satisfaction with overall quality, registration and enrollment process, choice of activities, academic assistance, program staff, management support, safety, snack, and activities. Results are used to make program improvements for current and future operations.

Principal Surveys- The importance of getting information and input from all stakeholders is needed for continuous improvement. The satisfaction of an AlphaBEST program within a school from the principal perspective is very important. The feedback AlphaBEST obtains from principals can be used to make positive changes and lead to more successful programs.

Standards of Quality - We embrace the core value of being the BEST of what we do. AlphaBEST uses an internal accreditation system. This internal system was developed to embed and sustain improvement, and it is based on a national protocol designed to build the capacity of sites, ensure that all people, processes, departments, and operations work in concert together. It also has a proven track record of strengthening efforts to provide accountability to all stakeholders and encourages growth beyond compliance. This internal recognition promotes continuous improvement and not episodic events. The Standards of Quality have been aligned to our Core Values. For the month of August and September each year the Area Manager will be observing and coaching using the Creating a Welcoming Environment Log. The remainder of the school year they will observe and evaluate one standard aligned Core Value each month. On each monthly Standards of Quality visit, the Area Manager will review items from the previous months to ensure continuous improvement and compliance.

- October – Children First
- November –Value Connection
- December – Making It Right
- January –Best at What We Do
- February – Driven by Innovation
- March – "Yes" Mindset
- April – Have Fun

How the tool fits into AlphaBEST's Continuous Improvement Model (CIM):

- ☑ Tracks observation and improvement growth goals over time
- ☑ Provides targeted coaching, support, and modeling
- ☑ Provides a structure for consistent expectations across programs
- ☑ Examines and analyzes data to drive future professional development initiatives
- ☑ Creates accountability around the fidelity of the implementation of the curriculum
- ☑ Stimulates collaborative, professional conversations about best practices through the gathering of evidence related to the instructional expectation/focus
- ☑ Deepens an understanding of best practices through ongoing, formative feedback related to program improvement that supports the organization's instructional focus and mission

Quality Assurance Review

Performance Levels – All AlphaBEST programs are expected to work towards achieving, at minimum, a Satisfactory level in all of the quality indicators within each of the elements of the quality tool. Programs must continue to strive to achieve a level of excellence and will be awarded for doing so throughout the course of the year.

The four (4) Performance Levels are as follows:

4 Excellent/Exceeds Standards = Is prepared to help and work with others in this area.
3 Satisfactory/Meets Standards = Needs help to prepare staff to work with others in this area.
2 Some Progress Made/Approaching Standard = Could use additional focused assistance in this area.
Must Address and Improve/Standard not Met = Needs significant support in this area.

Improvement Planning Guidance - Once programs assess their Performance Level for each of the quality indicators, they should develop a timeline for program improvement, using the "Plan to Improve" section for each quality indicator.

The Plan to Improve Levels are as follows:

Right Now Area: will be addressed prior to or at the start of program.
This Year Area: will be addressed during the program year.
Next Year Area: will be re-evaluated prior to the start of the next program year.

The goal of this assessment tool is to assist programs in their pursuit of ongoing program improvement. The Plan to Improve section serves as a guide that will help programs develop both short and long-term plans for addressing program needs.

Professional Development and Technical Assistance - The results of the assessment have many important implications that will enable programs to address the areas in need of support by providing staff development. The AlphaBEST team uses this instrument as the framework for its ongoing training and technical assistance initiative. Feedback helps to shape the professional development strategy and content for all future trainings.

Licensing

Our programs are licensed by the appropriate state licensing authority. Each team member must keep the regulations in mind. While most regulations are in line with our policies and procedures, there may be state-specific regulations that need to be followed. If the regulation conflicts with an AlphaBEST procedure, the state's policy will take precedent.

Recruitment and Selection of Team Members

AlphaBEST knows that our most successful team members are referrals from current team members and our school district partners. School district employees are given priority consideration. Open positions are advertised on multiple job boards and college websites. All positions have minimum education and experience requirements. Potential candidates submit resumes and complete an online application, which is reviewed by the Human Resources Staffing Partners. Candidates are prescreened and qualified candidates are advanced in the interview process, which may include a phone interview, an in-person interview, and a second interview to determine if education, experience and behavioral competencies are met. The standardized interview process is structured and designed to identify potential team members who share in AlphaBEST's Mission, Vision, and Core Values. The standardized process also ensures fair hiring practices are followed. Having a passion for children, learning, and fun are an essential requirement. The Area Manager, with support of upper management has the final decision in the hiring process for their team. The stringent hiring process allows Human Resource and management sufficient opportunity to gauge cultural fit and a candidate's likelihood for success.

Pre-Employment Process

Employment offers are contingent upon successfully completing a third party independent drug screen, thorough reference checks, and prior employment verification. Teaching certificates, transcripts, course completion certificates, resumes, and employment applications are used to assess a candidate's experience and level of expertise to appropriately deliver all components of the AlphaBEST program.

AlphaBEST completes **background checks on all its applicants**. All applicants must pass the state's criminal history check as required by state law and licensing regulations. We also use ADP Screening and Selection Services to alert us of any questionable or criminal activities of applicants. All background checks include screening for sex offenders. Drug and alcohol screenings are also performed according to state laws and licensing regulations. AlphaBEST hires candidates who meet and exceed our rigorous requirements, which are aligned with state licensing regulations.

Badges and Team Member Identification Wear

Anyone visiting one of our programs will recognize AlphaBEST team members in the following ways:

- AlphaBEST identification badge; and
- AlphaBEST branded navy blue t-shirt or polo shirt.

Team Member Handbook Requirements

The Team Member Handbook contains all required policies related to employment with AlphaBEST. All AlphaBEST team members must review the Team Member Handbook in full, then acknowledge their understanding of each policy within the required timeframe. Should a team member have any questions or concerns regarding Team Member Handbook policies, then the team member should contact Human Services and/or Risk Management.

Nepotism and Personal Relationships in the Workplace

AlphaBEST Education welcomes the opportunity to hire and retain qualified team members who are related to one another by blood or marriage. However, since such relationships sometimes can create problems in the workplace, including suspicions of favoritism if the related team members are in a supervisor-subordinate relationship, it is the policy of AlphaBEST Education that:

- Any team member of AlphaBEST Education who has or acquires a familial relationship (as defined below) with another team member shall not have any direct or indirect administrative or operational authority over the other person. This prohibition means not only that a person cannot supervise a family member; but also, that the family member cannot be in that person's chain of command; for example, a family member cannot work in a department in which a family member is the Vice President.
- An team member of AlphaBEST Education cannot use his/her authority or position with AlphaBEST Education to benefit or to disadvantage another team member in a familial relationship. Although all such potential misuses of authority cannot be listed here, examples include an team member signing an evaluation for a family member or signing/approving a check payable to a family member.
- Team members are required to notify the company's Human Resources Department of (a) any existing familial relationships; (b) any familial relationships that are created among team members (for example, by the marriage of two team members); and (c) the potential employment by AlphaBEST Education of a family member.
- AlphaBEST Education will refuse to hire a job applicant who is in a familial relationship with a current team member if the applicant would be in a supervisory or subordinate position to the existing team member. AlphaBEST Education team members who marry one another during their employment will be allowed to remain with the company unless they are in a superior-subordinate relationship and there is no open position to which one of them may be moved.

"Familial relationship" is defined as two team members (or an team member and a job applicant) in the relationship of husband, wife, father, mother, brother, sister, son, daughter, uncle, aunt, nephew, niece, grandfather, grandmother, grandson or granddaughter, or any of those relationships arising as a result of marriage (e.g., brother-in-law).

Orientation and Record Keeping

Each team member receives an orientation prior to working at a site. This orientation covers policies and procedures, local licensing requirements, behavior management, safety procedures and precautions, daily routines and schedules, and the proper delivery of the curriculum. Each employee is provided a job description

(www.alphabest.org/wp-content/uploads/2014/11/Job-Descriptions.pdf), CPR/First Aid training and a minimum of sixteen (16) hours of training per year. Please note that all hiring paperwork must be on file prior to the first day of work. In addition to having paperwork on file in your local office, certain documents need to be sent to Human Resources and Payroll at the Support Center in Lewisville, NC, prior to your start date. Please work with your local manager to ensure these documents are submitted in a timely manner.

Employee files are maintained in Human Resources at the support center and at the area offices. Payroll is processed at the support center. New employees will receive instructions on how to log in and record their work hours. Employees are responsible for recording all hours worked in the Time System. In the event the beginning or end of a shift is not recorded a manager must be notified on the same day as the missed record. Managers that approve time should carefully review all recorded hours for accuracy and update all time records, if needed, prior to approval. Managers should approve time daily, for the previous day. Payroll timelines are provided to managers for key time sensitive tasks.

Changes of Personal Information

It is important to maintain accurate team member information. Providing accurate and current information for personnel records is the responsibility of the team member. Advise your supervisor and the support center within one (1) business day of any change in the following:

- Tax exemptions
- Banking
- Personal data including name, home address, phone number, birth, deaths, etc.
- Additional education or training acquired
- Emergency contacts

Managers should complete a Personnel Action Form, which is located in the forms section of the Employee area of the AlphaBEST Website: Personnel Action Form - AlphaBEST Education, Inc.. Complete this form for the following employee changes:

- Rate of Pay
- Position
- Transfer to a New Manager
- Termination
- Any Additional Employee Changes

Mass team member changes will be accepted by email from a manager, addressed to the Human Resources and Payroll Department.

AlphaBEST is committed to providing assurance that all team members are accurately paid in a timely manner, compliance with appropriate state and federal financial and tax laws and regulations, ensuring that all team member matters are addressed in a timely basis.

ADP, Payroll, and Approving Time

Purpose

It is AlphaBEST's policy that all team members are paid accurately and in adherence to federal, state and local laws, especially those that refer to taxes, Medicare, Social Security and fair labor standards. Team members must ensure that they are in compliance with applicable legislation. This will help the company avoid paying penalties. Payroll procedures also support the implementation of established compensation structures and systems, budgeting and the overall success of AlphaBEST. AlphaBEST utilizes ADP to process payroll, manage benefits, and maintain employees' records.

Processes and Access

Team members must punch in and out when working using a designated method of recording their time at work. Clocking must be done while at an AlphaBEST site. Team members can use several methods to clock in and out. ADP, our payroll provider, will allow real time punches through the ADP mobile app, a Kiosk link and through their website. The website and Kiosk can only be utilized for clocking on approved devices such as a Tablet or iPad. Team members that are not able to record a punch must report the missed punch(es) to their manager within 24 hours. Failure to report or excessive missed punches will result in disciplinary action, including termination. Falsification of personal information or time will result in immediate termination.

Managers are responsible for approving their teams' time. Each team member's time card and punches must be reviewed for accuracy. All corrections must be made prior to time approval each Monday. Any corrections that are submitted after payroll processing will be transferred to the next pay period. Corrections for prior pay periods must be submitted on a Retro Time Sheet. Team member information must ~~only~~ be discussed with the team member only and in a confidential manner. Managers have access to their staff and may have access to other Managers' staff for time approval in case of an absence or transfer. All Managers are required to participate in Time and Attendance training when hired and inform their staff of any procedural changes to payroll.

Internal Controls

AlphaBEST has internal controls to minimize the risk of fraud. Dual time approval helps to ensure team members are clocking and accurately reporting their time. Site Directors should review their staffs' timecards daily for accuracy and report any discrepancies to their Area Manager. Area Managers have final approval for their staffs' time. If an Area Manager is not available, changes can be made by the payroll department.

Payroll department team members are responsible for auditing the payroll information and resolving any issues prior to processing payroll. The Payroll Manager is responsible for reviewing, analyzing and reporting payroll.

Responsibilities

The payroll department is responsible for managing the payroll work flow to ensure efficient and timely payroll processing. It establishes payroll schedules and deadlines for submission of payroll documents. Payroll team members assign and control access to information in the payroll system. They enter information in the system and make changes as required.

Managers must ensure that required payroll documents are completed and forwarded within set time lines.

All Team members are responsible for reviewing their pay statement and advising the payroll department of any discrepancies. Team members are required to keep their information up-to-date.

New Hires

In order for a new employee to begin clocking in and be paid, an I-9 Form, Employee Information Sheet, Direct Deposit information, a W-4 and State Withholding Form must be submitted to payroll prior to the employee's first day worked.

Team Member Job Related Injuries

The following procedures must be followed when a team member is injured on the job:

1) The team member must directly report the injury to their supervisor (the Site Director) within 24 hours.
2) The after school site director must complete the Injury or Illness Form located at:
3) The team member, as well as the Site Director must sign the report;
4) The after school Site Director must provide a copy of the form to the injured team member, then submit it to Risk Management;
5) The assigned physician must be from the Workers' Compensation Authorized Primary Care Walk-in Clinic Physicians List. This list is updated periodically on the ADP website;
6) The team member shall be sent to the emergency room if the injury is life threatening or involves a serious injury.
7) Follow-up with all team members injured on the job, then direct them to the Risk Management department if they have questions.

8) The team member must see a physician and may be given work restrictions via the Workers' Compensation Uniform Medical Treatment/Status Reporting Form, provided by the physician. If an employee is sent to the emergency room, then they must follow up with one of the authorized providers in order to complete the form and return to work.
9) The Site Director must request a copy of the Workers' Compensation Uniform Medical Treatment/Status Reporting Form from the team member each time they see a physician for an injury incurred at an AlphaBEST program site.
10) The Area Manager must determine whether the restrictions can be accommodated. If restrictions cannot be accommodated, then they must contact the Risk Management department at mkaplan@alphabest.org.
11) The team member may return to their regular job duties once they either submit their accommodations plan is set up and/or if they provide notice of no restrictions for physical activity.

Team Member Qualifications

The following chart provides an overview of team member positions, responsibilities and duties, and qualifications for AlphaBEST team members in its *InZone* program:

TEAM MEMBERS POSITION	RESPONSIBILITIES AND DUTIES	QUALIFICATIONS
AREA MANAGER **Provide leadership, supervision, and coordination of school-aged childcare programs**	**Key responsibilities include:** • Develop and maintain excellent program quality • Ensure programs achieve maximum enrollment potential • Select, train, and supervise Site Directors and all team members • Ensure that sites maintain financial efficiency • Create and maintain high levels of parent and school satisfaction for all sites **Specific duties include:** • Regularly evaluate program quality and progress towards goals • Assist in developing training schedules • Ensure licensure compliance • Create annual site budgets • Maintain weekly and monthly financial control system • Find frequent opportunities to interact with parents to determine their satisfaction • Schedule formal meetings with school administration • Conduct drop by site visits	• Prior experience in an elementary school setting, school administration, or in school-age childcare setting • A BA or BS in Education or related field is required with a master's degree or higher preferred

TEAM MEMBERS POSITION	RESPONSIBILITIES AND DUTIES	QUALIFICATIONS
SITE DIRECTOR ***Plan, organize, develop, and direct overall operations***	**Key responsibilities and duties include, but are not limited to, the following:** • Administer policies and procedures with a focus on providing a safe and healthy environment and compliance with state regulations • Recruit, train, and supervise staff • Ensure that staffing model meets staff to child ratios and professional development activities • Be present during operating hours • Select classroom material and equipment set-up • Serve as liaison with parents	• Education and experience consistent with state child care regulations including graduate or bachelor's degree in child-related field or appropriate combination of experience and education • Must be CPR and First Aid certified • Minimum of two years' experience managing a before/after program preferred
ZONE LEADERS ***Execute daily activities revolving around active learning, academic support, and physical education***	**Key responsibilities and duties include, but are not limited to the following:** • Provide constant supervision of students assuring that they are never left unsupervised • Provide a caring family-oriented environment with positive relationships • Direct daily activities • Lead group activities and provide quality instruction • Follow appropriate student discipline guidelines • Develop and maintain Parent Board • Serve as continual link for family and center management • Assist in emergency situations • Continually monitor environment • Maintain adherence to safety and hygiene guidelines	• Education and experience consistent with state child care regulations • CPR and first aid certification • Experience supervising students in a group environment Proven ability to execute daily activity plans in a positive and effective manner Effective listening and communication skills with both children and adults • Serves as a positive role model • Knowledge of state policies and procedures • Proven ability to provide supportive and caring environment for students • Must be enthusiastic, energetic, creative and sensitive to children

TEAM MEMBERS POSITION	RESPONSIBILITIES AND DUTIES	QUALIFICATIONS
PROGRAM SUPPORT SPECIALIST ***Coach and support assigned sites to ensure high-quality programming through the successful delivery of quality instruction, positive environment that promotes creativity, student, and staff engagement, and a love for learning***	**Key responsibilities and duties include, but are not limited to the following:** • Performs daily site observations and completes quality assurance instruments • Observes, coaches, and provides individual feedback to staff around programming to ensure all zones are implemented as designed and with fidelity • Shares best practices across sites to achieve an inviting, warm, friendly and fun environment throughout the cluster of sites • Works with site staff to improve classroom management and climate through the implementation of Positive Behavior Supports (PBS) • Provides support to Zone Leaders through problem-solving, modeling lessons, scheduling opportunities for peer observations, and conducting mini-training (workshop) sessions	• Education and experience based requirements for the Program Specialist position will be governed by state child care regulations • Previous experience in AlphaBEST before and after-school program implementation with three years' experience strongly desired. (In new school districts, experience implementing curriculum in before and after-school programs or a teaching background preferred) • General knowledge of all zone curriculum • Ability to facilitate meetings and professional development opportunities • Strong organizational, communication and supervisory skills required, preferably in multi-site environment • Serves as a positive role model; must be enthusiastic, energetic, creative and sensitive to children • Strong interpersonal and communication skills; ability to work effectively with a diverse population • Knowledge of state policies and procedures regarding child care regulations • Proven ability to provide a supportive and caring environment for children • Basic Microsoft Office experience preferred

Training

AlphaBEST takes pride in the training that our new hires receive at the beginning of each school year, before summer programs and throughout the year. Training is provided through a blended learning model meaning some is delivered in person, and some training takes place via online courses provided by AlphaBEST. Training is conducted to meet our state licensing requirements, and you will receive a certificate upon your successful completion of our programs. In addition to formal training, AlphaBEST also employs Program Specialists, who are experts in programming and regularly visit sites. They are available in special circumstances for further training upon the request of a regional director.

Should you need to participate in AlphaBEST's training program(s), you will receive prior notification in advance of the start date.

AlphaBEST provides compensation for our training programs in accordance with the federal requirements mandated by the Fair Labor Standards Act (FLSA). Under the FLSA, compensation for non-productive work, which includes training when it is directly related to your position, can be paid at a rate that meets or exceeds the federal, state or county minimum wage. AlphaBEST will provide compensation that is the greater of $10.00 per hour or the applicable state or county minimum wage for participants during our new hire training sessions. This compensation for training will occur once the required training has been successfully completed.

At times, AlphaBEST offers management the opportunity to take part in company trainings and conferences held outside of your work area. If you attend, then your travel will be paid and work time compensated.

Professional Development and Training Requirements

AlphaBEST leads the way in professional development for the after school workforce. It is our belief that the most effective professional development engages teams of after school workers to focus on the needs of the children they serve. To that end, AlphaBEST has made a significant investment in the professional development of team members to ensure they are highly effective in their duties as after school program leaders, managers, instructors, and caregivers.

1. **Onboarding:** This is training that new hires receive upon hire at AlphaBEST. It consists of in person trainings and meetings with key team members throughout the varying departments, and especially with local management in their area. Online training is also assigned, and expected to be completed within the communicated time period. Onboarding varies based upon local and state requirements.
2. **AlphaCORE:** This training is delivered at the start of each school year, but is able to be delivered at any time based upon the needs of staff and districts. It provides content on everything needed to run an AlphaBEST program successfully and includes, but is not limited to, content on:
    a. Operations
    b. Human Resources
    c. Curriculum
    d. Safety
    e. Child Abuse and Neglect
    f. AlphaBEST updates and policies
3. **AlphaLeadership:** Ongoing training for the AlphaBEST management team. This training follows a blended learning model, and can change each year based upon the needs of staff and programs.

Potential topics include coaching, conflict resolution, project management, communications skills, and building effective teams.

4. **Quarterly Training:** This covers new content as well as reinforces previous training. Training on upcoming curriculum changes is a core component as well as refreshers in safety procedures, technology, and other AlphaBEST polices and procedures.
5. **Monthly Training:** This occurs at the site level, and is focused around updates to ensure programs are operating at their highest level. Times and length will vary based upon the specific needs of each site.

ONBOARDING and AlphaCORE

The goal of Onboarding is to provide a strong foundation of knowledge and skills for the job the team member is about to begin. This training lays the groundwork for further in-service training and produces team members who are more effective and content because they have the knowledge and skills needed to excel in their work environment.

The AlphaBEST Onboarding training program consists of:	
☑	1. Comprehensive overview of job responsibilities and to whom the employee reports
☑	2. Complete review of policies and procedures (given to team members in writing) focused on: a. Procedures for supervising a child who arrives after the scheduled class b. Policies and procedures surrounding field trips c. Confirming absence of a child scheduled to arrive from another program d. Identifying where children are at all times including field trips e. Procedures for action surrounding loss of a child(ren) f. Administering medication g. Response to emergencies or disasters
☑	3. Playground safety procedures
☑	4. Recognizing child abuse and neglect and the legal requirements for reporting suspected child abuse as required by Massachusetts
☑	5. Confidential treatment of personal information about children
☑	6. Standards that relate to the team members member's responsibilities
☑	7. Positive Behavior Supports Training

AlphaCORE focuses on the team member's specific site and job role as well as everything needed for a program to start successfully and maintain a high level of quality and consistency. This is accomplished through multiple days of in person training, as well as multiple points of contact within the AlphaBEST program to provide needed training and support. AlphaCORE training occurs once yearly for all staff, and typically occurs before the start of the school year.

AlphaBEST team members shall receive the following:	
☑	1. The organization's philosophy
☑	2. Operating information including the hours and days of operation and holidays or other times the program is closed
☑	3. Transportation policy
☑	4. Policies around the arrival and departure of children, including verification processes for authorized persons to pick up the child
☑	5. Policy regarding the delivery of medication or medical procedures
☑	6. Description of established lines of authority for team members
☑	7. Policy for reporting child abuse or neglect
☑	8. Custodial right to be admitted to the center
☑	9. Communication policy in the event of an emergency
☑	10. Appropriate general daily schedule for the age of the enrolling child
☑	11. Food policies
☑	12. Discipline Policies
☑	13. Positive Behavior Supports Training
☑	14. Termination Policies

CONTINUING EDUCATION & PROFESSIONAL DEVELOPMENT

AlphaBEST believes in supporting our team members with ongoing opportunities for professional development. These trainings are targeted to meet the specific licensing needs within each state and to ensure our team members grow as individuals, teams, and within our programs.

AlphaBEST first 30 days & Start of Year Training – Assigned Online (see below section for detail)
Participants: All newly hired AlphaBEST Site Team members including Site Directors, Area Managers and Zone Leaders.

Courses that focus on the ins and outs of the AlphaBEST program and ensure a solid understanding of working with children in an after school setting.

- ☑ Positive Behavior Supports (B.E.S.T.)
- ☑ Instructor Tool Box (Instructional Strategies and Cooperative Learning Structures)
- ☑ Accommodations and Disability Awareness
- ☑ Operations, Licensing and Professionalism
- ☑ **First Aid & CPR**
- ☑ Health and Safety including Blood Bourne Pathogens
- ☑ Child Abuse and Neglect
- ☑ State Licensing Requirements

Continuous Professional Development

- **Monthly Zone Leader Site Seminar (10-12 Hours Annually)**
  Participants: All Site Director lead monthly meeting with site team members
  Monthly Agenda Items:
  - ☑ Team Building Activity
  - ☑ Positive Behavior Support Tip
  - ☑ Accommodations Awareness
  - ☑ Quality Assurance Element
  - ☑ Cooperative Learning Structure
  - ☑ Licensing and Operations Reminder
  - ☑ Site Share Best Practices and Concerns (Cheers/Jeers)
  - ☑ Upcoming Calendar (Important Dates/Trainings)
  - ☑ Assessment & Certificate (provided for each monthly training)

- **Area Manager Management Institute (Monthly)**
  - ☑ Best Practices Shared Across Sites (testimonials, video, pictures and descriptions)
  - ☑ Monthly Expectations Discussed and Instituted
  - ☑ Monthly Financials by Site/Region Reviewed
  - ☑ Upcoming Dates/Trainings
  - ☑ Quality Assurance Tools

CypherWorx Online Learning Platform - Core Knowledge and/or Continued Learning Hours

AlphaBEST has partnered with CypherWorx to offer team members continuous access to a well-designed learning platform. This ensures that our after school professionals are receiving ongoing in-service development, while meeting and exceeding state requirements.

The CypherWorx platform provides an interactive peer-to-peer learning space that provides AlphaBEST sites with a way to communicate, share ideas/resources, and discuss topics and learn in a safe environment. This learning management system allows delivery of our core training content, and also includes hundreds of online blended learning courses on various general learning subjects. The thirty-six (36) courses in the OST Certificate Series listed below are already approved to apply towards state licensing requirements. You will be assigned courses your licensing requires AlphaBEST employees to take.

OUT-OF-SCHOOL TIME CERTIFICATE SERIES

Course 1:	Exploring the Continuum of Developmental Tasks of School-Age Children from 5 to 12
Course 2:	Exploring Four Areas of Development
Course3:	Exploring Developmental Needs and Characteristics of Different Age Groups
Course 4:	Exploring Individual Differences among School-Age Children
Course 5:	Managing School-Age Children in Groups
Course 6:	Guiding the Behavior of Individual Children
Course 7:	Observation Skills-What's Really Going on Here?
Course 8:	Human Relations Skill Development
Course 9:	School-Age Care as a Family Service (Part One- Emphasis on Relationship Building)
Course 10:	School-Age Care as a Family Service (Part Two-Emphasis on Planning Opportunities for Family Involvement)
Course 11:	Building Relationships with School Personnel
Course 12:	Growing as a Professional in School-Age Programs

Course 13: Creating and Maintaining Safe School-Age Environments
Course 14: Creating and Maintaining Healthy School-Age Environments
Course 15: Designing Effective Indoor School-Age Play and Learning Environments
Course 16: Developing and Implementing Effective Indoor Interest Areas
Course 17: Developing and Implementing Effective School-Age Outdoor Environments and Interest Areas
Course 18: Exploring Effective Schedules, Diverse Activity Formats, Planning Tools, and Team members Roles
Course 19: Involving School-Age Children in Activity Planning and Implementation
Course 20: Developing Activities That Encourage Creativity and Cognitive Development
Course 21: Creating Successful Clubs Special Events and Field Trips in School-Age Programs
Course 22: Developing Activities That Support Character Development and Promote Social Interaction
Course 23: Providing Homework Support
Course 24: Helping Children with ADD Succeed in School-Age Programs
Course 25: Focus on Health and Stress Management
Course 26: Human Relations Skill Development: Focus on Leadership Styles and Conflict Management
Course 27: Exploring Ethics in OST: Focus on a Professional Code of Ethics
Course 28: Commitment to Quality in School-Age Programs
Course 29: Making Plans and Carrying Out Policy
Course 30: Creating and Managing Budgets in School-Age Programs
Course 31: The Six "Ps" of Marketing School-Age Programs
Course 32: Current Trends and Issues in Out of School Time Programs
Course 33: Youth Development Trends: Focus on Older Youth
Course 34: Creating Community Collaborations
Course 35: Observing Children in School-Age Programs
Course 36: Sharing Information with Parents and Other Professionals

AlphaBEST Online Training Policies

The following policies have been written regarding online training to ensure successful delivery of content as well as define the delivery and completion process.

➢ **Registration**
- All users will have an account created for them and are NOT to create an account on their own.
- Users will be notified of their login information, which they will be responsible for remembering and maintaining.

➢ **Course Assignment**
- Someone from the Professional Development department (or assigned manager) will enroll you in all required courses. This is to ensure that all team members are enrolled in the appropriate courses.

➢ **Course Completion**
- Users will be required to complete all courses assigned to them.
- Managers will notify users of the timeline for course completion based upon the specific needs of the site location and state.
- If there is an expiration date listed in CypherWorx next to a course, team members are expected to complete the course within that time period.

- Upon completion, users must PRINT their completion certificate, and turn into their immediate manager. This applies to all positions for which State Licensing requires proof of Professional Development completion and tracking.
- The failure to complete required courses within the appropriate time frame can lead to disciplinary action and ultimately to termination if not corrected.

➢ **Compensation**

- Compensation for online courses is automatically distributed via ADP on team members' regular paychecks
- NOTE: Compensation for CypherWorx trainings applies to Non-Exempt (hourly) employees only. Salaried team members, i.e. area managers, are considered full-time exempt, therefore compensation for online training is incorporated within salaried wages.
- Training that is required by AlphaBEST for users to complete will be compensated under the following guidelines:
  - The time a course is DESIGNED/EXPECTED to take to complete rather than the actual time a user takes to complete. A thirty (30) minute course will be compensated for thirty (30) minutes, even if an hour is spent within the course.
  - ONLY courses assigned to users by the Professional Development department, or approved manager, will be compensated. Any courses taken and completed without prior approval will not be compensated.
  - Within the designated period of time to complete any given course
  - Courses not completed within a reasonable amount of time will not be compensated.
- In an effort to promote continued education, AlphaBEST team members are allowed/able to take as many courses as CypherWorx provides, but must know only assigned courses will be compensated.
  - Team members will be notified of incentives and programs in place surrounding additional course completions promoting professional development and self-improvement.
- The Compensation rate for online courses in CypherWorx is $2.50 per 15 minute unit. Most courses are made to be 30 minutes in length. Examples are:
  - **15 minute course:** $2.50 compensation
  - **30 minute course:** $5.00 compensation
  - **60 minute course:** $10.00 compensation
  - Courses outside of 30 minute increments will be rounded to the nearest 30 minute length.
    - **47 minute course:** rounded up to 1 hour
    - **37 minute courses:** rounded down to 30 minutes
- All time spent within courses is monitored, and will be checked before compensation. Users are *required* to spend the designated amount of time (course length) within the course in order to be compensated.
- If a course is thirty (30) minutes, but a user completes in ten (10) minutes, they will NOT be compensated for that course, even with a certificate of completion.

➢ **Compensation Process:** AlphaBEST's team members complete courses, print certificate, and turn into manager (if required for licensing).

- Manager of Professional Development tracks course completions. Users are NOT required to notify Human Resources or the Support Center of completed courses.
- Compensation for COMPLETED online courses will be distributed during the SECOND (2nd) pay period of the following month. An example is:
  - All compensation for courses completed in the month of August will appear on the SECOND (2nd) pay check in September.

➢ **Support**

- Any issues team members have within CypherWorx should be reported to their immediate manager who will contact the appropriate people to correct the problem.
- Walk through tutorials and guides will be made available to all team members describing the process of completing courses in the CypherWorx platform.

➢ **Additional Policies:**

- Users are required to login and complete their courses using THEIR account. It is in direct violation of company policy to complete courses for others, assist others in completing courses or log into another user's account. ***Any violation of this or the above policies will be cause for termination.***
- Each course will end with a Quiz. Compensation DOES NOT happen unless the quiz is completed with a passing score. Some courses end with an "attestation statement" which will count as the quiz. Compensation happens once users complete the course, and attest that they have completed the course.
- Users are required to print their certificates and turn them into their manager per licensing policies in each state. Site/Area Managers are to ensure that local licensing needs are met.

Team Member Meetings

Each program will hold monthly team member meetings to discuss day-to-day programming, special events, team member, trainings, etc. Non-exempt team members will be paid for these meetings at the approved training compensation rate.

Agendas for each meeting will be provided to the team member responsible for leading that meeting ahead of time. These meetings focus on building effective teams, and ensuring that all team members at every site are fully knowledgeable about AlphaBEST policies, procedures, and best practices.

Each training is expected to last for 1 hour, and non-exempt staff will be compensated for the length the meeting is designed to take. Any meetings requiring more time must be pre-approved by the Regional Director, or Director of Learning, in order for staff to be compensated for that time.

Performance Expectations and Development

AlphaBEST takes a people-centric approach to Performance Development. We strive to build a culture of leadership, coaching, continuous learning and personal accountability. Leaders at all levels are expected to adopt and model the company's Core Values. They take responsibility for their development as well as that of their team members. This is accomplished by setting clear expectations and coaching their team members, by providing frequent, focused and future-oriented feedback. Feedback is used to acknowledge performance successes as well as to outline opportunities for growth. Managers are trained and equipped with coaching skills. The goal is to create a culture of high performance and continuous improvement, where company values are engrained, employee engagement is high and authentic relationships are forged. This coach-approach creates a culture of learning, where everyone is at the center of their own development.

Our Performance Development Approach includes:

- **Coaching Conversations** – Utilizing *The Coaching Habit* methodology to increase focus and capacity, reduce overwhelm and dependency, and drive engagement and impact.
- **Monthly One-On-Ones** – A monthly meeting between managers and their team member(s) to discuss their progress, challenges and provide feedback on their work.
- **Quarterly Development Meetings** – A meeting between managers and their team member(s) to develop and report on the progress of short-term goals.
- **Annual Summary Conversation** – An end of year summary of how the team member has contributed to the business, collaborated with others, and demonstrated/developed capabilities and performed core role expectations.
- **Performance Action Plans** – A formal development plan utilized when performance or behavior issues are severe, or the team member shows resistance to the other forms of performance development.

AlphaBEST strives to create a positive working environment and utilizes an employee recognition program to encourage behavior that is aligned with company core values. Peer to peer recognition, celebration of individuals' milestones and life events are important components of the recognition program. Empowerment of team members is encouraged with a strong emphasis on personal accountability.

Promotions

AlphaBEST is committed to the growth and development of our team members. One opportunity for growth is through promotions – increasing job responsibility. We believe in promoting from within, whenever possible, but recognize there will be occasions when we must hire external candidates. Team members who embody our Core Values and have a strong desire for personal and professional growth, are encouraged to apply for open positions with increased responsibility. Team members are encouraged to share their career goals with their managers during their Quarterly Development Meetings. We take pride in the fact that many of our people have advanced to more responsible positions.

What governs promotions? Excellent performance in one's current position is a key factor in consideration for a promotion. Of course, many other factors are considered, including: a growth mindset, a positive and cooperative attitude, a willingness to learn, a good attendance record, strong interpersonal skills, and advancing one's education. If all other factors are equal, consideration is given to the team member with the longer service. Communication regarding interest in a promotion should be directed to one's Site Director, Area Manager, and Regional Director.

The best way to earn a promotion is to exhibit a can-do attitude and by demonstrating excellence at work. Knowledge can be gained from many sources and self-development should be a priority. Promotions will likely go to those who are curious and hungry for growth, while focusing on continuous improvement. Lifelong learning is encouraged and will prepare team members for the next level, when opportunities arise.

Performance Action Plan

Performance Action Plans are utilized when performance or behavior issues are severe, or the team member shows resistance to the other forms of performance development. Every effort is made to coach team members to improve any performance deficiencies. The Performance Action Plan is located here: https://form.jotform.com/73115288214150.

Area Managers are to follow these procedures for Performance Actions Plans (PAP):

1. Area Manager prepares PAP and submits it to supervisor for review/edits and a signature.
2. The plan is then sent to Regional Human Resources Specialists for review/edits and a signature and will return to the Area Manager.
3. Area Manager will print off the form to give to the employee and will present the PAP to the employee and obtain an electronic signature.
4. The signed document is sent to Human Resources in the Support Center to be placed in the employee file.

Self-reporting of arrest and convictions policy

All team members must sign the *SELF-REPORTING OF NEW ARRESTS AND CONVICTIONS POLICY ACKNOWLEDGEMENT FORM* upon employment.

As noted in the Team Member Handbook, AlphaBEST requires that all team members report any arrests and subsequent convictions in writing, along with supporting documentation, to their Manager within forty-eight (48) hours of the arrest and/or during the first subsequent communication with a team member's Manager after an arrest and within forty-eight (48) hours of the conviction. If reporting does not take place within forty-eight (48) hours, then disciplinary action up to and including termination may be taken.

Below are the steps that must be followed within forty-eight (48) hours of an arrest:

1. The team member must complete and sign the ***Self-Reporting of Arrest and Convictions Information Form*** (Click Here) and give it to their Manager;
2. The Manager will report the arrest/conviction to the appropriate Area Manager and Regional Director;
3. The team member's Area Manager and Regional Director will review the incident in accordance with the state licensing and/or school district policy. If required based on the incident, immediate action will be taken;
4. If a team member is unable to work due to an arrest that violates state licensing and/or school district requirements, the team member will be suspended without pay and placed administrative leave;
5. After the team member's, Area Manager's and Regional Director's reviews, the team member will be informed of the resulting disciplinary action, up to and including termination from employment; and
6. In order to be reinstated with AlphaBEST, the team member must present proper documentation for verification of a favorable outcome. AlphaBEST will make every effort to restore the team member to their former position or a position comparable in status, pay, benefits, and other terms and conditions of employment.

Termination

Whether the termination is voluntary or involuntary, it is important the team member is approached with respect and professionalism. Additionally, managers must notify Human Resources when an team member is terminated in a timely manner. Some states require payment of wages immediately or before the next pay cycle. Also, the team member may have obligations to AlphaBEST that require a deduction from their last pay. Following proper procedures will ensure that both parties involved have met their obligations.

When employment is terminated either by AlphaBEST or the team member:

- Complete and Submit a Personnel Action Form to notify Human Resources.
    - Determine the team member's Last Day Worked. This is the termination date.
    - Document the reason for termination.
    - Notate if the team member is eligible for rehire.
- Verify the team member's address, phone, and email for accuracy.
- Have the team member complete the Team Member Exit Interview Form on the last day of work.
- Contact the company email administrator to discontinue the team member's company email.
- Collect any company property from the team member:
    - New shirts
    - PC's/equipment
    - Cell phones
    - Radios
    - Company issued credit or purchase card
    - Keys
    - Name badge
- Inform Human Resources of any company property that was not returned for payroll deduction processing.
- If the team member is terminated within a 90-day period, payroll deduction in the amount of $50.00 for employment costs associated with training and certifications will be deducted from the team member's final paycheck.
- Human resources will provide the team member with information regarding COBRA, 401K, and additional benefit information depending on the team member status.
- Team members will be removed from payroll by Human Resources after the team member receives their last paycheck.

Technology

All AlphaBEST programs are equipped with multiple tablets.. The tablets will be used for

- Managing student records in online payment systems
- Accounting purposes
- Staff to clock in and out
- Emails and communication.

Upon hire, the employee will be issued a user ID and a password for clocking in and out.. AlphaBEST management is provided with usernames and passwords for the system as well as an email address and it is expected that this information be kept confidential.

Each AlphaBEST site has been provided with an AlphaBEST Gmail account via Google Mail. Site Directors are responsible for checking the site email on a routine basis. Documents on the Google Drive can only be shared with alphabest.org email addresses.

AlphaBEST.org

The company website is a vast resource for team member information, as well as for parents and prospective clients. All team members will be able to log into the website to access information using a personal username and password which will be provided to them. The website is responsive which means it will display information based upon each team member's position to reflect the content they need access to.

Accountability of Company Property

The company invests significantly in technological and programmatic resources at each site location. These resources allow you to work in the most efficient manner as well as provide our students with cutting edge materials and equipment that cannot be found in other extended day programs. Team members that are issued company property must complete a Company Property Issuance and Accountability form.

Company property includes but not limited to:

- Laptop
- Tablet
- Cellular phone
- Wireless card/hotspot
- LEGO® equipment
- Sports equipment
- Projectors

Laptops

Laptops are issued to eligible team members for AlphaBEST-related work only. Any personal use on AlphaBEST assigned laptops is strictly prohibited. To keep AlphaBEST Education's and its team members' information secure, personal devices are not permitted for AlphaBEST-related work. The user is responsible for the upkeep on their assigned laptop. This includes, but is not limited to: accepting and installing necessary updates (ex. Windows Updates, Antivirus updates, etc.), practicing safe web-browsing habits (ex. only visit https websites, avoid suspicious emails or ads, etc.), running regular antivirus and antimalware scans, taking any necessary precautions to prevent liquid or physical damage, etc. Please see Excessive Use, Damaged, and Team Member Departure / Termination and Lost or Stolen sections of this handbook for additional policies pertaining to laptops.

Phones

Our overall goal is to make sure you have the tools necessary to communicate effectively. At the same time, we want to establish clear guidelines in order to maintain a cost-effective communications program.

AlphaBEST assigns each Regional, District Manager, Area Manager, and Program Specialist a base-level smartphone with the option of upgrading beyond the base-level for an additional cost. Each school site is assigned a standard voice and text phone or base-level smartphone with no option of upgrading beyond the base-level. Depending on the contract with the school district in which AlphaBEST operates, a landline may be installed for a site. **As of May 2018, the base-level smartphone is the 32GB iPhone 6S.** Phones assigned to individual sites are not for personal use other than in emergency circumstances. Telephones may not be used to harass others. This includes text messaging. AlphaBEST has access to all telephone records in order to ensure compliance with this policy.

Smart phone users have 2GB of data per month. Based on trends and averages, data usage over 3GB per month is considered excessive.

Data limits may change, and you will be notified of these changes.

Personal cellular telephones at sites, including earpieces and smart watches, are not to be used during work hours due to your responsibility to continuously monitor the safety of students. Personal cellular phones should not be kept on your person during work hours. In the event you bring your phone inside a site, the phone must be stored in a designated team member area used for personal belongings and turned on silent or off. Any issues with cell phone use will be left to the discretion of the Site Director for disciplinary action and reporting to the Area Manager.

Area Managers and higher management are required to carry cellular telephones on their person at all times as they are to be available for other sites and parents.

All Regional, District and Area Managers are eligible to upgrade their base-level smartphone. This upgrade opportunity is not mandatory and will be an out-of-pocket expense if chosen to pursue. Payroll deductions are available if requested. **Phone upgrades are the user's choice at the user's expense. Any upgrade expense paid will not change the ownership of the device. All devices, including upgraded devices, are property of AlphaBEST Education. The user will receive AlphaBEST Education's discounted upgrade pricing. Upgrade costs are subject to change.**

Violation of the Phones policy can lead to disciplinary action, up to and including termination.
Please see **Excessive Use, Damaged, and Team Member Departure / Termination** and **Lost or Stolen** sections of this handbook for additional policies pertaining to phones.

Tablets

Each site is assigned enough iPads so that during each zone at least 1 zone leader/team member has access to the curriculum and resources. Each site is also assigned enough iPads to have a 3:1 ration of iPads to students ONLY within the Technology Arts zone.

AlphaBEST tablets are never to leave the site they are assigned to without explicit permission from the IT department. These tablets should also never be taken to another site to be used as well as never used for personal use including but not limited to email, application downloads, texting, chatting, or streaming any content.

Tablets are allotted either 100MB, 2GB, or no data plan every month. The amount of data allotted varies by site depending on WiFi availability. As with the Hotspots, all assigned equipment should be stored securely at the school. No purchase and/or downloads of any kind should be made through the App store, iBooks, Music or iTunes. Application requests can be submitted to alphabest.org/techsupport. AlphaBEST assigned tablets are intended only for AlphaBEST-related work only. Any personal use on AlphaBEST tablets is strictly prohibited. All tablets are enrolled in Mobile Device Management to keep them secure and up to date. A reliable and consistent internet connection is required to make this possible. The user is responsible for ensuring their tablet is on and connected to the internet during working hours, and charging while connected to the internet before leaving. verifying that cellular signal is being received, connecting to a WiFi network, or connecting to a hotspot / hotspot-enabled tablet are all ways to ensure reliable and consistent internet connection.

Please see **Excessive Use, Damaged, and Team Member Departure / Termination** and **Lost or Stolen** sections of this handbook for additional policies pertaining to tablets.

Data

Phones and some tablets have access to data, and staff are never to go over their assigned data amount. Managers for each area will be told what the data limit is for each specific type of device. Tablets and hotspots should never be taken home for personal use. Also, personal devices should never be connected in a way that uses company data.

Managing Usage

Smartphone users can check their minutes, texts, and data by dialing the combination below. Once you dial the combination below, hit send and you will receive a text showing how many minutes, texts or data you've used in the current billing cycle.

- **AT&T** *(Texas, Maryland, Rhode Island, West Virginia, Virginia, NC-Forsyth, and South Carolina)*
  *MIN# - Voice Minutes
  *DATA# - Data & Text
- **Verizon** *(NC-Forsyth, NC-Charter, and Mississippi)*
  #MIN – Voice Minutes
  #DAT – Data & Text

Hotspot users can check usage on the device itself. Managers, please communicate with your sites that hotspots are not to be used at home for personal use. Activity of this nature is against company policy and will be reported to the appropriate level of management.

Excessive Use / Damages

The first month of excessive use/overages will result in a notification. The second consecutive month of data/text overages will result in payroll deductions based on the overage cost. AlphaBEST reserves the right to take further disciplinary action if needed based upon the specific circumstances of the abuse. This can include, but is not limited to, suspension and termination.

Company assigned phones and numbers are the property of AlphaBEST and will stay with AlphaBEST if an team member leaves or is terminated. **If a phone is damaged before it is eligible for an upgrade, the user is responsible for covering the cost of repairing or replacing the phone as well as the additional out-of-pocket cost for a replacement phone.** All phone accessories are an out-of-pocket expense and therefore considered your personal property.

Personal cellular telephones, including earpieces, are not to be used during work hours due to the responsibility of monitoring the safety of children. This includes smart watches or any other device that distracts from performing job duties.

Personal cellular phones should not be kept on your person during work hours. Use of telephones or smart watches for personal use is a distraction from assigned job duties and is prohibited. In the event you bring your phone inside to keep in the cabinet, the phone must be turned on silent or off.

Violation of the Telephone and Data Policy can lead to disciplinary action, up to and including termination.

Every team member is equally responsible for maintaining the quality and care of all hardware components owned by AlphaBEST to ensure that equipment remains in good working condition. While we understand accidents occur, multiple instances of property damage and breakage at a single location may result in written warnings and/or personal fines. Report any unused equipment to your Site Director and/or Area Manager.

Any loss of technology and/or programmatic resources as result of theft and/or misplacement may result in one or more of the following consequences:

1. Verbal/written warning
2. Loss offset via payroll deduction
3. Termination

AlphaBEST assumes the **Site Director** holds responsibility for the care of company property. All company property and equipment must remain on the site and may not be removed for any reason without obtaining prior consent from management. Managers should approve this for legitimate business purposes, i.e. equipment required for training at a different site. It is the Manager's responsibility to ensure the property is returned to the site.

AlphaBEST makes a significant investment in technology for team members and students to use. For all of our site based iPads and tablets:

1. They should NEVER leave the site without prior approval from the IT department.
2. Should ALWAYS be stored securely inside their designated tech tub or other storage device while also ensuring the storage container is locked.
3. They should always be used respectfully and carefully to ensure they do not get damaged.
4. Students should never have access to devices designated to staff.
5. Staff are responsible for the safety of all AlphaBEST technology including ensuring that students are using technology correctly.

Damaged, Lost, or Stolen Property

The Area Manager, Site Director, or designee shall notify the following when any school or AlphaBEST the property has been vandalized, stolen, or lost:

A. The proper law enforcement agency immediately to provide such information as may be available if the property is believed to have been stolen;
B. The AlphaBEST Inventory Manager, with a copy of the report, so that the property record may be appropriately changed if the property is not recovered; and
C. The District Office or School Building Administrator by telephone or in writing.

The Area Manager, Site Director, or designee shall contact the inventory manager immediately to request repairs, if needed, to secure the area vandalized or from which property has been stolen.

By Students: Any student who willfully damages school/AlphaBEST property shall be properly disciplined and his/her parent(s) or legal guardian, if the student is a minor, shall be requested, in writing, to restore or to replace any damaged property in accordance with the true value as determined by the CFO of AlphaBEST Education, the principal, the responsible District department head, or in extreme circumstances the Superintendent and/or Board. In cases of vandalism, a student shall be subject to suspension or expulsion from the AlphaBEST Program for serious misconduct. The *Code of Student Conduct* shall identify disciplinary procedures for students who abuse school/AlphaBEST property.

A civil action against the student's parent(s) or legal guardian may be instituted by the Board and/or AlphaBEST Education appropriate action to recover damages in an amount not to exceed the limit prescribed by state statues if vandalism or theft of school property is known to have been committed by a minor and the parent(s) or legal guardian refuses to restore or replace the property.

By Persons Other Than Students: In case of willful or negligent damage of property belonging to the Board /AlphaBEST Education, whether real or personal, the user/AlphaBEST team members shall be responsible for the payment or replacement of such damage in accordance with the true value as established by the Superintendent or and or CFO of AlphaBEST Education.

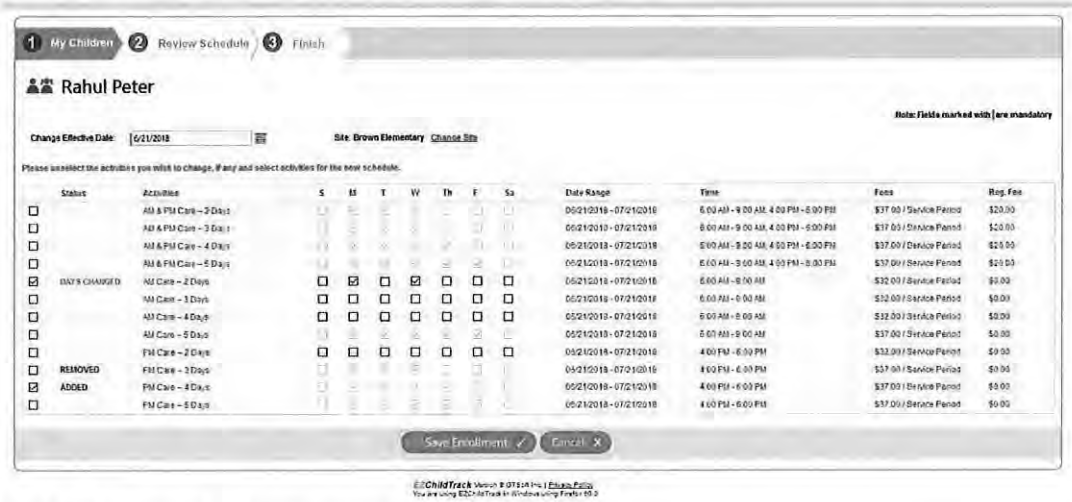
By AlphaBEST: AlphaBEST team members who are granted a permit for the use of property belonging to the Board shall be responsible for any undue damage to the buildings, equipment, or grounds beyond that which would be considered normal wear and tear and shall repay any such damage in accordance with the true value as established by the Superintendent.

AlphaBEST will provide a certificate of general liability insurance coverage. If AlphaBEST Education sponsors or promotes an event to be held on or within Board property or facilities must reasonably protect such property or facilities and, after the event, must provide for all necessary clean-up, repair, and restoration of such property or facilities to its condition prior to the event, so that such property or facilities are suitable for normal use.

Accounting

Family Contract

In order to provide an adequate number of team members, families must commit to a schedule of attendance. The Family Contract is an agreement between the parent and AlphaBEST for services provided. In the event a family wishes to change their schedule/contract, they can change their schedule online via the student portal in EZ Child Track. AlphaBEST needs ten (10) days advance notice in order to schedule staff accordingly. Should a schedule change need to take effect within the ten (10) day window, a $25 change fee will be applied to the family account.



Confidentiality of Accounts

AlphaBEST places the highest importance on confidentiality and integrity of its accounting services striving to achieve the highest levels of client confidence. Managers must communicate financial issues privately in order to respect the client's privacy. All account information is considered to be sensitive in nature and must be treated as such.

Waitlist Procedures

AlphaBEST Education recognizes that choosing the right quality child care program is an important decision. AlphaBEST Education strives to accommodate all registration requests, however there may be times when space is limited and therefore unavailable. To address this issue AlphaBEST has created a waiting list procedure policy. Parents are notified through the AlphaBEST online registration system when the program they are registration for is on a waiting list. No fee exists to place a child on a waiting list. It is important to keep your contact information updated. Children are placed numerically on the waiting list based on the date and time that the waiting list application is received by AlphaBEST Education. Once an opening occurs, AlphaBEST Education will contact the family by email and or phone. The family will have 48 hours to accept the enrollment opening. At the time registration is confirmed, a registration fee will be required.

Collection of Fees

AlphaBEST uses tuition and registration fees to cover all expenses. We incorporate a weekly or monthly billing model to allow for consistent cash flow to support operations throughout the school year.

Weekly and/or monthly tuition rates are determined based on the full academic calendar year and are divided into 40 equal weekly payments or 10 equal monthly payments, beginning the first week of school. Tuition is due regardless of attendance. When a parent enrolls their child in AlphaBEST, he/she is buying a space in our program, and therefore it is that child's space as long as the family continues to pay for it, even if the child is not at the program.

If weekly pay, failure to pay tuition will result in late fees being applied on Thursdays. If monthly pay, failure to pay tuition will result in late fees being applied on Wednesdays of the second week of the month. If payment is past due for two weeks, the family will lose their child's space in the program and will be sent to collections. Further, AlphaBEST reserves the right to offer that space to another family.

Days missed due to illness or vacation will NOT be discounted or pro-rated. Fees will not be adjusted or refunded for absences, early pick-ups, canceled field trips, unanticipated calendar changes or closings due to weather conditions, energy problems, or other emergency situations.

Collection of funds/fees policies

For non-payment of fees, AlphaBEST follows these guidelines: Tuition is due on Monday by 6:00 p.m. of each week during the school year. Tuition remains due regardless of student attendance. Days missed due to illness, vacation, or suspension will NOT be discounted.

Tuition remains the same regardless of snow days, half days, holidays, and partial months.

Discounts:

Only ONE discount will be given per family. Discounts only apply to FULL-TIME 5-day enrollments. Discounts cannot be applied to punch passes. (Punch passes can only be used on regular school days (before and/or after) not on early dismissal or full day/week of care days.)

Proof of discount eligibility, such as a military ID badge or School District ID badge, is due at time of registration. Once proof of eligibility has been provided, discounts will begin on the next billing cycle.

Only the sibling discount can be applied to Alternative Care and Holiday Camp days. No other discounts will be provided.

Subsidized Families:

If a family qualifies for subsidy vouchers for childcare, the family is responsible for the difference between the tuition and voucher amount. The voucher must be received prior to a child attending AlphaBEST, or the parent will be charged the full rate.

Payments

AlphaBEST accepts online payments via credit card or check draft. Site Directors or Area Managers will do all billing and initiate communications with families in the event that payments are not received. Communication between Site Directors and Area Managers is vital. If there is a family that can no longer attend due to late or non-payment, Site Directors or Area Managers communicate that to the parent.

We understand that some families may not have a credit card or checking account. The ONLY payments we will accept at the site-level will be money orders.

Collection of Funds/Fees – AlphaBEST utilizes an online system, EZ Child Track, specialized childcare software, to manage student billing and payments.

Billing

- Weekly and/or monthly tuition rates are determined based on the full academic calendar year and are divided into 40 equal payments or 10 equal monthly payments, beginning the first week of school.
- Tuition is due on Monday each week by 6:00 p.m.
- Tuition remains due regardless of student attendance. Days missed due to illness, vacation, or suspension will NOT be discounted.
- Tuition remains the same regardless of snow days, half days, holiday, and partial months.
- Fees will not be adjusted or refunded for absences, early pick-ups, canceled field trips, unanticipated calendar changes or closings due to weather conditions, energy problems, or other emergency situations.

Payments

- Payments can be made weekly, biweekly or monthly (in advance of the current month) by credit/debit card or bank draft.
- All payments are made online.
- Money orders can be used for payment at the site. Credit cards and checks will not be accepted at the site. Please login to your Parent Portal to make a payment.
- AlphaBEST offers the convenience of tuition auto-draft for families.
- Late payment procedures include the following:
  - Reminder letter is sent the following day after billing.
  - **Weekly Pay:** Late fees will be applied on Thursday. **Monthly pay**: AlphaBEST bills the first Monday of the month and late fees are applied on Thursday.
  - If payment is past due for two weeks, you will lose your child's space in the program and will be sent to collections.
  - Inactive accounts are subject to a re-registration fee.

Withdrawals

- Parents who want to withdraw their child from the program are required to provide a statement in writing at least two weeks (2) prior to discontinuation of service. Parents will be assessed payment when they withdraw without proper notice. Withdrawals may be completed online at any time in the EZ Child Track Parent Portal.

AlphaBEST does provide itemized statements for IRS tax purposes. Tax statements may be accessed by families at any time by going online to the EZ Child Track Parent Portal and clicking "View Statement."

Late Pick-up Fees:

We understand that occasionally, a family may struggle to pick up their child by closing time. While we are prepared to work with families, late pick-ups become a problem when a family is consistently late. Three or more incidents may result in program termination. In the event of late pickup, fees will be as follows:
Maryland: $15 (1-15 minutes), $30 (16-30 minutes), $1 (each additional minute per family).
All other states: $1 per minute

While we understand that this does occur, this becomes an issue when families take advantage and consistently pick up late. Three or more incidents may result in termination. We ask that all parents have an authorized "back-up" person to pick your child up on time. Please speak to your Site Manager to add any authorized pick-ups to your child's file.

Insufficient Funds (NSF)/Decline Fee:

A $25 fee will be charged for any payment that is returned unpaid or declines for any reason (E-check, credit card, or money order). This fee will be the maximum allowable fee in accordance with the state of enrollment and attendance, and will be added to the balance due.

Schedule Change Fee:

Our student management system allows families to make changes to their child's program schedule online. In order to allow staff to be allocated based on scheduled attendance, AlphaBEST requires families make schedule changes no less than 10 days in advance. Should schedule changes be made within 10 days, a $25 fee will apply.

Processing Money Orders

Processing customer payments is extremely important. Keeping accurate customer accounts provides the customer with "good customer service," demonstrates the importance of paying on time, maintains the integrity of AlphaBEST's record keeping and avoids unnecessary late fees.

In the event a family must pay via money order, they must submit payment to the Site Director. Upon receipt, please follow these steps:

- Record money order information on the ***SITE MONEY ORDER PAYMENT LOG:*** www.alphabest.org/wp-content/uploads/2014/11/Money-Order-Form.pdf
- All money orders must be posted to the customer's account within twenty-four (24) hours;
- Place money orders in a secure location until Area Manager conducts site visit;
- Area Managers will prepare deposit of money orders and reconcile the deposit slip to the "Money Order Log." The totals of the deposit and log MUST match;
- Money orders must be deposited within seven (7) business days by the Area Manager; and
- The Area Manager must mail/email a copy of the deposit slip and Money Order Log to Accounts Receivable.

Child Care Vouchers

AlphaBEST's policy is to accept students that are receiving funding from an outside agency. When working with an agency that is going to pay all or part of a student's tuition, each agency is going to be different in what they require from us. As we start a partnership with a new agency, we will need to request any agreements they may have that provides the exact wording of compliance requirements.. Once we have confirmed that our programs are equipped to meet the requirements of the agency, we will complete the agreement and return it to the agency.

It's important that we keep physical copies and/or digital copies of all correspondence with agencies in the event we need to resubmit or reference them. There is a folder on the Customer Service drive for all Agency agreements and handbooks where these should be uploaded. Any Logins information provided by the agency to AlphaBEST must be recorded on the Customer Service drive as well and updated accordingly. Student specific documents can be uploaded to EZ child track, so it is accessible from the student's profile. Agencies use several methods when it comes to submitting attendance or billing the agency for payment. You will need to confirm which method the agency you are working with is using so that we can ensure that documents can be submitted in a timely manner. Some of the common ways they require attendance to be submitted are, by the family electronically recording this attendance using a POS machine, on Agency provided attendance sheets or invoices, or by a letter from AlphaBEST written on letterhead. Since Agencies have different restrictions, team members must be aware of any agency specific requirements we need to follow to ensure we are in compliance. It's also important to confirm how the agency will issue payment to AlphaBEST and if you will receive remittance advice for payments made by ACH to ensure that funds are allocated correctly. A log should also be kept of when billing documents are sent to agencies to ensure that payment is received on time and if payment is not received in a timely manner we can reach out to the agency to correct any errors prior to the deadline to make any changes.

Before a student can start attending AlphaBEST we will need to receive documentation of authorization for payment from the agency in the form of a purchase order, or a letter of guarantee on agency letterhead. This authorization should at minimum include the student's approved start date, copayment amounts, whether registration fees will be covered by the agency and if there are any restrictions on dates they are authorized to attend. Once we have received authorization from the agency we can now instruct or assist the parent/guardian or caseworker with the AlphaBEST's registration process. Families that are receiving assistance from agencies should be treated the same as any family attending AlphaBEST. They will be required to meet all the guidelines

their agency has as well as all AlphaBEST policies. AlphaBEST's agency payment agreement includes our policies as well as the parent's responsibility to record attendance in the appropriate manner. This should be provided to all families receiving agency assistance and a signed copy kept for our records.

Attendance times for any agency students should be recorded using a weekly time log, or by Jotform Submission. By documenting attendance this way, we are able to store the information longer as the agency may require, and we will be able to ensure that any Manual Attendance can be completed in a timely manner. Agencies have very strict deadlines for submitting documents and if these are not met we risk being unable to collect payment for services that were rendered. Always document the following situations and if required notify the caseworker or agency:

- The student is absent for 5 days in a row.
- The family does not return after the student has been absent for 5 days.
- The family notifies staff at AlphaBEST or the School that they will be withdrawing.
- The family misplaces or loses their card used to record attendance.
- The student attends on a day that they are not authorized for.
- The family is not swiping or is refusing to swipe.
- The family is not current on their copayment.
- A student receiving agency assistance is seriously hurt or is suspended from the program.

Child Dismissal Due to Non-Payment

Site Directors are responsible for communicating to the parents if a child will not be permitted to attend due to late payment or non-payment. All discussions must be conducted in a discrete and confidential manner in order to respect the privacy of the parents and children. Public reminders MUST NOT be used to communicate with the parents. Written notices must be in a sealed envelope. In the event a child attends the program, the Site Director must take the child to the school's office and instruct the office to contact the parent.

Company Purchase Cards

AlphaBEST will issue company purchase cards to certain employees for use in their jobs. This policy outlines both acceptable and unacceptable use of the purchase cards. Use of company issued purchase cards is a privilege, which AlphaBEST may withdraw at any time. Purchase cards issued to an employee must be used for business purposes only. Any purchases an employee makes with a Company card in violation of this policy will result in disciplinary action, up to and including termination of employment.

Non-compliance of purchase card policies can and will result in suspension of the card. Should you leave the employment of AlphaBEST, the card will be deactivated remotely.

Qualifications

- The following roles are eligible to receive an AlphaBEST purchasing card:
  - Area Managers
  - Regional Director
  - Executive Directors
- Other roles requesting a purchasing card must be approved by COO.
- Purchase Card limits have been modified to the following monthly amounts:
  - Area Manager = $100/month
  - Regional Director = $500/month
- Requests may be made in writing to temporarily increase a limit for anticipated travel and/or a special event.

Policies and procedures

- Purchase cards are to be used for approved business purposes only
- Purchase cards have been assigned to transact at limited retail designations
    - For example, the purchase card will not be accepted at a nail salon
- Gift cards are not authorized purchases
- AlphaBEST designates a monthly credit limit to each purchase card, which is the allowable spend per month
- Any unused dollars do not roll forward
- Use of the card by an individual not named on the card is not permitted
- A detailed receipt for each transaction must be retained and uploaded to the Intellilink credit card portal each month, to support the transaction

Documentation and Support

Following each month end, purchase card holders must:

- Match uploaded receipts to each charge from the prior month
- Code the charge to the appropriate expense
- Add a description and reason to each charge

Purchase card upload and coding should be completed by the 5th of each month.

Team Member Allocations and Pay Rates

In order to ensure viable fiscal and quality management of the AlphaBEST program, adherence to team member allocation guidelines is imperative. Further, continual realignment of team members ensures the most effective management of payroll costs. Team members to student ratios must be checked throughout program time. Team members must be dismissed as students are dismissed throughout the day as ratios decrease.

Pay rates will vary depending on the role/function each team member is contributing to the program.

Functionality Pay Codes:

IP – In-Program Time – includes one hour flex time per week
TT- Training Time
SR – Sub Time
AC – Alternative Care Time (i.e. summer, holiday camps, etc.)

Site Directors

- Afterschool Site Directors are hired to work approximately 180 program days during the regular school year.
- Summer program afterschool site directors are hired to work no more than 55 program days during the summer camp program.
- Pay rates for in-program time during the week for the above-mentioned days will be agreed upon and approved for in-program time.
- Site Directors must generally work less than or up to 28 hours per week to manage the budget.

Note - Each Site Directors' scheduled hours will vary depending on District school times and program hours.

Zone Leaders

- Zone leaders are hired to work approximately 180 program days during the regular school year.
- Summer program zone leaders are hired to work no more than 55 program days during the summer camp program.
- Pay rates for in-program time during the week for the above-mentioned days will be agreed upon and approved for in-program time.
- Zone leader team members must generally work less than or equal to 20 hours per week to manage the budget.
- With manager approval, zone leaders may be scheduled for more than 20 hours to accommodate special programmatic circumstances, i.e. parent nights, meetings, etc.

Program Support Specialist

- Each Area Manager is allocated one Program Support Specialist to support program operations, curriculum facilitation, accommodations, and management.
- Program Specialist will be scheduled to work no more than 15 hours per week.
- Program Support Specialists are hired to work approximately 180 program days during the regular school year.
- Pay rates for in-program time during the week for the above-mentioned days will be agreed upon and approved for in-program time.
- Program Support Specialist pay rates include compensation for mileage, and therefore mileage will not be a reimbursable expense.

Records Retention

The following records must be kept and maintained for the number of years authorized by the Records Management department.

1. Three-year retention
   - Afterschool Programs Registration forms
   - Attendance reports
   - Sign Out Sheet
   - Field Trip Permission/Release forms

2. Five-year retention (all financial records)
   - Records for money order collections
   - Afterschool Program Receipts
   - Fee Waiver Applications and all corresponding documentation

3. Six-year retention
   - All subsidies documentation including copies of sign-out sheets, Programming Description for subsidized students and medical information must be retained until obsolete, superseded or administrative value has been lost
   - Documentation for delinquent accounts must be maintained until the balance has been paid (e.g., invoices, copies of sign-out sheets, copies of attendance sheets, etc.)

To dispose of records properly, the Regional Director must be notified and will provide instruction for records that no longer need to be retained.

Inventory Controls

All equipment, materials and supplies purchased from AlphaBEST funds must follow purchasing department procedures regarding purchasing and inventory control. To safeguard inventory (e.g., equipment, materials, supplies, snacks, etc.), items must be kept in locked cabinets. Supply rooms must be monitored. At the end of the school year, the site director or designee must take an account of inventory and ensure supplies are secured for the summer. If problems with loss of inventory occur, the Area Manager must be notified and steps taken to resolve the issue.

Purchasing

The purchasing of program materials, supplies and replenishment items will be completed by Site Directors through online ordering from approved vendors utilizing shopping lists provided by the Purchasing Dept. All purchases will be submitted through a tiered approval process and are subject to Purchasing Dept. approval.

EZCT Software

AlphaBEST leverages EZChildTrack for all student management needs. This includes:
- Communication with parents
- Billing
- Tracking attendance
- Managing student information

All team members are expected to be able to log in to EZChildTrack online and complete their respective role's duties:

- Zone Leader
  - Tracking student attendance
- Site Director
  - Overseeing attendance
  - Help with basic parent inquiries
  - Submit attendance everyday
- Management/Customer Service
  - Specific parent requests
  - Arranging payment plans
  - Billing adjustments
  - Changes to programs offered by AlphaBEST

Role-specific training will be provided.

Licensing

Programs are licensed by local state governing offices. Each state has different requirements that are mandated for before and after school programs to meet. Area Managers are responsible for working with the Site Director and Zone Leaders to ensure that all standards are met or exceeded.

AlphaBEST has tools in place to assist Site Directors in meeting these requirements. One such tool is the Licensing Checklist (example may be found here: https://form.jotform.com/62864143341150). This tool may be used as it covers many of the state requirements and is a good starting point for ensuring that a site is meeting expectations.

Licensing official(s) will normally come out to assess sites twice a year. During these inspections the licensor will inspect various items around the program. They will look to see that team members are meeting the team members to child ratio, emergency preparedness materials are set up and accessible, materials and curriculum is present and ongoing, and more. At the end of the inspection the licensor will make the site team members aware if there were any violations. The Site Director will make sure that the Area Manager is aware of the inspection and any possible violations.

Donations and Fund Raisers

AlphaBEST does not participate in fundraisers on behalf of other organizations.

In Summary...

The Operations Handbook has been completed to inform you of AlphaBEST's practices, policies, relationships, and benefits. We hope you have found the information helpful in learning more about the company and what you can expect as a team member here. You should keep the handbook in order to refer to it as the need arises in the future. Obviously, it would be impossible to cover every question or situation in one handbook. However, it does give you general information regarding the practices, policies, relationships, and benefits that are in effect at this time. The Operations section of this handbook provides information regarding daily operations at site locations.

The team member benefits, personnel policies, and rules of this handbook will remain in effect unless changes are considered necessary because of general economic conditions or because of conditions pertaining to our particular business. No changes will be made without consideration of the effect on both AlphaBEST and its team members. At times, the application of these principles may be affected by governing regulations or agencies. Because these policies and benefits may change from time to time, you should always consult your manager/supervisor if you have any questions about the material included here.

POUDRE SCHOOL DISTRICT R-1

APPENDIX C

Staff Handbook

AlphaBEST EDUCATION

When School's Out ★ We're On

Updated 10/11/2019

AlphaBEST EDUCATION

When School's Out ★ We're On

Team Member Handbook

2019 – 2020 Edition

Welcome to AlphaBEST!

AlphaBEST was born in 2005 from a deep desire to help students achieve success not just in school, but in life. We have developed a unique after school program model that combines a safe, supervised environment necessary for working parents with an expanded learning curriculum to assist schools to meet their goals. We achieve an intentional balance between relaxed, fun activities and engaging learning experiences through our strong curriculum (developed by national subject-matter experts) and our careful training, selection, and supervision of team members. AlphaBEST is proud to be a leader in the after school field, and we continue to set the bar in large part thanks to our strong team members – like YOU!

In order to be the BEST, we employ the BEST! We employ close to 2,100 people across 14 states and the District of Columbia, and we continue to grow. Our leadership and senior management team continuously seek highly qualified individuals who can bring their experience and talent to AlphaBEST and the communities we serve. As a team member of AlphaBEST, we hope that you will be able to develop and gain valuable experience, and we look forward to the expertise you will bring to the role.

This Handbook is not a contract, but rather serves to welcome each team member to AlphaBEST and define our policies, procedures, and benefits. Terms and conditions of employment are summarized in this Handbook and are the same for all AlphaBEST team members. I encourage you to read it thoroughly and to discuss it with your respective manager should you have any questions or concerns.

Again, welcome to AlphaBEST – Learning and fun work together here!

Sincerely,

Melissa Moreano
Chief Financial Officer

TABLE OF CONTENTS

History and Philosophy	5
General Information and Employment	6
Introductory Period	6
Equal Employment Policy	6
The Americans with Disabilities Act (ADA)	7
Non-Discrimination and Non-Harassment	7
Media Relations	7
Conflict of Interest	7
Confidentiality	8
Personal Appearance	9
Drugs, Alcohol and Smoking in the Workplace	10
Safety in the Workplace	11
Visitors	13
Emergency Drills and Procedures	13
Self-Reporting of Arrest and Conviction	13
Policy and Procedure for Reporting Child Abuse	14
Nepotism and Personal Relationships in the Workplace	15
Personal and Professional Conduct	16
Leadership Expectations	18
Personal Development Process	18
Grievance and Conflict Resolution Policy	18
Termination of Employment/Employment at Will	19
Resignation Notice and Voluntary Resignations	19
Exit Interviews	20
Re-Employment	20
Pay, Hours and Attendance at Work	20
Payroll	20
Personal Information	21
Additional Banking and Pay Information	22
Employment Information Management	23
Scheduling	23
Clocking In and Out	23
Absenteeism Policy and Procedure	24
Inclement Weather	25
Overtime	25
Fair Labor Standards Act ("FLSA") Classifications	25
Reduction in Force	26
Team Member Benefits and Time Away	26
Benefits Summary	26
Health and Insurance Benefits	28
Time Away	30
Other Forms of Leave	32
Child Care Discount	36
Team Member Referral Program	37
Retirement Benefits (401k)	38

AlphaBEST EDUCATION

Professional and Continued Development/Advancement	38
Use of Company Equipment / Electronics and Communications	39
Social Media Policy	39
Phones	39
Hotspots	40
Tablets	41
Laptops	41
Managing Usage	41
Excessive Use, Damages and Team Member Departure/Termination	42
Email and Internet	43
Email Etiquette	43
Care and Use of AlphaBEST Property	43
AlphaBEST Non-Negotiables	45
Acknowledgment of the Team Member Handbook and Operations Manual	47
No Harassment/No Discrimination Policy	48
Family and Medical Leave Act Poster	51
Appendix	52

History and Philosophy

AlphaBEST was founded in 2005 and began with contracts in just two school districts serving approximately 50 schools. Today, AlphaBEST provides Extended Day, Summer Camp and Enrichment programs to more than 30,000 students at more than 290 schools across 14 states and employs close to 2,100 team members nationwide. We are proud of the fact that we've never lost a district contract in our 14 years of operation.

AlphaBEST Vision

To lead the way in shaping the future generation to be the problem solvers and collaborators, to be thoughtful and curious, by showing them that learning can be fun, engaging, and can happen anywhere. To achieve this goal, we set the bar for out-of-school time programs.

AlphaBEST Mission

To partner with schools and families to engage students' minds, expand their horizons, and provide parents with a sense of security.

AlphaBEST Core Values

We put children first.

- Always prioritize the safety of our students.
- Be warm, caring and empathetic.
- Provide structure but remain flexible.
- Spark curiosity to develop a love for learning.
- Focus on the growth of the whole child (heart, body and mind).

We value connection.

- Strive to be present, positive, and patient in dealing with others.
- Look for commonality, while respecting differing points of view.
- Be a great communicator to build positive relationships and partnerships (listen more than you talk).
- Treat people with respect, regardless of their status or if they agree with you.
- Be honest, humble, and authentic, while practicing servant leadership.

We are driven by innovation.

- S-T-R-E-T-C-H in everything you do.
- Think outside the box.
- Have the courage to fail: to foster creativity, innovation and achievement.
- Stay curious and hungry for growth.
- Embrace change with optimism and excitement.

We are the BEST at what we do.

- Set and achieve ambitious goals.
- Work as a team and look for opportunities to collaborate.
- Look to create memorable moments for those we serve.
- Focus on continuous improvement.
- Consistently deliver the highest quality of service.

We lead with a "yes" mindset.

- The first thought should always be, "How can I accommodate a customer's request?"

- Challenge yourself to learn, grow and try new things.
- Exhibit a can-do attitude.
- Look at challenges in a positive light.
- Step outside your comfort zone.

We make it right.

- Keep your promises, if you make a mistake – do your best to make it right.
- Take responsibility/ownership and look for a positive resolution.
- Cultivate grit, perseverance, and resilience.
- Focus on solutions and not blame.
- Address challenges with curiosity and an openness to learn.

We have FUN.

- Look for ways to make the ordinary, extraordinary.
- Infuse fun and learning into all that you do.
- Practice gratitude and exhibit a positive attitude.
- Light a child's fire by sparking their curiosity.
- Celebrate small wins along the way.

General Employment Information

Introductory Period

The first ninety (90) days of employment are considered a mutual Introductory Period. This allows team members time to assess AlphaBEST, the job, and its requirements; and, gives AlphaBEST the opportunity to assess each team member. This 90-day introductory period provides the opportunity for the team member (new hires and rehires) and AlphaBEST to mutually evaluate job requirements and performance. During this time, there will be training, formal and informal assessments to determine continued employment. Satisfactory completion of the introductory period does not alter the employment-at-will relationship.

Equal Employment Policy

AlphaBEST does not and will not take into consideration an individual's race, color, religion, sex, age, disability, national origin, or other protected characteristics in any personnel or management decision.

This policy includes the following:

- All recruiting, hiring, training, and promoting for all job classifications are done without regard to race, color, religion, sex, age, disability, or national origin, except when age is a bona fide occupational qualification and except where physical or mental abilities are a bona fide occupational requirement, and the individual is not able to perform the essential functions of the position, even with reasonable accommodations. All decisions on employment are made to further the principle of equal employment.
- All promotion decisions will be made in accordance with our Equal Employment Opportunity principles, and only actual job requirements will be considered during decision making.

- All other personnel actions, such as compensation, benefits, transfers, layoffs, return from layoffs, Company-sponsored training, educational tuition assistance, and social and recreational programs will be administered without regard to race, color, religion, sex, age, disability, or national origin, except when age is a bona fide occupational qualification and except where physical or mental abilities are a bona fide occupational requirement, and the individual is not able to perform the essential functions of the position, even with reasonable accommodations.

The Americans with Disabilities Act (ADA)

The ADA requires that an employer provide reasonable accommodation(s) to qualified individuals with disabilities, unless the accommodation(s) would cause undue hardship for the employer.

AlphaBEST complies with the ADA and all applicable state disability laws in the provision of reasonable accommodations to team members. If you believe you require an accommodation in order to perform your job, then please speak with your manager or contact Human Resources, humanresources@alphabest.org.

Non-Discrimination and Non-Harassment

AlphaBEST mandates that all team members have a right to work in an environment free of discrimination, which includes freedom from all forms of harassment based on sex, age, race, national origin, religion, sexual orientation, marital status, or membership in other protected groups. Additionally, AlphaBEST prohibits illegal harassment of its team members in any form by managers, co-workers, customers, or vendors, and has a formal process for reporting and investigating any harassment claims, which can be found via our Operations Manual.

Such conduct may result in disciplinary action, up to and including termination of a team member found to be illegally harassing others.

As part of the annual acknowledgment of team member policies, all team members are required to confirm that they have read and understand the No Harassment/No Discrimination Policy.

Media Relations

Executive Management is solely responsible for all releases and communications with news media. At no time is an AlphaBEST team member to provide a statement to any form of news media (press, radio, television, etc.) regarding AlphaBEST and his/her role within AlphaBEST

Should a team member(s) receive an inquiry or request from the news media regarding AlphaBEST, then the team member(s) must immediately notify their manager, who will communicate the request to the Executive Management team.

Any violation of this policy by engaging in non-authorized communications with the news media will result in disciplinary action up to and including termination.

Conflict of Interest

Our conflict of interest policy is consistent with recommendations made by the National Council for the Prevention of Child Abuse and many childcare licensing consultants across the country.

AlphaBEST team members should never promote or advance personal outside interests, even indirectly. Activity, interest, or association that interferes or may appear to interfere with the best interests of AlphaBEST should be avoided.

A conflict of interest exists when a team member's duty to give undivided loyalty and attention to AlphaBEST is prejudiced by possible personal benefit from another source or entity. As an example, working for a competitor of AlphaBEST is considered a conflict of interest. Second jobs, part-time jobs, consulting, and/or advising entities not in competition with AlphaBEST must not interfere with a team member's primary AlphaBEST duties or cause the team member to disclose confidential AlphaBEST information. Additionally, AlphaBEST does not permit team members to be paid for services separately or to be employed by current AlphaBEST participant families (i.e., babysitting or nannying for a current AlphaBEST participant family is prohibited).

If a team member has a prior working relationship with a participant family and chooses to continue working with them, then this would be considered a conflict of interest subject to disciplinary action. Failure to follow this policy will result in termination of employment.

Any dishonest or unethical act which leads to personal gain for a team member or a member of a team member's family, at AlphaBEST's expense, will result in immediate dismissal.

Confidentiality

Confidentiality promotes building and maintaining professionalism, trust and confidence. In accordance with federal and respective state agencies, confidentiality must be maintained and safeguarded at all times for any paperwork and/or matters dealing with current and former students and families enrolled in the AlphaBEST program. Additionally, AlphaBEST's and our team members' private information is confidential and must be protected. Team members must not share AlphaBEST account logins/passwords (e.g., email, payroll, etc.) with anyone. When work is complete, all accounts must be logged out. Passwords should not be saved on public or shared devices. Devices and systems should not be left unattended without logging out first.

Confidential information is not to be discussed with other team members or any person not authorized to have access. Specifically, the following information is deemed confidential and **must** not be shared with anyone outside of AlphaBEST:

- Names
- Telephone/fax numbers
- E-mail addresses
- Social Security numbers
- Medical records
- Account numbers
- Full face photo image
- Any other unique identifying number, characteristic, etc.
- Company information
- Financial or proprietary information

Confidentiality is extremely important to AlphaBEST and at no time may any team member provide confidential information to anyone other than AlphaBEST Management.

Personal Appearance

As a customer service-oriented organization, AlphaBEST has adopted a "business casual" dress code. Accordingly, all team members are expected to dress appropriately in order to project a professional image. Neatness, cleanliness, proper dress, good manners, and a friendly, cooperative attitude are all important, so inappropriate attire and/or shoes that do not meet AlphaBEST's guidelines below will result in a team member being sent home and clocking out prior to leaving.

AlphaBEST's Dress Code Policy is set to distinguish AlphaBEST team members. In an effort to create uniformity as well as make our sites safer by making our staff easier to identify, all site employees are required to wear approved, AlphaBEST branded shirts. AlphaBEST program staff are provided with three (3) uniform shirts. The team member's share of the cost is $15 and is paid through a payroll deduction. Additionally, AlphaBEST team members will be provided an identifying name badge.

AlphaBEST asks that team members follow these simple guidelines when working at a program site:

Attire

- Team members must wear an AlphaBEST branded shirt and identifying name badge;
- Team members may wear existing AlphaBEST navy polos and t-shirts during the 2019 – 2020 school year. Additionally, team members may also wear "vintage" AlphaBEST t-shirts under the Maker Apron on Fridays during Maker Days;
- Athletic pants or sweatpants are not acceptable;
- Khaki pants and shorts without tears or holes that are an appropriate length are acceptable;
- All skirts and shorts must reach to the fingertips of the extended arm. Shorts are limited to selected summer programs;
- Jeans are allowed on Fridays ONLY, unless otherwise stated by the management team. Jeans must look professional and should not have holes, tears/patches, etc.;
- Facial/body piercings (other than earrings) should not be visible during working hours unless it is due to religious/cultural reasons. This includes: nose, chin, eyebrow, tongue, belly piercings, etc. Small stud nose rings are acceptable;
- High heeled shoes, flip flops and sandals are prohibited while working at a site. (Tennis shoes/Sneakers, flats, boots, etc. are acceptable);
- Hair should generally be a natural hair color and neatly groomed;

- If considered daywear, head wraps and scarves can be worn for religious beliefs and/or medical reasons. Hats, hoods, sweatbands, toboggans and bandannas or similar head wear must not be worn at program sites; and
- Adequate grooming and personal hygiene are expected.

Shoes

- Team members working in program sites are required to wear proper shoes. Sandals, flip-flops, open footwear and high heeled shoes are not permitted. Footwear, which is suitable for a school environment, means wearing flat enclosed shoes with a minimal heel that have a good grip and fit well. Shoes with slippery soles, poorly secured shoes (e.g., thongs or ill-fitting sandals/scuffs), loose soles/laces or worn/high or thin heels, must be avoided; and
- The activities undertaken at AlphaBEST program sites mean team members need to wear appropriate footwear that will prevent slips, trips, or falls and protect feet from falling objects. Please also note that footwear choices will be dependent on weather conditions, so team members must adapt to changing conditions appropriately.

Some programs or offices may enforce a dress code that complements this one and dictates stricter requirements, which will be provided separately to team members.

Drugs, Alcohol and Smoking in the Workplace

Drug use and alcohol abuse are dangerous and unacceptable in the workplace. AlphaBEST will not tolerate any type of substance abuse. as it leads to an inability to perform properly and efficiently, disruption of the workplace, attendance problems, and presents a danger to other team members and the public.

Business necessity and our concerns about team member health, safety, morale, loss of customer confidence, and damage to our reputation dictate that team members who use drugs or alcohol on the job will be terminated. If a colleague suspects a team member to be under the influence of a substance at any time when at a program site, then the team member may be required to undergo drug and alcohol screening. Team members exhibiting signs of impairment will be asked to submit a drug and alcohol screening test. The team member must make arrangements to be transported, as he or she will not be permitted to drive while appearing impaired. Any team member who reports to work under the appearance of the influence of alcohol or illegal substances will be dismissed upon confirmation of a positive substance screening. Refusal to comply immediately with obtaining an alcohol and drug screening test will result in termination of employment. Team members who are convicted of off-site felony drug violations and/or other substance abuse related crimes will also be terminated.

Team members are responsible to seek and accept help with an alcohol or drug problem. A team member who does not act upon an alcohol or drug problem and violates AlphaBEST policy will be terminated. Team members are prohibited from engaging in manufacturing, distributing, possessing, using or being under the influence of alcohol or illegal substances while at work or on the work premises. AlphaBEST reserves the right to search work areas, personal packages, handbags, briefcases, lunch boxes, vehicles, or other personal possessions, etc., to determine if illegal drugs or alcohol are present on site.

Failure to comply with the Drug, Alcohol and Smoking in the Workplace Policy will result in termination. Since this policy will benefit and protect all concerned, we expect and appreciate everyone's full

cooperation with these and any other security procedures that may be established. All work incidents/accidents or worker's compensation claims will involve an investigation and team members involved may be required to take a drug test. AlphaBEST reserves the right to drug screen at random.

Safety in the Workplace

Workplace Violence
AlphaBEST is committed to providing a safe environment for all team members, non-team members, vendors, parents and students. Team members are expected to treat others in a professional and respectful manner. AlphaBEST strictly prohibits any violent or threatening behavior, even if in a joking manner. Such improper conduct may result in disciplinary action up to an immediate termination. Civil and/or criminal penalties may also be sought.

Workplace violence includes, but is not limited to, the following:

- Threats of any kind of harm to the physical or mental well-being of any person;
- Physically aggressive or violent behavior, including intimidation or any attempt to instill fear in others; and
- Defacing or damaging the property of AlphaBEST, team members, or others.

No Weapons Policy
Possessing, using, or transporting guns, knives, ammunition, explosives, weapons, or firearms of any kind at or in the near vicinity (e.g., in the parking lot) of AlphaBEST program sites are **strictly prohibited**. Any violation of this policy will result in an immediate termination. Civil and/or criminal penalties may also be sought.

Protective Orders
AlphaBEST takes the safety of our team members very seriously. Any team member who has obtained a protective order and wishes not to be contacted by a non-employee should supply a copy to their local human resources manager or direct manager. Other parties may be informed when deemed necessary for safety reasons. Disclosure will be limited to those individuals who have a need to know the information.

Safety Practices
AlphaBEST is committed to providing a safe working environment. Team members are expected to work diligently to maintain safe conditions, and to adhere to the procedures noted in our Operations Manual, which are designed to prevent injuries and illnesses. Additional safety precautions and guidelines may also be communicated periodically via the AlphaBEST Safety Committee, which must be adhered to by team members.

AlphaBEST team members must adhere to the following guidelines:

- Report injuries or illnesses immediately to managers and seek medical treatment if needed;
- Report unsafe conditions, equipment, or practices immediately to the team member's manager;
- Use proper lifting techniques which include lifting with the team member's legs and keeping the team member's back straight;

- Never stand on furniture or fixtures;
- Never use headphones when present at an AlphaBEST program site; and
- Clean-up spills and remove foreign objects from the floor as soon as possible.

Team members, who do not follow the aforementioned guidelines may be subject to corrective action, up to and including termination.

Use of Cell Phones for Team Members Who Drive as Part of Their Job

- Team members should not text or talk on their cell phones while driving to, from and as part of AlphaBEST duties, regardless of whether team member use a hands-free device or headphones;
- No matter how fast traffic is moving, team members must pull into a rest area or parking lot and stop the vehicle before placing or accepting a cell phone call; and
- Team members, who are charged with traffic violations for using their cell phones while driving for business, are responsible for the resulting liabilities.

Accidents, Injuries or Illnesses on the Job

If a team member is involved in an accident, injured while working, or incurs an illness as a direct result of working, then the team member must report it to the team member's manager immediately in order to receive medical attention if needed. The manager shall administer basic first aid treatment if necessary.

Subsequent arrangements will be made for the team member to see a physician for treatment of any resulting injury. An injured team member is responsible for accepting the medical treatment provided by AlphaBEST. A drug test is required following an on-the-job accident.

Once the team member is safe, the work area must be evaluated for any further safety concerns, then the team member and the manager (i.e., Site Director or Area Manager) must complete a Report of Accident, Injury or Illness Form. If injuries are not properly reported in a timely manner, then the team member may lose compensation benefits and be required to pay their own medical expenses in accordance with the team member's specific state laws. Should a team member receive medical attention, then a notice to return to work is required.

AlphaBEST provides Workers' Compensation insurance for protection when an accident occurs in the workplace. Any absences resulting from a work-related injury must be authorized with a statement from the treating physician. All documentation given to a team member from a treating physician related to AlphaBEST employment must be provided directly to Human Resources.

AlphaBEST's Return to Work Program

AlphaBEST provides meaningful work activity, when feasible, for team members who are temporarily unable to perform all, or portions, of their regular work assignments or duties. This policy applies to team members suffering from either work or non-work-related injury or illness, so team members can return to productive, regular work as quickly as possible. By providing temporary transitional or modified work activity, injured team members can become active and contribute to AlphaBEST. To qualify for

AlphaBEST's Return to Work program, a team member must provide written notification from the treating physician.

- The physician's written notification must include each of the following:
  - Name and address of team member;
  - Date of birth;
  - Injury or diagnosis description;
  - Date of first visit relating to injury or illness;
  - Additional dates seen (if appropriate);
  - Return to work date;
  - Duties the team member is able to perform, all, partial or restricted;
  - If restricted or light duty, description of duties team member is able to do at this time;
  - Anticipated or date of return to full duty; and
  - Treating physician's signature and full contact information.

Visitors

AlphaBEST will follow the procedures of the applicable school and/or school district for visitors to all program sites. Visitors include, but are not limited to, team members not scheduled to work, non-team members, former team members, and any person not conducting business with AlphaBEST.

Visitors are not permitted in the workplace without permission from the Area Manager. Personal visitors interfere with our ability to operate our program and are not permitted unless there is an emergency situation. Visitors must comply with all AlphaBEST policies and guidelines and be accompanied by a team member at all times. Team members should report unauthorized visitors to their manager immediately.

Emergency Drills and Procedures

Emergency evacuation drills, including fire, severe weather, and crisis response, must be performed in coordination with specific school/district site locations' policies and procedures. Each team member must know emergency procedures and evacuation routes. Copies of evacuation routes will be posted in a visible place. Team members will perform drills on a periodic basis for which attendance will be taken. Please refer to AlphaBEST's Crisis Response Manual, which has additional comprehensive details regarding the policies and procedures that must be followed.

Self-Reporting of Arrest and Conviction Policy

AlphaBEST requires that all team members report any arrests and subsequent convictions in writing, along with supporting documentation, to their manager within forty-eight (48) hours of the arrest and/or during the first subsequent communication with a team member's manager after an arrest and within forty-eight (48) hours of the conviction. If reporting does not take place within forty-eight (48) hours, then disciplinary action up to and including termination may be taken.

Below are the steps that must be followed within forty-eight (48) hours of an arrest:

1. The team member must complete and sign the Self-Reporting of Arrest and Convictions Information Form and give it to their manager;

2. The manager will report the arrest/conviction to the appropriate Area Manager and Regional Director;
3. If a team member is unable to work due to an arrest that violates state licensing and/or school district requirements, the team member will be suspended without pay and placed administrative leave;
4. After the team member's Area Manager and Regional Director finalizes a review of the arrest/conviction in accordance with the state licensing and/or school district policy, the team member will be informed of any resulting disciplinary action, if required, up to and including termination from employment; and
5. In order to be reinstated with AlphaBEST, the team member must present proper documentation for verification of a favorable outcome. AlphaBEST will make every effort to restore the team member to their former position or a position comparable in status, pay, benefits, and other terms and conditions of employment.

Policy and Procedure for Reporting Child Abuse

Identifying and Reporting Child Abuse

AlphaBEST protects students from abuse or neglect while in AlphaBEST's care. Accordingly, suspected abuse of any student will be investigated in accordance with AlphaBEST and school district procedures and may result in termination and civil and/or criminal charges.

Abuse is any behavior, action or inaction, which significantly harms the physical and/or emotional development of a child. Specific forms of abuse include, but are not limited to, the following:

1. Physical Abuse (e.g. hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a student);
2. Emotional Abuse (e.g. persistent emotional maltreatment of a student);
3. Sexual Abuse (e.g. forcing or enticing a student to engage in offensive touching or sexual activities); and
4. Neglect (e.g. failure to meet a student's needs including inadequate supervision or withholding essential items).

All team members are required to take the **"Mandatory Reporters: Recognizing and Reporting Child Abuse and Neglect"** course from the U.S. Department of Health and Human Services.

Child care providers are required by law to report suspected cases of child abuse or neglect to the proper state-respective authorities.

If suspected, team members must make a report of suspected child abuse and immediately notify their Area Manager and their respective state's authority.

Allegations and Investigations of Team Member Abuse or Neglect of a Child at the Workplace

Upon notification of a respective state's authority investigation or other report of maltreatment, managers and team members should adhere to the following:

1. Accused team member will be suspended immediately and placed on administrative leave without pay or reassigned to tasks that do not involve direct contact with students if possible;

2. The team member who received the report (mandated reporter) must notify their direct manager. Both the mandated reporter and the manager will notify the state's respective authority. Oral reports must be followed by a written report within 48 hours and provided to the investigating respective state's authority. A copy of the report must be kept for AlphaBEST's records;

3. Parents or legal guardians of the child(ren) involved in the alleged incident will be notified ONLY in accordance with the directions given from the respective state's authority;

4. Complete an internal incident report that is marked privileged and confidential. Document immediately any important relevant information, including a description of the event and a list of witnesses;

5. Cooperate fully with the external and internal investigation; and

6. The accused team member(s) will remain suspended until the investigation is complete.*
*Step-by-step procedures can also be found in the AlphaBEST Operations Manual.

Once the investigation is complete, if the team member is cleared of any wrongdoing, support will be provided to the individual upon returning to work with the students and families. If the respective state's authority's investigation results clearly indicate the maltreatment occurred, AlphaBEST's response is to terminate employment. If the respective state's authority's results are inconclusive, then AlphaBEST will investigate further to determine if any additional action is needed.

For reference, the relevant authority in each of our operating states and the District of Columbia is as follows:

1. Kentucky – Cabinet for Health and Family Services
2. District of Columbia – Child and Family Services Agency
3. Maryland – Department of Human Services
4. Massachusetts – Department of Children & Families
5. Mississippi – Department of Human Services
6. New Jersey – Department of Human Services
7. North Carolina – Department of Health and Human Services
8. Rhode Island – Department of Human Services
9. South Carolina – Department of Social Services
10. Texas – Department of Health and Human Services
11. Virginia – Child Protective Services
12. West Virginia – Department of Health and Human Resources

Confidentiality is extremely important to AlphaBEST and at no time may any team member provide information regarding the incident to anyone other than AlphaBEST Management and the investigating or legal authorities.

Nepotism and Personal Relationships in the Workplace

AlphaBEST welcomes the opportunity to hire and retain qualified team members who are related to one another by blood or marriage. However, since such relationships sometimes can create problems in the workplace, including suspicions of favoritism if the related team members are in a supervisor-subordinate relationship, AlphaBEST's policy is as follows:

- Any AlphaBEST team member who has or acquires a familial relationship (as defined below) with another team member shall not have any direct or indirect administrative or operational authority over the other person. This prohibition means not only that a person cannot supervise a family member; but also, that the family member cannot be in that person's chain of command (e.g., a family member cannot work in a department in which a family member is the Regional Director).
- An AlphaBEST team member cannot use his/her authority or position with AlphaBEST to benefit or to disadvantage another team member in a familial relationship (e.g., a team member signing an evaluation for a family member or signing/approving a check payable to a family member).
- Team members are required to notify the company's Human Resources Department of (a) any existing familial relationships; (b) any familial relationships that are created among team members (e.g., marriage between two team members); and (c) the potential employment by AlphaBEST of a family member.
- AlphaBEST will refuse to hire a job applicant who is in a familial relationship with a current team member if the applicant would be in a supervisory or subordinate position to the existing team member. AlphaBEST team members who marry one another during their employment will be allowed to remain with AlphaBEST unless they are in a superior-subordinate relationship and no open position is available to which one of them may be moved.

"Familial relationship" is defined as two team members (or an team member and a job applicant) in the relationship of husband, wife, father, mother, brother, sister, son, daughter, uncle, aunt, nephew, niece, grandfather, grandmother, grandson or granddaughter, or any of those relationships arising as a result of marriage (e.g., brother-in-law).

Personal and Professional Conduct

AlphaBEST team members are expected to give full and serious attention to their job duties, and to promote a positive, professional environment.

Team members should not display preferential treatment or excessive attentiveness to fellow team members, non-team members, parents, and students. Such acts could be reflected in job performance and considered as possible harassment or bullying situations. By creating a bully-free environment, an organization can establish a healthy culture of respect in which innovation and performance can flourish. Misconduct and bullying are unacceptable in the workplace and should be reported immediately. The AlphaBEST Operations Manual contains full bullying policies for AlphaBEST programs.

"BEST" Rules of Conduct

AlphaBEST team members are expected to follow reasonable and responsible rules of conduct for the mutual welfare and safety of everyone involved in AlphaBEST programs. These Rules of Conduct can generally be summed up as using good judgment and sense at all times.

To make sure everybody observes the same rules and to prevent misunderstandings regarding potential violations, we have developed guidelines that we expect team members to follow. The purpose of these rules is not to restrict the rights of anyone but rather to define them. These rules are not all-inclusive and will be added to from time-to-time at AlphaBEST's discretion.

Be your "BEST"

All AlphaBEST team members will:

- Learn, adopt, and model AlphaBEST's Core Value behaviors as outlined on pages 4 and 5;
- Treat all students, parents, and team members with respect and in a professional and courteous manner always and in all communications, whether in person or in written communication (including e-mail);
- Maintain a professional manner and appearance at the level required to meet the needs of team members, students, families, and schools we serve;
- Avoid inappropriate language or language that might be misconstrued;
- Avoid placing oneself in positions where one is open to facing allegations of misconduct;
- Avoid condoning or participating in behavior which is unwise or dangerous in the workplace for students and team members;
- Avoid sharing secrets with a student to the exclusion of a team member;
- Practice impartiality at work and avoid friendships and participating in activities outside of work with students;
- Address issues of concern or disagreement with team members in a dignified, honest, and respectful manner according to AlphaBEST's policies and procedures;
- Avoid speaking negatively about a team member's performance or personal attributes to or in front of other team members;
- Seek manager's help when conflicts with colleagues cannot be resolved informally;
- Speak and act on behalf of AlphaBEST only when authorized;
- Understand and abide by all laws and regulations designed to protect students, including reporting suspected abuse by team members;
- Base hiring and promotion decisions solely on a person's record of accomplishment and ability to carry out the responsibilities of the position. Discrimination based on race, ethnicity, religion, gender, national origin, culture, disability, or sexual preference is strictly forbidden; and
- Maintain confidentiality of information related to team members and the families AlphaBEST serves, unless welfare is at risk. However, when there is a reason to believe that welfare is at risk, a team member may share confidential information with agencies and authorized individuals who may be able to intervene in their interest.

Leadership Expectations

AlphaBEST strives to foster leadership at all levels of the organization. A leader is someone who establishes a clear vision, and then guides their team towards that vision by empowering them and coaching them to greatness. The BEST leaders understand that it is their team that will drive their success. Trust and respect are key to building positive working relationships. Leaders in the organization should work diligently to build trust with their team. AlphaBEST supports the practices of servant leadership that places the needs of those being led above the self-interest of the leader. Servant leadership promotes development of people, practice of authenticity, and community-building.

All team members are expected to be warm, caring and empathetic, but it is particularly important for leaders in the organization, to model those behaviors. AlphaBEST leaders should also endeavor to be present, positive, and patient in dealing with others. The coaching culture embraced at AlphaBEST should provide growth, both professionally and personally. The most successful leaders will be those with a growth mindset, who are lifelong learners.

Performance Development Process

AlphaBEST's performance development process is used to create a culture of high performance and continuous improvement. Feedback is essential for offering growth opportunities and aligning team members' behavior with AlphaBEST's Core Values. Feedback is offered through our coaching and progressive counseling model, which is designed to communicate performance and behavior expectations, and outline areas in need of improvement. Every effort is made to coach team members to improve any performance deficiencies or disruptive behaviors. When performance or behavior issues are severe, or the team member shows resistance to other forms of performance development, a Performance Action Plan (PAP) may be utilized.

Area Managers, Regional Directors, and department Directors are the only ones authorized to submit a Performance Action Plan. Site Directors should work with their Area Managers to create and submit a PAP for their team members. AlphaBEST reserves the right to terminate a team member without any coaching or counseling, when it is determined to be appropriate. Examples of when it may be appropriate are violations of BEST rules of conduct, violations of the non-negotiables, gross misconduct, and/or severe licensing violations. The Performance Action Plan is located via the following:

Performance Action Plan Form

Grievance and Conflict Resolution Policy

AlphaBEST is committed to fostering a culture of excellence with positive working relationships as a cornerstone. To achieve this, we strive to provide each team member with clear performance objectives, ongoing coaching and feedback, professional development and recognition for living AlphaBEST's Core Values. There are expected behaviors outlined in the Core Values, which are integral in creating a positive and constructive culture.

Effective grievance management and conflict resolution contributes to positive working relationships and can prevent minor issues from escalating into more serious matters. Team member grievances are best

resolved informally, directly between the team member and their manager. However, AlphaBEST realizes that there are situations when a formal process may be beneficial and additional perspectives may be needed to resolve a conflict.

Successful resolution of a grievance requires an open and honest exchange of information, a willingness to see a situation from a different perspective, an appreciation for the challenges and experiences of others, an appropriate use of flexibility and an understanding of the business needs of the organization.

AlphaBEST's policy focuses on restoring effective working relationships by ensuring that each issue is considered individually, as it arises, and is managed in the most appropriate way for the circumstances. The policy encourages early intervention, collaboration and a focus on solutions.

Should you wish to file a form grievance, please contact Laura Moynagh at lmoynagh@alphabest.org to file a formal grievance.

Termination of Employment/Employment at Will

AlphaBEST is an at-will employer. This means employment is not guaranteed for any specific duration. Statements made in this Handbook are not intended to alter the at-will nature of employment or to create any contract with respect to the conditions of employment. AlphaBEST maintains the right to terminate employment at will.

In the event employment is terminated voluntarily or involuntarily within the first ninety (90) days of employment, the team member will be held responsible for a portion of the costs associated with their training and apparel. At the time of termination, the team member is required to provide a forwarding address and return all AlphaBEST issued property to his or her manager. Upon termination, if a team member has a child enrolled in an AlphaBEST program, then the rate will be changed to the regular program fee for enrollment. Benefit information will be sent upon termination if applicable. Unless otherwise required by law, unused PTO can neither be used in place of a notice nor paid out upon separation.

Resignation Notice and Voluntary Resignation

To ensure adequate coverage and to maintain a high quality of care for our students, AlphaBEST requires that team members give a two (2) week written notice of an intent to resign. Team members who do not provide a two weeks' (2) notice prior to their resignation may not be eligible for rehire.

If a team member is absent from work for three (3) consecutive scheduled shifts without notifying the team member's manager, then AlphaBEST will assume that the team member has abandoned the team member's job and voluntarily resigned the position. If a team member leaves during work without management approval, this will be considered job abandonment and a voluntary resignation.

Team Member Personnel File
Team member personnel files are maintained with Human Resources at both the support center and the regional offices. Only authorized Human Resources team members and managers have access to personnel information.

All Employment Verifications should be directed to www.theworknumber.com (Employer Code: 108016). The work number is an automated service that provides instant employment and income verification. Examples of when to use the work number include, but are not limited to, applying for a loan or mortgage, refinancing, leasing a car or apartment, proof of employment, or applying for government assistance.

Unless required by law, AlphaBEST does not respond to prospective external employers' requests for information about current or former team members' performance and character. Personnel files are considered AlphaBEST's property, so personnel files will not be released unless otherwise required by law (e.g., AlphaBEST may also be required to furnish employment information to comply with federal registration or state licensing requirements to satisfy other legal requirements, including, but not limited to, requests for information from courts and administrative agencies). Upon termination, team members will have access to pay and yearly tax statement information for up to three (3) years.

In response to inquiries from potential future employers, AlphaBEST will only verify dates of employment and position(s) held. In order to verify additional information, a signed authorization is required.

Exit Interviews

Team members who voluntarily resign from AlphaBEST may be requested to participate in an exit interview. The interview is designed to allow the exiting team member an opportunity to offer feedback on how to improve the employer-employee relationship and work environment for current and future team members.

Re-Employment

Former team members who resign in good standing are eligible and encouraged to apply for future vacancies at AlphaBEST. Any former team members that are rehired are considered as new team members, subject to the 90-day introductory period, and are not credited for prior length of service.

Pay, Hours and Attendance at Work

Payroll

Payroll is processed bi-weekly, and pay dates are every other Friday for all team members. Each work week that makes up the two (2) week pay period begins on Mondays and ends on Sundays. If a payday should fall on an observed holiday, team members will be paid the day before.

Payment by direct deposit is required. Team members receive paper checks until the deposit account is verified. If a bank account is not available for direct deposit, then the team member will receive a Visa Inc. Payroll card through AlphaBEST. Access to pay statements are provided via the mobile app and the self-service portal:

www.workforcenow.adp.com

AlphaBEST team members are responsible for reviewing their paycheck for accuracy. Changes made to banking information are effective during the current pay period. If a team member believes their paycheck is incorrect, then the team member must immediately notify Human Resources at humanresources@alphabest.org or (336) 293-0015.

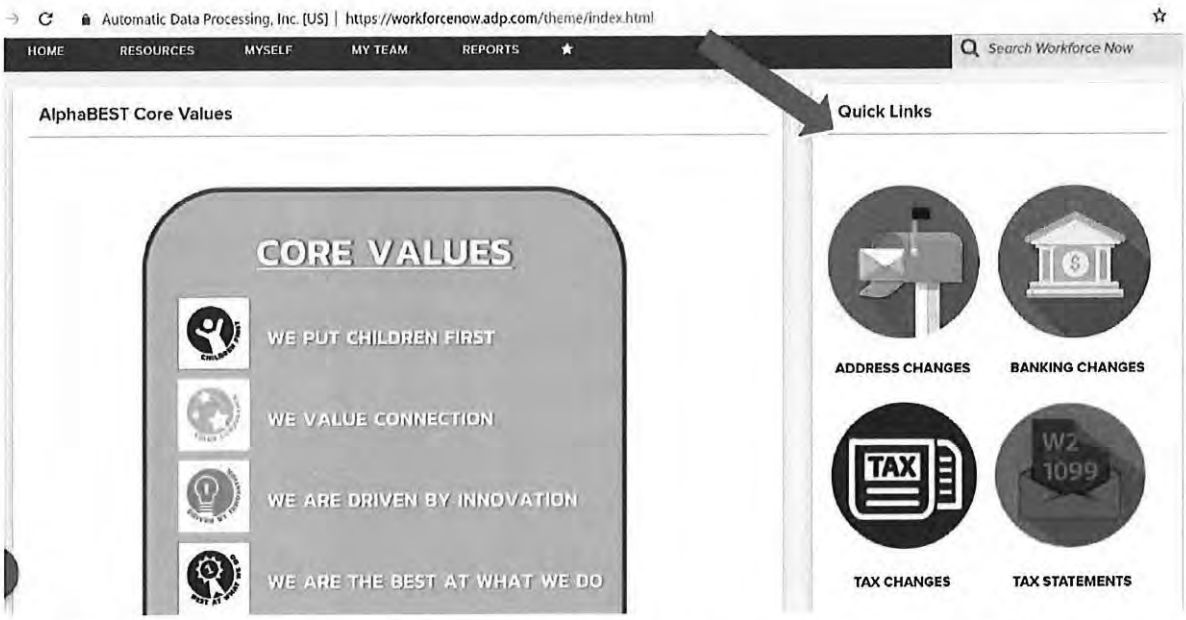
AlphaBEST complies with all federal, state and county minimum wage rate requirements.

Personal Information

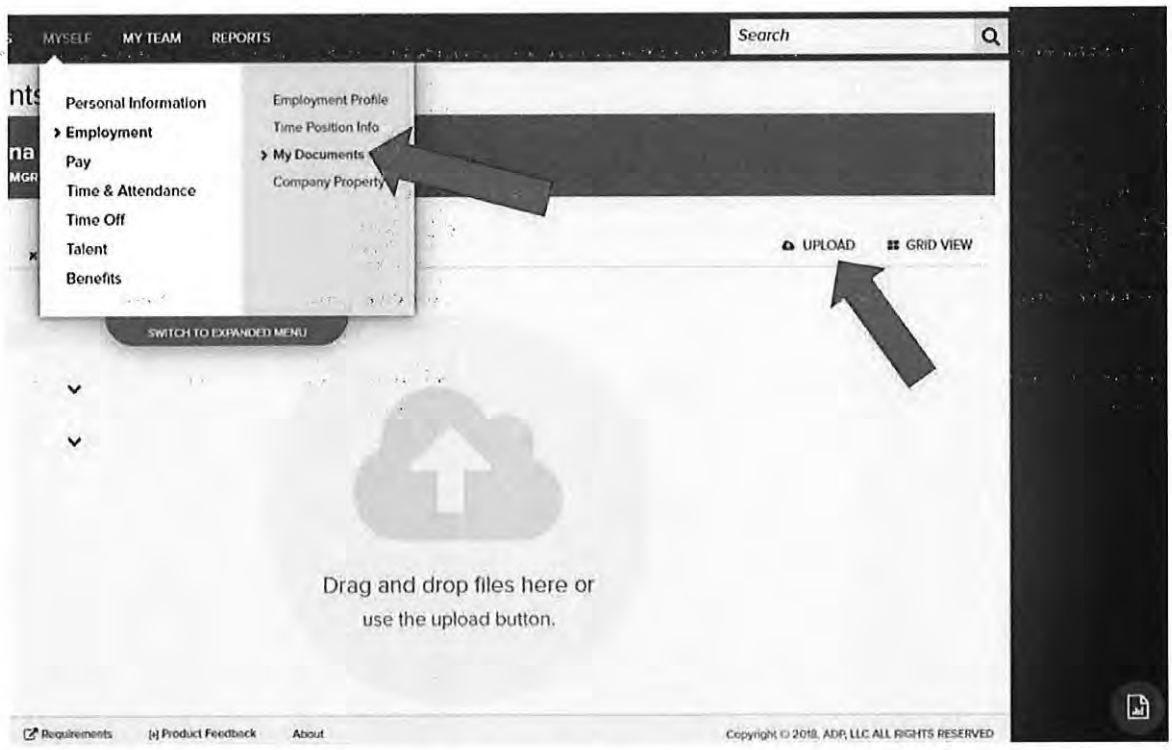
In order to pay and administer benefit programs properly, it is extremely important that AlphaBEST has the most current personal information on record for each team member. Providing accurate and current information for personnel records is the responsibility of team members. Should team members incur any changes of the following information, then team members must submit the applicable changes and/or documents noted below to the ADP portal or fax to Human Resources at (336) 712-3223 within one (1) business day.

- Banking (Direct Deposit) information;
- Name changes (this requires a copy of social security card which can be securely uploaded to your employment file);
- Personal data including home address, phone number, birth, deaths, etc.;
- Tax exemptions;
- Additional education or training acquired; or
- Emergency contacts.
- Email (changes must be submitted to humanresources@alphabest.org as this will change your learning management login)

The illustration below shows where to make changes to your personal, pay and tax profiles. All changes will be effective during the pay period in which they are made.



The below screenshot represents the location of the ADP portal where documents with sensitive information (e.g., social security numbers, identification, medical records and/or banking documents should be uploaded.



Additional Banking and Pay Information

In the event a team member's bank account is compromised, then please contact humanresources@alphabest.com IMMEDIATELY. We will make every effort to end the direct

deposit. If a team member's bank account is comprised during a pay week and payroll has been processed, then the payment will be reissued once the funds are returned to AlphaBEST.

If a team member's check is lost or stolen, then the team member must complete an Lost/Stolen Check Affidavit send it to humanresources@alphabest.org. There is a $35.00 fee to cover the cost of processing the request and reissue the payment.

Employment Information Management

Managers are responsible for timely processing any changes related to their team members. Examples include, but are not limited to, transfers, promotions, demotions, classification changes and terminations. All managers should notify Human Resources by submitting requests through manager self-service or a Personnel Action Form. If previously submitted changes are not completed within the pay period, then contact Human Resources for immediate resolution.

Scheduling

In order to provide the highest quality care to our students, programs must be adequately staffed. Managers assign schedules to program staff based on program hours of operation, planning time, meetings and training. Team members are expected to clock in and to work their scheduled time. Adjustments to schedules and working hours must be approved in advance by a manager.

Every effort will be made to give team members advance notice of any changes in work schedules, but advanced notice cannot be guaranteed. For our programs to run effectively and to maintain the required licensing ratios, team members may be asked to work at another site due to staff absences and/or in AlphaBEST's or the team member's best interest. Team members' schedules are based off current enrollments in the program. We reserve the right to change a team member's assigned work location and scheduled hours based on current enrollment fluctuations, licensing staff qualification and/or ratio requirements.

Team members' requests for scheduling changes require a two (2) weeks' notice in writing. AlphaBEST will make every effort to accommodate this change, but schedule changes are not guaranteed. If a team member is unable to work due to a schedule change, employment may be terminated.

Clocking In and Out

AlphaBEST utilizes a web-based time clock system. This system allows the team members to clock in and out, as well as review hours worked. It is the official record of a team member's hours worked and is used to compute team members' pay.* Time worked is rounded to the nearest fifteen (15) minute increment. Team members are responsible for clocking their time in the system.

**Please note that pre-assigned scheduled time may supersede a team member's clocked time unless clocked time exceeding pre-assigned scheduled time is pre-approved by a team member's manager.*

The time clock can be accessed through the ADP mobile application by any mobile device or via the ADP kiosk link on an assigned computer/tablet while at a program site. Managers may designate the method of clocking at a site. Team members should clock in when they enter a program site via a manager approved method or device. When clocking in, team members have a five (5) minute grace period from the time they

clock in to the time they report to their manager for work. Team members may not clock in early or late without written permission from their manager.

Team members are responsible for reviewing their timecards for accuracy. If a team member has a missed punch, error or discrepancy on their timecard, then the team member MUST notify their manager within one (1) business day. All entries on timecards must be approved for payroll. Approved timecards are considered final for the current pay period at 10AM (EST, CST) on Mondays before the current pay date. Once timecards are final, managers may not make changes to timecards and must send corrections directly to payroll. All timecard corrections received after 10AM on Mondays before the current pay date will be transferred to the next pay period, with no exception. Any time reported and approved after this time will be automatically transferred to the next pay period with no exceptions.

Team members may not share their payroll system login information (i.e., username and password) with any other team member. Under no circumstances may a team member have another team member clock for them nor may a team member clock for another team member. Only a manager can make changes or corrections to timecards. Timecard modifications by managers must reflect actual clock in/out times (i.e., actual time worked is performed). At no time may a team member work off the clock, or not be clocked in and working. Working off the clock and/or asking a team member to work without clocking may result in immediate termination. Any falsification of time will result in immediate termination.

Clocking shall be done at a team member's assigned AlphaBEST location unless otherwise approved in advance by a manager. A team member is subject to termination if the team member clocks at a site other than their assigned location that is not approved by a manager.

Absenteeism Policy and Procedure

AlphaBEST expects team members to be prompt and to attend when scheduled. If a team member is unable to report to work, the team member must adhere to the following:

- Provide a minimum of twenty-four (24) hour notice to AlphaBEST. Failure to provide a twenty-four (24) hour notice will be considered an unexcused absence and may result in a written reprimand that will be placed in the team member's personnel file*; and

- Notify their manager by **phone call**; texting or email is not acceptable.

*In the event of an emergency requiring less than 24 hours' notice, team member shall notify their manager via phone call as soon as reasonably feasible.

Absences of more than 3 days in a row, excused or unexcused, will require a medical note. Excessive absences (i.e., more than 3 shifts in a row) may result in disciplinary action. Based on a team member's site location, the team member may be required to find a qualified substitute and report any absence and subsequent substitute to the team member's Site Director.

The Site Director shall report any team member absence, excused or unexcused, to the Area Manager immediately. A limit of two (2) written reprimands may be given to a team member. If problems persist (e.g., established pattern of excessive tardiness or absenteeism), then the team member may be subject to further disciplinary action, up to and including termination.

If a team member is absent from work for three (3) consecutive scheduled days without notifying the team member's manager, then AlphaBEST will assume that the team member has abandoned the team member's job and voluntarily resigned the position, which may result in financial penalties should the resignation take place during the 90-day introductory period.

Inclement Weather

AlphaBEST's policy is to stay open whenever our partnering schools remain open. If we are open, we require all team members to report to work for the safety of the students. In the event of an emergency and a team member is unable to report to work, the team member must call the team member's Site Director and/or Area Manager immediately. Failure to speak directly with team member's Site Director and/or Area Manager within a reasonable time prior to the start of the team member's shift will be an unexcused absence. This policy does not supersede the absenteeism procedure.

Team members should use caution and keep safety in mind while traveling to and from work at all times. Team members who make a conscientious effort to arrive at work on a timely basis, but are late because of uncontrollable travel problems, will not be disciplined for tardiness.

When severe weather conditions such as ice or snow force us to close, we will try to inform team members in a timely manner. Each team member is responsible for keeping AlphaBEST informed of their current address and telephone number, so team members may be reached in the event of a closing.

Overtime

Working overtime requires advanced authorization by management. Team members are instructed not to work overtime unless authorized. AlphaBEST recognizes that under unusual circumstances, overtime work may be necessary.

The following guidelines apply:

- Compensation of team members is based on forty (40) hours worked per week (Monday through Sunday);
- Hours worked is defined as actual time the team member is performing paid work;
- Overtime calculation does not include paid time off hours, Holiday, PTO, etc.; and
- Overtime hours must be approved by management.

Fair Labor Standards Act ("FLSA") Classifications

Nonexempt Team Members

A nonexempt team member is an individual whose position is subject to the minimum wage and overtime provisions of the FLSA. Nonexempt team members are paid overtime (i.e., generally at 1.5 times their regular rate of pay) for each hour over 40 hours actually worked in a particular workweek. Other state or local provisions may apply to certain positions. If you have any questions about the classification of your position, please contact your manager.

Exempt Team Members
An exempt team member is an individual whose position is exempt from the minimum wage and overtime provisions of the FLSA. Exempt team members do not receive overtime compensation. Other state or local provisions may apply to certain positions. If you have any questions about the classification of your position, please contact your manager.

AlphaBEST complies with all FLSA standards and regulations.

Reduction in Force

Due to the seasonal nature of our business, the hours and work location for where team member were originally hired to work may not always continue to meet the needs of the site and AlphaBEST. Management reserves the right to transfer team members as needed. Reductions in the workforce may be temporary or permanent. Some reductions may not require involuntary separations if they can be accomplished through transfer, reassignment, or reorganization.

Team Member Benefits and Time Away

Benefits Summary

AlphaBEST offers a comprehensive benefits package for its team members. Upon hire, all team members compensated at an hourly rate are considered variable-hour team members and are eligible for variable hour benefits as listed below. To be eligible for full-time benefits, team members must work a total of 1,560 hours (i.e., 130 hours per month times 12 months) over a 52-week period in accordance with the Affordable Care Act (ACA) requirements. A team member may fall below 130 hours in a particular month but as long as they work 1,560 hours during the 52-week period, then the team member will be eligible for full-time benefits.

Each year from September 1 to August 31, existing hourly team members are evaluated for benefits eligibility. Team members working 1,560 hours during the 52-week period are full-time. Hourly team members that are not working 1,560 hours during the 52-week period are classified as variable hour team members. Newly hired team members' measurement period will begin on the first of the month following their date of hire.

A general summary of the full-time benefits (1,560 hours during the 52-week period) and variable hour benefits (less than 1,560 hours during the 52-week period) are listed below. Detailed information with regards to each benefit program is available from Human Resources upon request and will be made available to team members upon eligibility.

FULL-TIME BENEFITS (1560 HOURS DURING 52-WEEK PERIOD)	BENEFIT OPTIONS
Medical, Rx, Dental, Vision Insurance & Teladoc	✓

Flexible Spending Accounts: Dependent Care and Healthcare	✓
Basic & Supplemental Life Insurance	✓
Short & Long-Term Disability	✓
Time Away (PTO, Holidays, Bereavement, etc.)	✓
Child Care Discounts with AlphaBEST	✓
Retirement Benefits: 401K	*
Employee Referral Program	✓
Professional & Continued Development/Advancement	✓
Vendor Discounts	✓

Detailed information about each benefit program is available from Human Resources upon request.

★See criteria in Retirement Benefits (401K) section.

VARIABLE HOUR EMPLOYEE BENEFITS (LESS THAN 1560 HOURS DURING 52-WEEK PERIOD)	BENEFIT OPTIONS
Medical, Rx, Dental, & Vision Insurance	✓
Teledoc	✓
Time Away (PTO, Holidays, Bereavement, etc.)	✓
Child Care Discounts with AlphaBEST	✓
Employee Referral Program	✓
Retirement Benefits: 401K	*

Professional & Continued Development/Advancement	✓
Vendor Discounts/Early Pay Benefit	✓

Detailed information about each benefit program is available from Human Resources upon request.

★See criteria in Retirement Benefits (401K) section.

Below are the employment classifications to clarify the definitions so that team members understand their employment status and benefit eligibility:

Employment Categories:

1. Full-time team members are not in a temporary status and work a minimum of 30 hours per week (i.e., completed a measurement period working/worked at least 1560 hours per year or 130 hours per month for 12 months).
2. Variable Hour (and ongoing full-time and part-time) team members are not in a temporary status and are being measured for each year to determine if they are full-time or part-time team members.
3. Part-time (i.e., <30 hours/week) team members are not in a temporary status, worked throughout a measurement period and worked less than 30 hours/week through the year.
4. Temporary/seasonal team members are hired to temporarily supplement the work force or assist in special projects, which are not expected to last more than 90 days, and are not eligible for benefits,
5. Occasional/casual workers are those that are not expected to work on a regular basis or are on call, and are not eligible for benefits (e.g., substitutes).

Health and Insurance Benefits

Full-Time Team Members

Full-Time team members are eligible for health and insurance benefits after ninety (90) days of employment. Additional details regarding available benefits are as follows:

- AlphaBEST provides a comprehensive health plan that focuses on wellness and helping each team member learn more about their health that supports a healthier life;
- Medical, dental, and vision insurance, as well as contributions to the Flexible Spending Health Care and Dependent Care Accounts are deducted from each enrolled team member's paycheck before the team member pays federal, social security, and most state/local taxes. Since pre-tax deductions lower a team member's taxable income, the team member saves money by paying less in taxes. The Health Care Flexible Spending Account requires completion of a six-month (6) service period with participation available during annual enrollment on October 1; and
- AlphaBEST offers company paid Long-Term Disability Insurance, Accidental Death & Dismemberment, and Basic Life Insurance. Team members may select Supplemental Life Insurance and Short-Term Disability. These premiums are deducted on an after-tax basis;

- Full-Time team members may take advantage of Value-Added Programs paid for by AlphaBEST. Contact Human Resources for complete information on the programs. The Value-Added programs are:

    - Life Assistance Program
    - Secure Travel
    - Will Preparation Program
    - Identity Theft Services
    - Grief Counseling Program

Variable Hour Team Members

Variable hour team members are eligible to enroll in Medical, Rx, Teladoc, Dental & Life Coverage the first of the month following 60 days of employment. Additional details regarding available benefits are as follows:

- AlphaBEST provides the team member with the opportunity to enroll in 1 of 4 Medical Plan options:
    - Option 1 – The Minimum Essential Coverage (MEC) Plan provides 100% payment for preventive services; and
    - Options (2, 3 and 4) – The MEC plan is combined with 3 Fixed indemnity Plans (Plans 1, 2 and 3) and in addition to MEC preventive services, pays a fixed dollar amount for eligible medical services.

- All Plan options include the following programs at no additional cost to members:
    - Dental Discount Card;
    - Vision Discount Card;
    - Nurse line;
    - Employee Assistance Program (EAP) and Work-Life Program;
    - Medical Bill Saver;
    - Health Advocacy;
    - Wellness Program; and
    - Survivor Benefit.

Medical premiums are deducted from paychecks before federal, social security, and most state/local taxes. Since pre-tax deductions lower team members' taxable income, team members save money by paying less in taxes.

Coverage Changes

- Decisions made during a team member's Initial Enrollment or Open Enrollment periods are for the entire year for all pre-tax plans unless the team member experiences a qualifying life event.
- Qualifying Life Event examples are changes in a team member's circumstances, including, but not limited to, the following:
    - Marriage;
    - Divorce;
    - Birth/adoption of a child;
    - Death of a spouse/dependent;
    - Change in spouse's employment;
    - Change in your employment (Full-time to Variable hour);
    - Gain or loss of other coverage; and
    - Loss of dependent status (child attains age 26).

If a team member has question(s) regarding how termination of employment will affect benefits, including information regarding COBRA health coverage for the team member and the team member's covered dependents, please contact Human Resources at 336-293-0079. All COBRA information will be mailed directly.

Rehired Team Member Benefits

- Team members rehired within 30 days may be reinstated to their prior elections.
- Rehired team members who experience a break of service of more than 30 days, but less than 13 weeks, will resume their prior coverage status (provided the team member's prior service was longer than the break in service time). If the break in service exceeds the team member's prior service, then the rehired team member is required to meet the same eligibility requirements as a new hire.

Time Away

AlphaBEST provides team members with a variety of time off benefits to utilize each year. Time off benefits are subject to eligibility requirements and the team member's tenure with AlphaBEST.

Paid Time Off (PTO)

Eligible team members are provided with paid time off from work for any reason, including sick time. If a team member is determined to be a variable hour team member during the measurement period ending each August 31, no PTO will be granted on the following January 1 due to change in status.

Salary and Full-Time (Non-Variable Hour) Team Members

If you are a salary full-time (non-variable hour) team member as of January 1, your allotment of granted PTO is in accordance with the following schedule:

Length of Service as of January 1	Number of Days
Less than 1 year	1 day per month worked in prior year
1-2 full years	12 days
3-9 full years	18 days
10+ full years	21 days

Since PTO is granted at the beginning of the year, AlphaBEST assumes that you will remain and earn PTO throughout the entire year. Team members accrue one-twelfth of your annual PTO allowance for each month in which you have an active work status.

Full-Time Hourly (Variable Hour) Team Members

If you are an hourly full-time (variable hour) team member as of January 1, and have met eligibility during the measurement period ending August 31, your time off is accrued in accordance with the following:

Accrual Rate	Annual Maximum Amount of Earned Hours	Maximum Carryover
1 hour per 30 hours worked*	60 hours	40 hours

**Accrual requirements in states with sick and safe statutes where AlphaBEST operates will supersede the above-listed policy.*

Part-Time Hourly (Variable Hour) Site Directors

Upon hire or appointment, part-time hourly (variable hour) Site Directors accrue time off in accordance with the following:

Accrual Rate	Annual Maximum Amount of Earned Hours	Maximum Carryover
1 hour per 50 hours worked*	40 hours	40 hours

**Accrual requirements in states with sick and safe statutes where AlphaBEST operates will supersede the above-listed policy.*

Time Off Guidelines

- PTO may be taken in half or full day increments and must be scheduled and approved in advance. Variable hour team members' time off can be taken in hourly increments.
- Approval will not be denied or discriminated against for paid time away requests on the basis of religious holidays.
- Approval will be based on the seasonal needs of AlphaBEST, which include blackout dates. Blackouts are specific to each school district and begin two (2) weeks prior to the first day of school. Blackout dates are determined based upon several factors, including but not limited to the school year calendar; therefore, these dates are subject to modification on an annual basis. PLEASE SEE APPENDIX C FOR THE 2019 – 2020 PROGRAM STAFF BLACKOUT CALENDAR.
- If there is a change in a team member's status or position, then PTO will be prorated based on length of service or the accrual rate will be adjusted accordingly.
- PTO/accrued time off cannot be combined with any other types of pay within a given day.
- PTO may not be carried over and must be used in the current calendar year.
- Unused PTO/accrued time off* will be forfeited for voluntary or involuntary separation. A team members' last day worked is considered the date of separation. No PTO/accrued time off will be approved or paid during a period of resignation once it has been submitted. The date of separation cannot be moved forward to include PTO/accrued time off. This policy is in effect unless otherwise required by law.
- PTO/accrued time off may be used during a Short-Term Disability Insurance waiting period, but not in addition to Short-Term Disability Benefits.
- Team members may not use PTO/accrued time off while receiving Workers' Compensation Benefits.
- Rehires do not receive credit for their former time of employment and are considered newly hired team members for calculating PTO/accrued time off unless otherwise required by law.
- Use of unscheduled PTO/accrued time off in excess of six (6) days in a period of twelve months will result in disciplinary action, up to and including termination.

****In states with sick and safe statutes where AlphaBEST provides programming, AlphaBEST will adhere to the states' applicable sick and safe regulations.***

Holidays

The following holidays are observed by AlphaBEST and paid to team members upon hire:

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

**Independence Day is only offered if working a summer AlphaBEST program.*

Full-Time Hourly Team Members will receive 6 hours of holiday pay per each of the holidays listed above.

Part-Time (Variable) Hour Team Members, who have not met eligibility during the measurement period ending August 31, will receive 4 hours of holiday pay for Thanksgiving Day and the Day after Thanksgiving, for a total of 8 hours of holiday pay.*
**To qualify for variable hour holiday pay, team members must have worked a minimum of ten (10) hours per week for four weeks in advance of the holiday.*

Part-time variable hour ***Site Director***s will be paid at their designated daily allotment for the seven (7) holidays that are observed by AlphaBEST from September through May excluding the Independence Day holiday. Site Directors that are full-time and/or working a summer program will be paid for Independence Day. Team members will receive 6 hours of holiday per each of the above-mentioned holidays if the team member works a before and after school care program site. Team members will receive 4 hours of holiday per each of the above-mentioned holidays if team members work an after school care only program site.

Holiday Guidelines

- Team members must work the last scheduled workday before the holiday and the first scheduled workday after the holiday in order to receive holiday pay, unless the absence has been approved in advance by their manager.
- Team members on a leave of absence are not eligible for holiday pay.
- Team members, who are either suspended or on administrative leave, are not eligible for PTO/accrued time off or holiday pay.

Other Forms of Leave

Leave of Absence

A leave of absence is an approved absence, with a formal assurance from AlphaBEST that the absence will not be considered for attendance practices, performance evaluations or pay considerations. As part of our commitment to team members, AlphaBEST offers several leave of absence options to eligible team members requiring extended time away from work to care for planned and unplanned life events, subject to the Leave of Absence policy. Whether planned or unplanned, taking a leave of absence requires a partnership between the team member, the team member's manager, and the HR-Benefits Administrator. Timely cooperation in this process is essential.

To be approved means you have met the qualifications and eligibility requirements of the leave, appropriately requested leave, provided appropriate supporting documentation and obtained your manager's approval. You may return to work, as long as you meet the return to work requirements of the leave.

The team member must fulfill the document requirements for a leave request no later than 30 days before their leave is scheduled to begin when the team member knows about the need for the leave in advance. A verbal agreement is not considered an official approval. A request for leave of absence may be denied or deemed unapproved because of ineligibility, failure to comply with notice requirements, failure to provide required documentation or other factors. Team members taking extended time away from work without an approved leave of absence are considered to be taking unapproved time away and are subject to corrective action, up to and including termination of employment.

Leave Policies at a Glance

Type of Leave	Description
Jury Duty	Time away to fulfill a civil obligation of jury duty
Bereavement	Time away for a maximum of 3 days due to a death of an immediate family member
General Leave	Unpaid absence
FMLA	Eligible Team Members can take up to 12 weeks for qualifying reasons
Military Service	Time away from work for the purpose of performing military service
Workers' Compensation	Time away due to an on the job injury
Administrative Leave	Company initiated leave for various circumstances

How do you request a leave?
In order to request a leave of absence, you must submit a General Leave of Absence Form. Generally, a 30-day advance notice is required (and appreciated) for a team member to request leave. However, in emergency situations, a 30-day advance notice may not always be possible. In these circumstances, please provide as much notice as reasonably possible.

In order for the leave to be approved, you may also be required to complete additional forms depending on medical necessity.

AlphaBEST requires team members on a leave of absence to use all available PTO/accrued time off.

Maintaining your benefits while on leave
In order to maintain health and benefit coverage, and subject to the plan limitations, you must continue to pay your required premiums while on a leave of absence. Please contact Human Resources to make payment arrangements. If benefit premiums are not paid within 30 days, benefits are subject to cancellation. In the event an employment ends, the team member is responsible for any unpaid premiums at the time of separation.

Keeping management informed about your status during leave
Leaves of absence are only good for fixed periods of time — eventually, they expire. You should maintain contact with your manager while out on leave. Maintaining contact allows your manager to discuss appropriate options when or if you are unable to return to work upon expiration of your leave. If your circumstances change and you are able to return to work earlier than originally requested, you should notify your manager as soon as possible and at least two (2) days prior to the date you anticipate being available to report to work so that scheduling arrangements can be made.

Medical certification
If you take a leave of absence for your own serious health condition or are absent due to your own illness for more than three (3) scheduled work days, you will be required to provide your manager with medical certification or appropriate medical documentation, including a release to return to work (if not covered by the initial documentation provided).

For FMLA Leave, AlphaBEST requires appropriate medical certification to support a request for leave due to a health condition of a team member or qualified family member. Failure to provide requested medical certification in a timely manner may result in denial of leave until certification is provided.

Jury Duty
All team members are allowed time off to fulfill their civic obligation of jury duty. After ninety (90) days of employment, team members serving on jury duty will be paid the difference between their regular pay and the amount paid by the court for serving. Variable hour team members will be paid for up to three (3) days in a twelve (12) month period.

Team members that are not scheduled to work the day of jury duty are not eligible for compensation from AlphaBEST. To receive compensation, official court documents must be presented to the team member's manager. Proof of payment must be provided within two (2) weeks of jury duty to be paid for time away from work. If a team member reports for jury duty and is dismissed or not required to report on any day, then the team member must call their manager and report to work if needed. AlphaBEST abides by all states' requirements should they fall outside the scope of this policy.

Bereavement Leave
Upon request, a maximum of three (3) working days of leave with pay shall be granted to full-time team members to make arrangements for and attend funeral services for immediate family. Immediate family is defined as wife, husband, son, daughter, mother, father, brother, sister, or grandparent (maternal or paternal relation, marriage or residing in the same household).

General Leave of Absence

When there is good cause, and business conditions permit, AlphaBEST may grant a team member an unpaid General Leave of Absence for a period of time for urgent and specific personal reasons. Requests must be in writing and submitted to a team member's manager for consideration. AlphaBEST requires team members on a general leave to use all available PTO/accrued time off. A medical certification is required to return to work from a general leave of absence if due to a medical condition.

Family and Medical Leave Act (FMLA)

The FMLA entitles eligible team members of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the team member had not taken leave.

The FMLA Employee Guide is available at www.dol.gov/whd/fmla/employeeguide.pdf. In addition, a link to the Guide is provided on the AlphaBEST website, www.alphabest.org. Using the Employee Login, select the General tab. Next, choose team member's state of employment under Employment Posters.

Eligibility

Team members must meet the following criteria:

- have worked for AlphaBEST for at least 12 months;
- have at least 1,250 hours of service during the 12 months preceding the date of leave; and
- work at a location where AlphaBEST has at least 50 team members within 75 miles of the team member's program site.

Accrued Benefits

AlphaBEST will maintain a team member's medical insurance coverage under the same conditions and coverage level which would have been provided if the team member had continued working. Team members taking leave are responsible for any premiums for their elected benefits and must pay on a monthly basis. In the event an employment ends, the team member is responsible for any unpaid premiums at the time of separation.

AlphaBEST requires team members on FMLA leave to use all available PTO/accrued time off.

Medical Certification

AlphaBEST requires medical certification to support a request for leave due to a health condition of a team member or qualified family member. AlphaBEST will notify the team member if the leave is approved within five (5) days upon receipt of medical certification. Failure to provide requested medical certification in a timely manner may result in denial of leave until certification is provided.

Returning from Leave

A fitness-for-duty (return to work) certification will be required prior to returning to work. According to the guidelines set forth by the Department of Labor, AlphaBEST will make every effort to restore the team member to their former position or a position comparable in status, pay, benefits, and other terms and conditions of employment. Under limited circumstance where restoration to employment will cause "substantial and grievous economic injury" to its operations, AlphaBEST may be unable to accommodate certain highly-paid, salaried "key" team members, as is defined by the Department of Labor. In order to do so, AlphaBEST will provide a notice in

writing of his/her status as a "key" team member, the reasons for denying the job restoration.

Notice and Additional Information
In accordance with federal regulations, a notice of team members' rights and responsibilities under the FMLA (WH Publication 1420) appears at the end of this Handbook. This notice contains important information concerning team members' eligibility and conditions for FMLA. The notice is considered part of this FMLA policy. If a team member has any questions about FMLA or need to notify AlphaBEST of an upcoming leave, the team member must contact their Human Resources Representative.

Military
Military leaves are furnished as required by law. At the team member's request, AlphaBEST will grant a military leave of absence to Reservists and Nation Guard members.

Workers' Compensation
Team members that a require a leave of absence for on an job-related injury or disease may use PTO/accrued time off, if available, during the time they are not receiving workers' compensation wages. After all PTO/accrued time off has been exhausted, team members may be put into a leave without pay status during this time.

Workers' compensation leave will run concurrently with the 12-week FMLA entitlement if a work-related injury meets the FMLA "serious health condition" requirement.

Administrative Leave
In some circumstances, a team member may be placed on a company-initiated paid or an unpaid leave of absence (Administrative Leave). The length of an Administrative Leave can vary depending on the circumstances. A team member may be placed on an Administrative Leave for the following reasons:

- AlphaBEST is conducting an internal investigation or gathering information, either internally or externally, such as an arrest;
- A team member's position requires that the team member be removed from the workplace during the notice period, whether termination of employment is voluntary or involuntary;
- A team member's employment eligibility is under review by management or licensing; and
- If a team member is placed on an Administrative Leave, then management or a Human Resource designee will provide information about the terms and conditions of the leave. PTO may not be used if a team member is placed on an unpaid leave of absence.

Child Care Discount

All AlphaBEST team members may enroll their dependent student(s) in an AlphaBEST program at a discounted rate for at least 10 hours per week. The following guidelines apply to the discount:

- Depending on availability, Before and After School programs are $10.00 a week;
- Depending on availability, Summer Camp programs are $25.00 a week;

- An eligible child must be 13 years old or under and be able to be claimed as a dependent on the team member's federal tax return;
- The daily period that the dependent is in the program is not to exceed the team member work schedule unless the team member's absence is approved time off;
- If dependent attends when team member is not scheduled with AlphaBEST, then team member will receive a 25% discount off the regular tuition rate;
- Team members are not subject to a registration fee;
- For early learning centers, team members receive a fifty percent (50%) discount for tuition. There is no discount for infants; and
- Tuition is not prorated.

Team Member Referral Program

Eligibility Requirements

AlphaBEST's existing team members are eligible to receive a bonus for new team members who are referred and hired by AlphaBEST and meet the following criteria:

- $150 will be paid to the referring team member after submission of the Referral Form. The referral form must be submitted within the referred team member's first thirty (30) days of employment;
- $200 will be paid to the referring team member after the referred team member has completed ninety (90) days of employment;
- $100 additional will be paid to the referring team member if the referred employee is still active on the last day of school AND the referred employee has completed their ninety (90) day milestone; and
- $100 will be paid to the referred team member on the first anniversary of their hired date.*

**The payouts will be paid on the first paycheck after each of the previous milestones provided that the referred team member has begun working and the form has been submitted.*

Referral Guidelines

- Referring team members may not claim any new hire who was obtained through AlphaBEST recruiting activities; to include job boards, job fairs, AlphaBEST sponsored events and/or from suggestions of their direct reports.
- The referring team member and the new hire must not be on an extended leave of absence or under notice of termination on the date of the milestone to be eligible for each payout.
- The referring team member and the new hire must be active and in good standing on the date of the milestone to be eligible for each payout.
- Rehires, interns, temporary workers, occasional/casual workers (e.g., substitutes) and contractors are not eligible to be claimed as a referral.
- All referral bonuses are taxable.
- Regional Directors, District Directors, and any Human Resources team member are not eligible to receive the referral bonus.

- Referral form submission must be made within thirty (30) days of the new hire's start date.*

**We highly encourage you to let your manager know of your referral immediately upon, or shortly thereafter, a referred team member's start date.*

Referrals are given equal consideration for employment in accordance with AlphaBEST's Recruiting and Selection Policies and Procedures and must meet all requirements for employment. Referral bonuses must be approved by a manager and verified by payroll.

Retirement Benefits (401K)

AlphaBEST offers a 401K plan and a Company match for eligible team members. The following includes specifics regarding the 401k plan:

- Team members, 18 or older, are automatically enrolled after completing at least 83 hours of service each month for six (6) consecutive months;
- AlphaBEST will contribute a matching contribution to a team member's account that is equal to 100% of the team member's first 1% of compensation deferred, and 50% on the team member's next 2% - 6% of compensation deferred, for a maximum match of 3.5%;
- The plan is pre-tax (deducted prior to federal and state income tax withholdings);
- Team member contributions are always 100% vested;
- The plan description lists the vesting schedule of employer contributions; and
- Team members having a break in employment are eligible immediately upon reemployment.

Professional and Continued Development/Advancement

AlphaBEST encourages the continuous learning of our team members to meet state licensing guidelines, improve effectiveness in team members' current roles, and encourage team members to obtain new knowledge and skills which may improve their opportunities for advancement within AlphaBEST. Professional development and continuous learning are also necessary to maintain the quality of AlphaBEST and the programs we offer.

Professional development programs and activities may include but are not limited to:

- Opportunities for on-the-job training
- Cross-training
- Coaching
- Attendance at courses
- Seminars
- Conferences
- Meetings
- Workshops

AlphaBEST values, when possible, promotion from within. Team members' performance in their current position, along with attendance, a willingness to learn and training, and education are key factors in selecting an internal candidate for a promotional or educational opportunity.

Use of Company Equipment/Electronics and Communications

Social Media Policy

AlphaBEST understands the value of social media and its ability to provide quick and easy interaction among peers, students, and families. **Social media** is defined as *a collection of online platforms and tools that are used to share content, profiles, opinions, media, etc. through a variety of social platforms, including, but not limited to, Facebook, Twitter, Instagram, Flickr, Tumblr, Vine, LinkedIn, and Snapchat.*

The intent of this policy is to clarify the professional boundaries that protect AlphaBEST staff and students from potential misinterpretation of the staff-student relationship. The line between professional and personal relationships is blurred within a social media context. For those reasons, the following guidelines have been established for team members utilizing social media:

- Contact with students in the program, whether initiated by a team member or the student, is prohibited.
    - Please do not "friend," "follow" or otherwise interact with students from personal social media accounts.
    - Staff must not post student information and pictures on personal or community social media networks, blogs, etc.
- If a team member identifies oneself as a team member of AlphaBEST on their personal social media accounts, then the team member must remember that the team member has associated with the district, AlphaBEST colleagues and the afterschool community.
    - Team members must use caution when posting any comment and/or images on personal social media accounts that may reflect negatively on their professional image and/or AlphaBEST.
    - Team members must not post or comment about specific AlphaBEST program offerings, curriculum or products on their personal social media accounts.

Team members are not permitted to share, modify or send photos of AlphaBEST's students, photos that are property of AlphaBEST, or use the AlphaBEST name or logo to create any unofficial internet sites.

If a team member has an opportunity or issue that needs to be addressed via social media, then the team member must notify their Area Manager. The team member's Area Manager will decide if action is necessary and appropriate. Please be advised that failure to adhere to these guidelines may result in disciplinary action up to and including termination.

Phones

Our overall goal is to make sure team members have the tools necessary to communicate effectively. At the same time, we want to establish clear guidelines in order to maintain a cost-effective communications program.

AlphaBEST assigns each Regional, District Manager, and Area Manager, a base-level smartphone with the option of upgrading beyond the base-level for an additional cost. Other positions within AlphaBEST might qualify for a phone based upon need and is decided by the IT department and leadership team. Each school site is assigned a standard voice and text phone or base-level smartphone with no option of upgrading beyond the base-level. Depending on the contract with the school district in which AlphaBEST operates, a landline may be installed for a site. **As of May 2018, the base-level smartphone is the 32GB iPhone 6S.** Phones assigned to individual sites are not for personal use other than in emergency circumstances. Telephones may not be used to harass others. This includes text messaging. AlphaBEST has access to all telephone records and data usage in order to ensure compliance with policy. For the security of our students, team members, and property, AlphaBEST places security software on all devices to ensure proper usage and security in the event of theft or abuse.

Smart phone users have 2GB of data per month. Based on trends and averages, data usage over 3GB per month is considered excessive.

Personal cellular telephones at sites, including earpieces and smart watches, are not to be used during work hours due to team members' responsibility to continuously monitor the safety of students. Personal cellular phones should not be kept on a team member's person during work hours. In the event a team member brings their phone inside a site, the phone must be stored in a designated team member area used for personal belongings and turned on silent or off. Any issues with cell phone use will be left to the discretion of the Site Director for disciplinary action and reporting to the Area Manager.

Area Managers and higher management are required to carry cellular telephones on their person at all times as they are to be available for other sites and parents.

All Regional, District and Area Managers are eligible to upgrade their base-level smartphone. This upgrade opportunity is not mandatory and will be an out-of-pocket expense if chosen to pursue. Payroll deductions are available if requested. **Phone upgrades are the user's choice at the user's expense. Any upgrade expense paid will not change the ownership of the device. All devices, including upgraded devices, are property of AlphaBEST. The user will receive AlphaBEST's discounted upgrade pricing. Upgrade costs are subject to change.**

Violation of the Phones policy can lead to disciplinary action, up to and including termination.

Please see **Excessive Use, Damaged, and Team Member Departure / Termination** and **Lost or Stolen** sections of this handbook for additional policies pertaining to phones.

Hotspots

Hotspot devices are allotted 2GB of data. Usage over 4GB per month is considered excessive. Hotspot devices that are assigned to school sites are to remain onsite and NOT to be taken home. All assigned equipment should be stored securely at the school, and Site Directors are responsible for ensuring that all equipment is accounted for and secured. AlphaBEST assigned tablets feature hotspot capabilities, therefore hotspot devices are now considered a legacy device at AlphaBEST and replacements will not be issued.

Please see **Excessive Use, Damaged, and Team Member Departure / Termination** and **Lost or Stolen** sections of this Handbook for additional policies pertaining to hotspots.

Tablets

Tablets are allotted either 100MB, 2GB, or no data plan every month. The amount of data allotted varies by site depending on WiFi availability. Usage over 4GB per month is considered excessive. As with the Hotspots, all assigned equipment should be stored securely at the school and is the responsibility of the Site Director and site staff. No purchase and/or downloads of any kind should be made through the App store, iBooks, Music or iTunes. Application requests can be submitted to alphabest.org/techsupport. A reliable and consistent internet connection is required to make this possible. The user is responsible for ensuring their tablet is on and connected to the internet during working hours and charging while connected to the internet before leaving. verifying that cellular signal is being received, connecting to a WiFi network, or connecting to a hotspot / hotspot-enabled tablet are all ways to ensure reliable and consistent internet connection.

Staff are responsible for connecting their devices to the internet at least once per week for the devices to check in through Mobile Device Management. This ensures all curriculum and updates are downloaded to the devices and security updates are maintained.

AlphaBEST assigned tablets are intended only for AlphaBEST-related work only. Any personal use on AlphaBEST tablets is strictly prohibited. All tablets are enrolled in Mobile Device Management to keep them secure and up to date. Tablets must remain at the program site at all times unless management instructs otherwise.

Please see **Excessive Use, Damaged, and Team Member Departure / Termination** section of this Handbook for additional policies pertaining to tablets.

Laptops

Laptops are issued to eligible team members for AlphaBEST-related work only. Any personal use on AlphaBEST assigned laptops is strictly prohibited. To keep AlphaBEST's and its team members' information secure, personal devices are not permitted for AlphaBEST-related work. Laptops must remain at the program site at all times unless management and the IT Department instructs otherwise. The user is responsible for the upkeep on their assigned laptop. This includes but is not limited to: accepting and installing necessary updates (e.g., Windows updates, Antivirus updates, etc.), practicing safe web-browsing habits (e.g., only visit https websites, avoid suspicious emails, ads, etc.), running regular antivirus and antimalware scans, taking any necessary precautions to prevent liquid or physical damage, etc. Please see **Excessive Use, Damaged, and Team Member Departure / Termination** section of this Handbook for additional policies pertaining to laptops.

Site laptops are provided at the discretion of management and the IT department based upon need and any licensing requirements dictated by the licensing body. Site laptops are to be kept on site at all times, and are not allowed to leave the site without the permission of management and the IT department.

Managing Usage

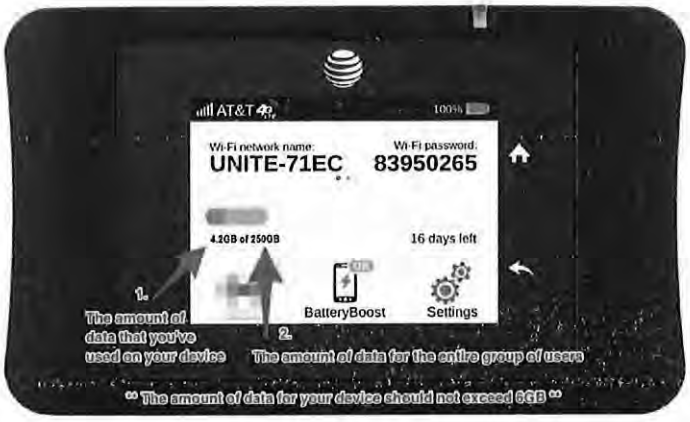
Smartphone users can check their minutes, texts and data by dialing the combination below. Once a team member dials the combination below, then the team member should hit send, and the team member will receive a text showing how many minutes, texts or data that have been used in the current billing cycle.

AT&T
(Texas, Maryland, Rhode Island, West Virginia, Virginia, NC-Forsyth, PWC and South Carolina)
*MIN# - Voice Minutes
*DATA# - Data & Text

Verizon
(NC-Forsyth, NC-Charter and Mississippi)
#MIN - Voice Minutes
#DAT - Data & Text
Hotspot users can check usage on the device itself.

It is against AlphaBEST policy for team members to connect their personal phones or electronic devices to company assigned hardware.

Please note the following if your site has been assigned a Unite Pro Hotspot:



In the example above, this site has used 4.2GB out of 6GB of their data for the month. The data group that they are in contains a total of 250GB for all users. data allotted in this figure does not reflect AlphaBEST's current mobile plan.

Excessive Use, Damages, and Team Member Departure/Termination

The first month of excessive use/overages will result in a notification. The second month of data/text overages will result in payroll deductions based on the overage cost.

Company assigned devices and phone numbers are the property of AlphaBEST and will stay with AlphaBEST if a team member leaves or is terminated. **If a device is damaged, the user may be held responsible for covering the cost of repairing or replacing the device.** If an AlphaBEST assigned phone is damaged and it is eligible for an upgrade, the upgrade will be used to cover the replacement of the device. User may be responsible for **damages including any physical damage that does not fall under the manufacturer's warranty. This includes, but is not limited to, cracks, dents, liquid damage, missing or damaged buttons, etc.** All phone accessories are an out-of-pocket expense, and therefore considered

the team member's personal property. It is our expectation at AlphaBEST that all team members treat AlphaBEST assigned devices with the same care they would treat their own devices.

Email and Internet

AlphaBEST has an email system. Email is to be used for Company business only. Team members are not to send personal messages. In the event a team member receives a personal message on the team member's work email, the team member must notify the sender that the account is for work purposes only. Team members should not expect any privacy in their emails, as they are Company property and subject to review by AlphaBEST at any time. AlphaBEST has access to all email messages in order to ensure compliance with this policy, and all email is subject to review by management.

Email may not be used to harass others, and anonymous email messages are prohibited. Foul, inappropriate or offensive messages are not to be sent via email. Email shall not be used to solicit for outside business ventures, personal parties, social meetings, charities, political causes, religious causes, or other matters not related to Company business. Team members are expected to treat all other team members and customers with respect when sending email messages. Curt or abusive messages are prohibited.

In addition to email, program sites can access the internet to utilize our student management system. The internet should be used for work-related reasons only and browsing unapproved websites is strictly prohibited.

Violation of the Email and Internet policy can lead to disciplinary action, up to and including termination.

Email Etiquette

If a team member has any questions regarding the team member's email platform, then the team member should consult their manager or submit a support ticket at alphabest.org/techsupport. The following are some points of reference when using the email system:

- Open e-mail only from trusted sources. If a team member does not know where it came from, then the team member MUST NOT OPEN IT, and immediately delete it;
- Open only attachments that are expected and needed;
- Be mindful of phishing scams, which are designed to steal personal information;
- Don't sign-up for special offers or promotions;
- Don't divulge sensitive information in response to an e-mail message;
- Be wary of partially completed forms; don't complete them;
- Respond in a timely fashion (24 hours);
- Read entire threads before responding;
- Use proper grammar, use spell check, and proofread prior to sending
- Only CC (Carbon Copy) appropriate individuals; and
- If emailing a large group, BCC (Blind Copy) all recipient email addresses.

Care and Use of AlphaBEST Property

AlphaBEST has gone to a great deal of expense and effort to provide more than adequate materials, supplies, and technology for our program sites. We must all take special care not to misuse the equipment and supplies, and AlphaBEST property should be treated with the same care and respect as one's own property.

Each site is responsible and is held accountable for the care of the site computer, phone, and other AlphaBEST property. Please refrain from eating and drinking while using technology equipment.

In addition, while it may appear insignificant to many people, the amount of money spent on office supplies can rapidly mount up. We ask that each team member be aware of Company supplies, including small items such as paper clips, pens, first aid supplies, etc. A conscientious effort on the part of each team member can drastically reduce waste and our supply expenses. A team member removing office supplies or other general use items from program sites, such as paper supplies, is prohibited. Office supplies are considered Company property and are to be used for business purposes only.

AlphaBEST Non-Negotiables

It is important to know what is acceptable and what is unacceptable behavior on the job. The following is a list of actions that may result in termination:

Student neglect:

- Leaving a student unattended in a room, on a bus, or in a transportation vehicle;
- Leaving a student unsupervised at any time; and
- Abuse of student, parents or co-workers including threatening, coercing, harassing, or intimidating them.

Lack of Professionalism:

- Unprofessional attitude or behavior towards team members, parents, students, and school district employees, while performing job duties or serving customers;
- Site staff should not bring any outside food to the site (unless prescribed by a physician). Eating should take place before or after your shift and not in front of the student. Program snacks are only for students enrolled in the program;
- Seeking or securing competitive/conflict of interest employment;
- Leaving AlphaBEST premises before time specified without permission from supervisor;
- Inappropriate use of social media such as posting pictures or information about kids, posting non-approved images, comments, or information regarding AlphaBEST;
- Inappropriate use of slang, bad language, or words with strong negative implications; and
- Loitering, loafing, or sleeping during working hours.

Physical or Verbal Misconduct:

- Fighting or threatening violence on AlphaBEST/School District property or while on AlphaBEST business;
- Inappropriate comments and/or conversations with a child or in an area where a child may overhear;
- Deliberate destruction, abuse, or damage to property belonging to AlphaBEST, other team members or customers;
- Immoral conduct or indecent behavior on AlphaBEST/School District premises; and
- Persistent or egregious use of abusive, insulting, offensive language, malicious gossip directed at a team member, AlphaBEST or its management; and
- Engaging in conduct involving dishonesty, fraud, deceit or misrepresentation affecting AlphaBEST, team members, school district, parents or students.

Possession:

- Possession, consumption, or sale of illegal drugs on AlphaBEST/School District property at any time;
- Possession, consumption, or sale of any alcoholic beverages on AlphaBEST/School District property during working hours;
- Possession of firearms, fireworks, or explosives on AlphaBEST property; and
- Smoking (including E-cigs) on any school campus or any AlphaBEST place of business, unless a designated smoking area is provided, is prohibited. If you need to smoke, smoking should not occur before beginning a shift with student, as the smoke residue is irritating to some and does not provide a good example to student.

Theft:

- The unauthorized removal or theft of property of AlphaBEST, customers, or other team members. Any dishonest act such as fraud, embezzlement, etc.

Willful Ignorance:

- Willful and knowing neglect or disregard of state licensing regulations;
- Falsifying application for employment, work reports, time records, or any other data requested by AlphaBEST, including deliberate misrepresentation, misstatement, or omission;
- A history of verbal and/or written reprimands;
- Refusing to obey orders of supervision pertaining to work; insubordination; and
- Disclosure of confidential information.

Any behavior unbecoming of an AlphaBEST team member.

Acknowledgement of the Team Member Handbook and Operations Manual

The purpose of the Team Member Handbook and Operations Manual is to provide AlphaBEST team members with general information regarding the policies and procedures that AlphaBEST attempts to follow in most cases, but I understand that neither the Team Member Handbook and Operations Manual nor any provision of either document is an employment contract or any other type of contract. Due to the nature of AlphaBEST's operations and necessary variations to accommodate individuals, the policies and procedures set out in the Team Member Handbook and Operations Manual may not apply to every team member or in every situation. AlphaBEST reserves the right to rescind, modify or deviate from these policies or procedures related to employment matters from time-to-time as it considers necessary at its sole discretion, either in individual or company wide situations, with or without notice.

The Team Member Handbook and Operations Manual can be found at www.alphabest.org after logging into the team member portal using the following:

- Username: discover
- Password: inspire

I acknowledge that an electronic copy of both the AlphaBEST Team Member Handbook and Operations Manual have been made available to me. It is my responsibility to read and understand the information contained in both documents and to follow AlphaBEST's policies and procedures, both now and going forward.

Acknowledgement of Employment at Will

I understand that as a team member of AlphaBEST I am an employee at will. This means employment is not guaranteed for any specific duration. I understand that I may terminate my employment with AlphaBEST at any time for any reason or for no reason. Likewise, I understand that AlphaBEST may terminate my employment at any time for any reason or for no reason. I also understand that I may be terminated with or without notice. This status can only be altered by a written contract of employment which is specific to all the material terms and conditions of employment and is signed by both AlphaBEST's management and me.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENTS AND AGREE TO READ THE TEAM MEMBER HANDBOOK WHICH I HAVE RECEIVED.

Date :_____ Name (Print): _____

Name (Sign): _____

Date :_____ Manager (Print): _____

Manager (Sign): _____

No Harassment/No Discrimination Policy

Harassment and discrimination are contrary to basic standards of business conduct and prohibited by company policy and federal law. AlphaBEST will be responsive to complaints and active in maintaining a work environment free of harassment. The intent of this policy is to clarify AlphaBEST's position in matters relating to compliance, reporting, and remedy.

Violations of this policy will result in disciplinary action, up to and including dismissal. All team members are required to acknowledge they have read and understand the No Harassment/Discrimination Policy.

Purpose

AlphaBEST has a zero-tolerance policy for any form of harassment and discrimination based on race, sex, religion, color, national origin, age, disability, veteran status, or any other factors protected by law by any team member (manager or non-manager), or non-team member (i.e. independent contractor, visitor, or customer) who conducts business with our organization. For purposes of this policy, the work environment will include but is not limited to the workplace and other work-related settings such as business trips and social events.

Definition of Harassment

Harassment is defined as any action based upon race, sex, religion, color, national origin, age, disability, veteran status, or any other factors protected by law that interferes with job performance and can be reasonably determined to constitute unlawful behavior by creating an intimidating, hostile, or offensive work environment.

Examples of ***harassment*** include, but are not limited to: offensive language, jokes, remarks, gestures, or other actions, graphics, physical conduct, or displays of literature or other materials via any mode of communication relating to race, sex, religion, color, national origin, age, disability, veteran status, or any other factors protected by law, or actions that are degrading to any individual or any group or class of people.

Definition of Sexual Harassment

Sexual harassment is defined as any action based on sex or gender that interferes with job performance and can be reasonably determined to constitute unlawful behavior as follows:

- Submission to the conduct is either an explicit or implicit term or condition of employment;
- Submission to or rejection of the conduct is used as a basis for employment decisions affecting the recipient; or
- The conduct has the purpose or effect of substantially interfering with work performance, or creating an intimidating, hostile, or offensive work environment.

Examples of ***sexual harassment*** include, but are not limited to: unwelcome sexual advances, sexually-oriented comments, displays such as calendars, cartoons or graffiti, sexually-oriented kidding, teasing, jokes, foul or obscene language or gestures, displays of obscene printed or visual material via any mode of communication, unwelcome physical contact such as patting, pinching or brushing against another's body, publicizing materials (through any method) in the work environment that are sexually suggestive or revealing, a promise for a reward (job, promotion, raise) in exchange for sexual favors, threatening a penalty (termination, poor performance assessment) if sexual advances are rejected.

Definition of False Allegations
Deliberate misrepresentation, misstatement, or falsification of a harassment complaint from any party will be considered gross misconduct resulting in immediate dismissal.

Retaliation Protection
No team member will be disciplined or otherwise retaliated against for a complaint of harassment. Inform AlphaBEST immediately of suspected policy violations whether you are involved directly or indirectly. Refer to the "Reporting Harassment" section of this policy if such an occurrence transpires, as AlphaBEST cannot remedy the situation if we are not made aware of the matter. Any person found to have retaliated against another individual for reporting a harassment complaint will be subject to disciplinary action, up to and including dismissal.

Reporting Harassment
A team member who believes he or she has been subjected to harassment by anyone is encouraged, **but not required**, to promptly tell the person the conduct is unwelcome/offensive and request the behavior stop immediately. A person who receives such a request must immediately comply and not retaliate against the team member for rejecting the conduct. If direct communication is ineffective or impossible, the following steps should be followed when reporting a harassment complaint.

A team member who believes he or she has been subjected to harassment or discrimination, or a third party who has witnessed a suspected violation, should immediately report the conduct to his or her manager who will contact the Human Resources Department. This reporting procedure applies to known or suspected harassment. The team member may elect to raise the complaint to any member of management or to the Human Resources Department. We encourage prompt reporting of complaints so that a rapid response and appropriate action may be taken. Known or suspected violations must be reported confidentially and discussed only with individuals who have a duty to receive the information.

Management Reporting Responsibility
All individuals with manager responsibility are required to **immediately report** any and all incidents of known or suspected policy violations to Human Resources. Management members must take every complaint seriously as all suspected policy violations must be reported and investigated carefully. Credibility judgments will not be made based on the reputations of individuals involved in the complaint, but rather on investigative facts. The suspected violation must be maintained confidential, reported promptly to Human Resources, and **discussed only** with individuals who have a duty to receive the information. Upon receiving a harassment complaint, the management member should:

- Thank the person for raising the issue;
- Inform the complainant AlphaBEST has zero tolerance for workplace harassment;
- Assure complainant they **will not** be retaliated against;
- Advise the complainant information will remain as confidential as possible;
- Document the discussion; and
- Notify the CEO (Judy Nee) immediately.

Investigative Procedures/Corrective Action
Human Resources will promptly, thoroughly, and impartially investigate harassment complaints. Complaints of known or suspected harassment shall remain, to the extent possible, confidential. In no event shall the information concerning a complaint of harassment be released to third parties or to anyone within

AlphaBEST not involved in the investigation. The purpose of this provision is to protect the confidentiality of the complainant, to encourage the reporting of suspected violations, and to protect the reputation of any team member wrongfully charged.

If the investigation reveals a policy violation has occurred, immediate, and appropriate disciplinary action, up to dismissal, will be determined dependent upon the severity of the determined offense by the Human Resources Department and Chief Operations Officer. Human Resources will document the final investigative resolution. Follow-up procedures will be implemented to ensure subsequent acts of harassment do not occur, if applicable. The complainant and charged individual will be informed of AlphaBEST's decision after a thorough investigation is finalized. If any party directly involved in a harassment investigation is dissatisfied with the outcome or resolution, the individual has the right to appeal the decision. The party should submit his or her written appeal within 30 days of the final resolution to the Human Resources Department.

Corporate Education

AlphaBEST will incorporate harassment awareness training in the new hire orientation program and re-educate team members at all levels on a regular basis. Team members are encouraged to contact any member of the management team or Human Resources regarding questions pertaining to the No Harassment/Discrimination Policy.

Team Member Acknowledgement

I have read and understand the AlphaBEST No Harassment/Discrimination Policy, and I am committed to create a work environment free of harassment. I further acknowledge my obligation to promptly report known or suspected violations and that retaliation is prohibited. I understand violations of the No Harassment/Discrimination Policy will result in disciplinary action, up to and including dismissal.

Date:_____ Name (Print): _____

Name (Sign): _____

Date:_____ Manager (Print): _____

Manager (Sign): _____

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- for incapacity due to pregnancy, prenatal medical care or child birth;
- to care for the employee's child after birth, or placement for adoption or foster care;
- to care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- for a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is: (1) a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness*; or (2) a veteran who was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

***The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definition of "serious health condition".**

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months*, and if at least 50 employees are employed by the employer within 75 miles.

***Special hours of service eligibility requirements apply to airline flight crew employees.**

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- interfere with, restrain, or deny the exercise of any right provided under FMLA; and
- discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulation 29 C.F.R. § 825.300(a) may require additional disclosures.

For additional information:
1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627
WWW.WAGEHOUR.DOL.GOV

U.S. Department of Labor | Wage and Hour Division

WHD Publication 1420 - Revised February 2013

AlphaBEST EDUCATION

Appendix

1. Appendix A – AlphaBEST Education, Inc. Travel / Entertainment Policy and Procedures
2. Appendix B – List of Forms Referenced in the 2019 – 2020 Team Member Handbook
3. Appendix C – The 2019 – 2020 Program Blackout Calendar

Appendix A

AlphaBEST Education, Inc.
Travel / Entertainment Policy and Procedures
01/30/2018

Purpose
The purpose of this policy is to establish procedures and guidelines to obtain the best possible travel service at the lowest possible price.

Policy
AlphaBEST is committed to minimizing travel costs while providing a reasonable balance between the needs of AlphaBEST and the needs of the traveler. To accomplish this balance, AlphaBEST will obtain the lowest fares and rates within the guidelines established to accommodate the special needs of our travelers. All expenses incurred while performing Company business will be reimbursed on an "actual cost" basis. The expenses must be reasonable, necessary, and related to the conduct of Company business.

Use of Company / Personal Automobile on Company Business
In order to use your automobile on Company business, you must carry adequate public liability and property damage insurance. The coverage should not be less than $100,000 bodily injury and $50,000 property damage.

If you are involved in an accident while on Company business, notify your insurance company and your manager promptly. Provide full details when reporting an accident. Any fines imposed in connection with the operation of your vehicle while on Company business is the responsibility of the driver.

AlphaBEST will reimburse the team member either through a monthly car allowance or through a mileage reimbursement of **$0.50 per mile**. The $0.50 per mile reimbursement covers all expenses incurred in the operation of the vehicle (e.g., gas, oil, repairs, insurance, etc.) and damages resulting from accidents while on company business.*

*Please note that when a team member is traveling between multiple locations throughout the day, the team member shall not submit mileage from his or her starting location each day to the first location and from the team member's last location to his or her home. This is considered part of the team member's commute.

Travel to or from meetings or an airport, in excess of 35 miles will be allowable for mileage reimbursement and not considered part of a team member's daily commute.

Rental Cars
A team member may use rental cars when traveling on Company business when less expensive transportation is not available. A manager must approve all car rentals.

- A team member should rent an **economy car** unless the specific business purpose requires a larger vehicle. Do not purchase collision or medical coverage from the rental agency.
- To avoid the exorbitant rental agency gas charges, fill the tank before returning the car to the rental agency.
- **Make sure your car insurance policy covers car rentals.** Not all policies do.

Procedures to follow in case of an accident in a rental vehicle:

1. If an accident occurs involving your rental vehicle, follow standard procedures of reporting to the police. Report the accident to the rental agency and fill out the accident report, including all necessary information for its insurance purposes.

2. Have the rental agency provide Melissa Moreano with all accident claims and reports.

3. For AlphaBEST to pay any claims submitted by the rental agency, the employee must submit a report attached to the travel expense statement for the week that gives the details of the accident.

Airline Travel

All flight requests must be approved by your Regional Director. Flight arrangements should be made at least three (3) weeks in advance when possible to take advantage of discount rates.

Hotel Accommodations

It is Company policy to stay at hotels priced between $100 and $150 per night unless there is no other option available. Whenever possible, we ask that you make use of the following moderately priced hotel chains which have been selected because of their cost and comfort for the business traveler.*

Hilton Garden	Marriott Courtyard	Hampton Inn
Best Western	DoubleTree by Hilton	Holiday Inn Express

**Other moderately priced chains*

You will be reimbursed only for room and tax. Any phone calls or faxes made for business purposes from the hotel must be indicated on the proper lines of your expense report. Use your Company provided cell phone. DO NOT dial direct from the room; these calls are often more expensive. Be smart! Check to see if there is an additional charge for out-bound calls. If there is, use the hotel lobby phone or change hotels. **AlphaBEST will not pay for movies, room service, tips, etc.**

Per Diem

All team members will receive $46.00 per diem daily to supplement the cost of meals. The following chart will provide you with guidelines on how to apply the per diem allowance.

Meals	From Home To Destination	Each Full Day Away from Home	Destination to Home

Breakfast	$7.00 Allowed only if leaving home before 7:00 a.m.	$7.00	$7.00
Lunch	$14.00	$14.00	$14.00
Dinner	$25.00	$25.00	$25.00 Allowed only if you return home after 7:00 p.m.
TOTAL	**$46.00**	**$46.00**	**$46.00**

The per diem expense allowance does not cover local transportation expenses, non-meal expenses, etc. These expenses should be itemized separately on your travel expense report. However, **tips for meals are included in the per diem allowance.**

Most hotels include a continental breakfast. Per diem is not allowed when the individual can take advantage of this meal.

To receive breakfast and dinner per diem, departures must be made before 7:00 a.m., and arrivals must be after 7:00 p.m.

AlphaBEST will not reimburse employees for entertainment-related expenses when only employees of AlphaBEST are present. The per diem amounts can be claimed for meals paid for other Team Members of AlphaBEST as long as these meals fall within the above guidelines.

Accompanying Family Members

If a family member accompanies the employee on a business trip, AlphaBEST will not pay for or reimburse the team member for any expenses incurred by the family member. If you want to have family members accompany you on business-related travel, you must obtain prior approval from your manager.

Travel Expense Reports

All expenditures claimed must be listed on the expense report and must be supported by receipts. The exception is the per diem for meals. You cannot claim reimbursement for expenditures in excess of what you actually spend.

Each receipt submitted with your expense report should be labeled clearly with an explanation. In addition, receipts should be cross-referenced to the expense report.

A Final Word

Managing our travel dollars efficiently will result in more money to use for other purposes (i.e., an extra visit to a customer to enhance the business relationship). The impact on the bottom line will be two-fold: travel costs will be under control; increasing revenue.

Thank you for being cost conscious!

Appendix B

List of Forms Referenced in the 2019 – 2020 Team Member Handbook

Form	Team Member Handbook Section	Page Number	Location of Form on AlphaBEST's website
Report of Accident, Injury or Illness Form	Safety in the Workplace	12	https://form.jotform.com/81585546284164
Self-Reporting of Arrest and Convictions Information Form	Self-Reporting of Arrest and Conviction Policy	13	https://www.alphabest.org/wp-content/uploads/2014/11/SELF-Reporting-Arrests-and-Convictions-Form-2017.pdf
Performance Action Plan Form	Performance Development Process	18	https://form.jotform.com/73115288214150
Lost/Stolen Check Affidavit	Additional Banking and Pay Information	23	https://www.alphabest.org/wp-content/uploads/2018/10/Lost_Stolen-Check-Affidavit-Form-1.pdf
Personnel Action Form	Employment Information Management	23	https://www.alphabest.org/personnelactionform/
General Leave of Absence Form	Other Forms of Leave	33	https://www.alphabest.org/wp-content/uploads/2019/08/GENERAL-LEAVE-OF-ABSENCE-PAPERWORK-USE-THIS-FORM.pdf
Referral Form	Team Member Referral Program	37	https://form.jotform.com/AlphaBESTEducation/ReferralForm

Appendix C

The 2019 – 2020 Program Blackout Calendar

AlphaBEST EDUCATION
When School's Out · We're On

August 2019						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September 2019						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October 2019						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November 2019						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

December 2019						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

January 2020						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2020						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March 2020						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2020						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2020						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June 2020						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July 2020						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AlphaBEST Blackout Dates:
AlphaBEST Holidays 2019/20

- Sept 2, 2019 Labor Day
- Nov 28, 2019 Thanksgiving Day
- Nov 29, 2019 Day After Thanksgiving
- Dec 25, 2019 Christmas Holiday Observed
- Jan 1, 2020 New Year's Holiday Observed
- Jan 20, 2020 Martin Luther King Day
- May 25, 2020 Memorial Day
- Jul 3, 2020 Independence Day

*Actual blackout days vary by location

POUDRE SCHOOL DISTRICT R-1

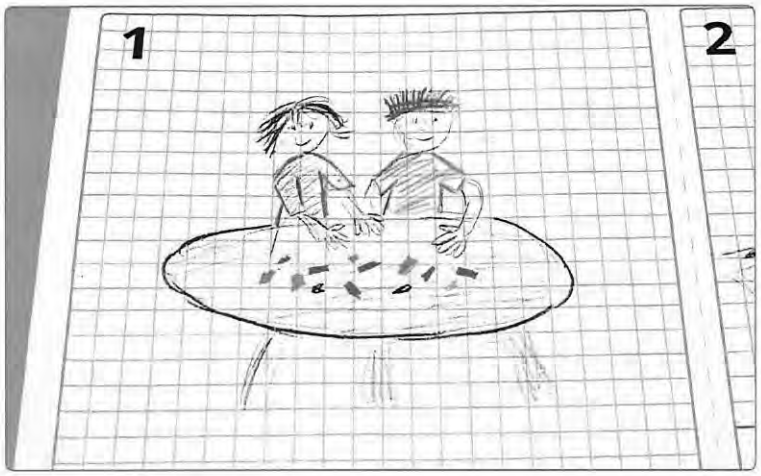
APPENDIX D

Sample Curriculum

AlphaBEST EDUCATION

When School's Out ★ We're On

LEGO® mini-build of Team Name



SHOW ME Portfolio: Challenge 1 ~ Box 1 example

LESSON 1

Green Mouse Academy

Challenge 1 ~ Name That Team!

Description

Learn about the ***FIRST*® LEGO® League Jr. *AQUA ADVENTURE*℠ Discovery Challenge** and ***FIRST*® Core Values**. Learn what it means to be on a team, pick a team name, and design a logo. Explore the LEGO® Education WeDo 2.0 Set and Software.

Learning Objectives

Teams members will:

- Learn about the *FIRST*® LEGO® League Jr. *AQUA ADVENTURE*℠ Discovery Challenge.
- Explore the *FIRST*® LEGO® League Jr. Core Values.
- Explore the LEGO® Education WeDo 2.0 Set and Software.
- **Select a Team Name.**

Materials List —

Curriculum Kit (Per Team; 3-4 Students)

~ *AQUA ADVENTURE*™ Inspire Set (BAG 2 ONLY)
~ Discovery Challenge Guide
~ Discovery Reference Card-1
~ LEGO® Education WeDo 2.0 Core Set
~ AA Batteries (LEGO® WeDo 2.0 Smarthub)
~ Show Me Portfolio (Per Student)
~ Tablet & Software (WeDo 2.0 LEGO® Education App)

Shared Resources (Per Classroom)

~ Colored Pencils, Crayons, and/or Markers
~ File Folders (Per Team)
~ LEGO® Inventory Sheets (Per Team)
~ Pencils
~ Plastic Storage Bins (Per Team)

***AQUA ADVENTURE*™ Inspire Set (Bag 2)**

Setup & Clean-Up —

Setup

~ Gather necessary materials prior to hosting your first session. Designate a classroom area or table to serve as the Resource Table for art and craft supplies and other materials.

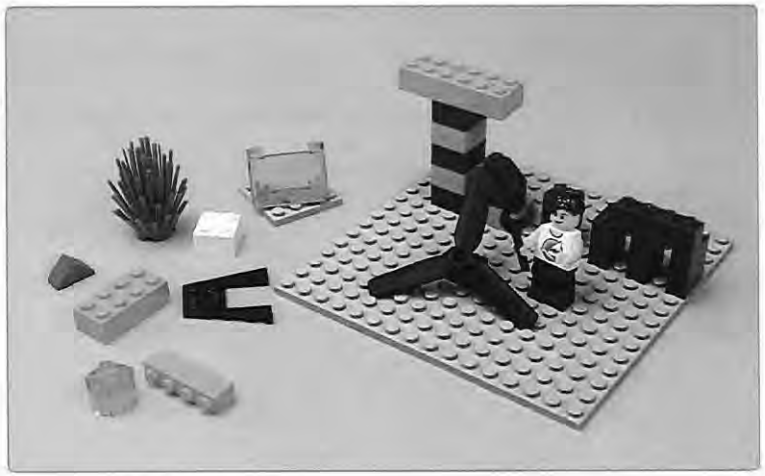
~ Place the necessary Curriculum Kit materials at each team workspace.

~ Distribute a copy of the SHOW ME Portfolio for each team member.

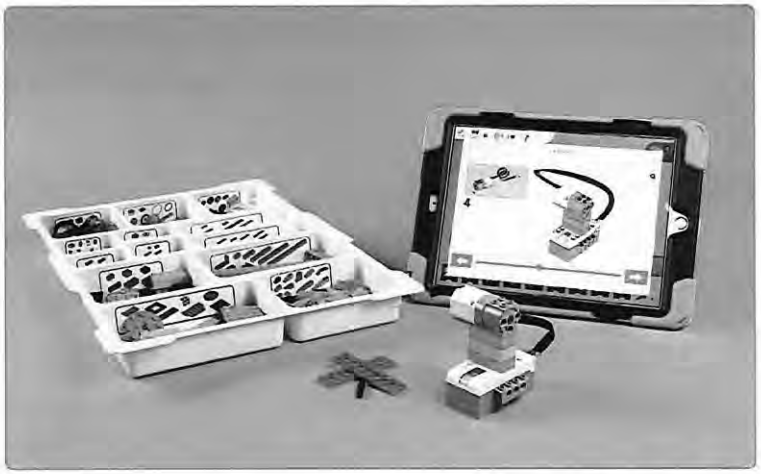
~ Create a file folder for each team. Use the folders to store all SHOW ME Portfolios and artwork.

~ Designing and building with LEGO® requires all team members to be diligent about checking their workspace and floors before, during, and after each activity. If possible, provide small plastic trays or felt rectangles to help with LEGO® management.

~ If you intend to use Multimedia links and/or videos with your team, set up the technology (i.e., projector/tv, speakers, etc.) needed to display the resources and test in advance any weblinks, videos, online tools, etc.



Reference Card-1 gives students an option to explore the Glowing Snail model.



Reference Card-1 gives students an option to explore the Cooling Fan model.

Clean-Up

To make clean-up and organizing materials more effective and efficient, utilize the Team Roles and assign clean-up tasks.

Example

~ Direct **NAVIGATORS** to exit the WeDo 2.0 App and return the tablet as instructed.

~ Direct **BUILDERS** to organize the WeDo 2.0 sorting tray, checking that ONLY WeDo 2.0 LEGO® elements are in the blue bin and then closing the lid.

~ Direct **DESIGNERS** to organize the Inspire Set (Bag 1 & Bag 2) LEGO® elements.

~ Direct the TEAM to return art and craft supplies and/or equipment to the Resource Table. Before team members leave, conduct a classroom sweep to find loose LEGO®, missing materials, or other items that need to be stored between sessions.

ENGAGE

(Whole Group; 10-15 Mins)

Warm-Up

On the first day, spend a few minutes organizing students, setting course expectations, and getting to know each other. Start by introducing yourself and allowing team members to do the same. Next, instruct team members to listen as you read aloud **"Welcome to FIRST® LEGO League Jr!"** from the **Lesson Plan Sequence**.

Lesson Plan Sequence

Introduce this course to students and/or find short descriptions for each Challenge (Lesson Plan).

LESSON SEQUENCE

Read

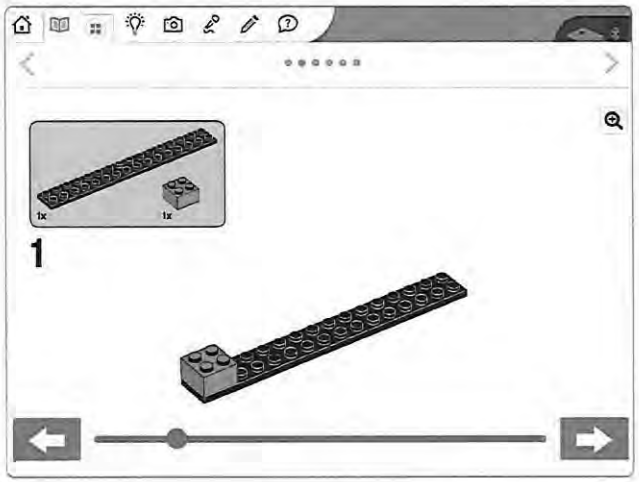
1. Find a copy of the student **Challenge Guide** or use the slides below. Read aloud (or ask a volunteer) the **Overview** on **page 2**. Review the ***FIRST* LEGO® League Jr. Core Values**. Explain what is expected in regards to honoring the Core Values. Discuss how team members can be **helpful, kind,** and **respectful** while they **work, play** and **share**.

2. Review the **Did You Know?** and **Before You Start** on **page 3**. Explain that each will team will have three **Team Roles** (Navigator, Builder, and Designer), which are essentially student jobs that each team member will be responsible for completing certain tasks.

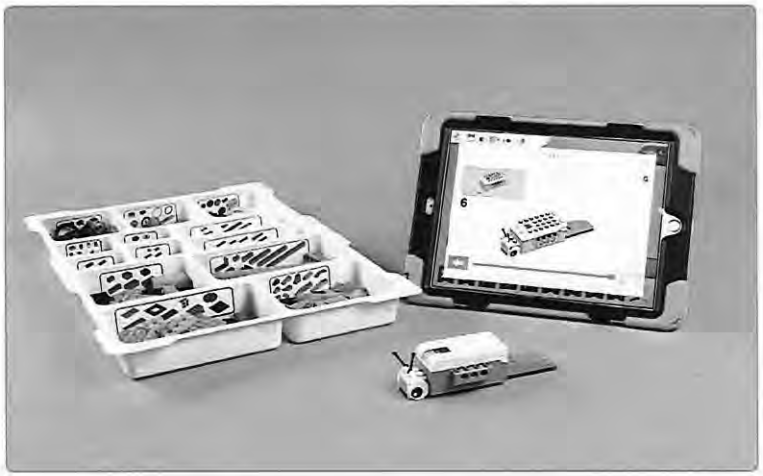
Tips —

~ Ask students to give an example of demonstrating Core Values while working in a group. Reference the picture of students working together on page 2. Ask the teams to describe what is taking place and/or possible dialogue between the students.

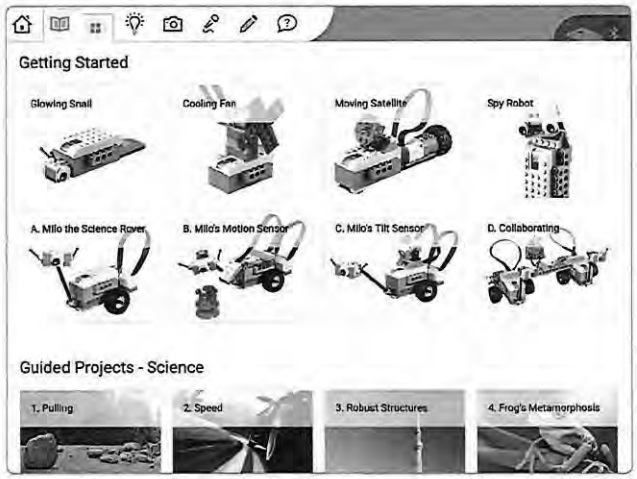
~ For younger groups, assign each team member a Team Role. For older teams, allow students to pick their own Team Role, giving them a sense of choice and ownership of the project. Explain to students that Team Roles will be switched each session, so each person has an opportunity to lead different tasks.



Navigate Building Plans with the blue arrows



WeDo 2.0 LEGO® Education Software (App)



WeDo 2.0: Project Library ~ Getting Started Projects

LEADER NOTES

- ☐ After going over the **Read** section with team members, show the **"What is *FIRST*® LEGO® League Jr.?"** and **"*FIRST*® LEGO® League Jr. Core Values"** video clips (See **Multimedia**).

- ☐ Before starting the challenge activities, **place students on a team** or have them form a team of **three to four**. Teams may be chosen at random, by student age (grade level), robotics experience level, or by student choice.

- ☐ Tell team members that they will select a team name at the end of this session. Give teams **2-3 minutes** to brainstorm and discuss possible team names. Ask a few volunteers to share their team name suggestions. If needed, prompt teams to think about the *AQUA ADVENTURE*℠ theme, water use, or the water's journey.

- ☐ Open the **LEGO® Education WeDo 2.0 Set**. Review the functionality of the **main components** (i.e., LEGO® Motor, Smarthub, Motion, and Tilt Sensor). Show teams how to properly setup their robotics workspace (See **Classroom Setup**).

- ☐ Open the **WeDo 2.0 LEGO® Education App**. If possible, project the app on a large screen. Demonstrate how to start a **New Project**, access the **Project** and **Model Library** (book and gear icons along the top of the screen), and how to navigate the **Building Plan** using the small grey and blue arrows (See **Software Tips**).

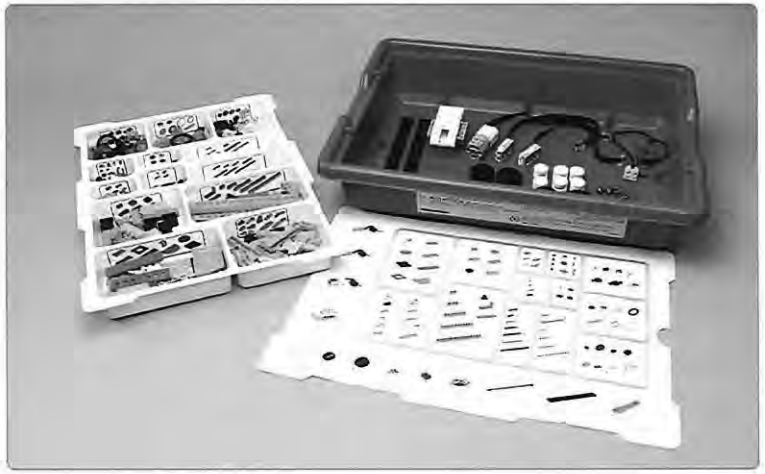
- [ ] Open the *AQUA ADVENTURE℠* **Inspire Set.** Remind teams that the LEGO® elements from this set will be used to build the **Inspire Model** (a LEGO® water pump) and other **LEGO® mini-builds** throughout the course.

- [ ] **Important: Help teams manage their Inspire Set and keep "Bag 1 and Bag 2" LEGO® elements separate from all other LEGO® sets unless noted in the Challenge. Explain the importance of NOT mixing WeDo 2.0 LEGO® elements with the Inspire Set and how to keep all LEGO® elements organized in the storage bins/bags.**

- [ ] Remind team members that **"We are a team"** is just one of the ***FIRST*® LEGO League Jr. Core Values.** As you facilitate this session, listen to conversations and remind students that they will be picking a **favorite Core Value** to reflect on at the close of this session.

- [ ] Display the *Challenge Guide* booklet. Show students how to locate their **Team Role** (Navigator, Builder, and Designer) **instructions** at the top of **pages 4-6.** The Navigator will help guide the team; however, each team member will complete specific tasks.

- [ ] **Use *Challenge Guide* pages 2-7 or the slides below to review and/or lead team activities. Guide teams through *Challenge 1*.** For younger teams (Grades K-2), start the course by completing team activities in a whole group setting. Instruct teams to follow along as you read aloud the step-by-step instructions. Together, complete 1-2 steps before moving on to the next task. This approach helps ensure each team member is engaged and understands their assigned tasks. Once teams are more comfortable completing tasks independent of the entire class, circulate throughout the classroom and review specific tasks with each team. **Check on each team every 3-5 minutes to help ensure everyone is engaged and completing assigned tasks accordingly.**



LEGO® Education WeDo 2.0 Core Set

Multimedia

Images and videos in this section are supporting materials. Use as needed.

***AQUA ADVENTURE*™ Discovery Curriculum Kit. See Materials List for details.**

☐ Before **Clean-Up**, reserve about **5-10 minutes** for **reflection time**. Prompt team members to locate their **SHOW ME Portfolio**. Complete the **Box 1 Instructions**. If time permits, ask students to discuss one of the **Share It!** suggestions on page 7.

CHALLENGE GUIDE

Use the Challenge Guide below to direct team activities for Challenge 1.

---

1 Challenge 1 ~ Name That Team!

CORE VALUES

- We are a team.
- We do the work.
- Our Coaches help us learn, but we find the answers ourselves.
- We share our experiences and discoveries with others.
- We are helpful, kind, and show respect when we work, play, and share. We call this *Gracious Professionalism®*.
- We are all winners.
- We have fun!

OVERVIEW

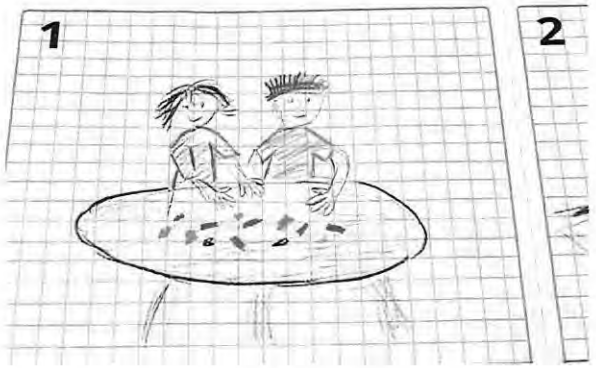
Welcome to *FIRST®* LEGO® League Jr. *AQUA ADVENTURE™* Discovery! In this course, you will explore the importance of water in your life. You will pick one of the ways you use water at home or in your community and learn as much as you can about the water's journey. Where does the water come from? How does it get to you? What happens after you use it?

As you follow the water's journey, you will look for any possible problems. For example, is the water safe to drink? Did you use more water than you need? You will choose one problem to focus on and then design a solution for that problem. You will build a **Team Model (LEGO® model)** and create **Show Me Portfolios** to share your ideas.

PORTFOLIO

To complete **Challenge 1**, read and follow the directions on your **SHOW ME Portfolio** for **Box 1**. Check with your Coach for additional instructions.

SHARE IT!



Try one of the following:

- Explain how your team explored the research problem.
- Demonstrate your team's solution to the research problem.
- Give an example of how you used a *FIRST®* Core Value today.

1

DESIGNER

1. Open the ***AQUA ADVENTURE*℠ Inspire Set (Bag 2)**. These LEGO® elements may be loose in your Inspire storage bin.

   DO NOT MIX Inspire Set (Bag 2) with other LEGO® sets.

2. Think about your team and the ***AQUA ADVENTURE*℠ Discovery theme**. Build a **LEGO® model** that describes an idea you have for your **team name**.

3. Share your **LEGO® model** with the **TEAM**.

   If time permits, put together a LEGO® minifigure. Add the minifigure to your LEGO® model or other LEGO® elements to show how you could be a good team member.

   (Ex. Helping, cheering, listening, sharing, working hard, drawing, building, and researching.)

© 2018 Disney Movie Academy

1

Did you know?

During every session, your team will practice honoring the ***FIRST*®** LEGO® League Jr. **Core Values** on **page 2**. Building teamwork and communication are essential life skills.

As a team, remember to ask each other for help. Try to find a solution to the problem before asking your Coach. No matter what you do, have fun!

FIRST LEGO LEAGUE JR.

To learn more, visit www.firstinspires.org, watch *"What is FIRST® LEGO® League Jr.?"*

BEFORE YOU START

1. Pick a **Team Role**. Find and follow your **Instructions**.

   NAVIGATOR (Page 4) · BUILDER (Page 5) · DESIGNER (1-2 Students: Page 6)

2. Pick one team member to gather the **Materials** listed below.
3. Work as a **TEAM**. Help your team complete this **Challenge**.

Things You'll Need:

Handout
- SHOW ME Portfolio (Per Team Member)

LEGO®
- LEGO® Education WeDo 2.0
- AQUA ADVENTURE™ Inspire Set (Bag 2 Only)

Software
- WeDo 2.0 LEGO® Education

Supplies
- Colored Pencils, Crayons, or Markers
- Pencils

1

NAVIGATOR

1. Read ***REFERENCE CARD-1***. Ask the **BUILDER** for help picking one problem to **explore**.

2. Open the **WeDo 2.0 LEGO® Education Software**. Select **Classroom Projects** on the **right side of the screen**.

3. Open the ***Getting Started Project*** for your chosen research problem.

   (Glowing Snail, Cooling Fan, or Moving Satellite)

Tip: Getting Started Projects can be found at the top of the Project Library.

4. Work with the **BUILDER**. For each build step, take **turns finding LEGO® elements** and **building** the ***Getting Started Project***. Test your model.

5. Talk with the **BUILDER**. Decide how you can use your model and other LEGO® elements to **explore** and **create 1-2 possible solutions** for the chosen research problem.

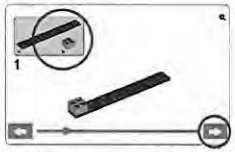
Ex. Glowing Snail

BUILDER

1

1. Read ***REFERENCE CARD-1***. Help the **NAVIGATOR** pick one problem to **explore**.

2. Open the **LEGO® Education WeDo 2.0 Set**. Find the **LEGO® Motor, Smarthub, Motion, and Tilt Sensor**. If needed, place these items in blue LEGO® bin.



3. Start finding the **LEGO® elements** for your chosen ***Getting Started Project***. Use the blue arrow buttons to change slides.

Tip: LEGO® elements for each build step are shown in the small blue box.

4. Work with the **NAVIGATOR**. For each build step, take **turns finding LEGO® elements** and **building** the ***Getting Started Project***. Test your model.

5. Talk with the **NAVIGATOR**. Decide how you can use your model and other LEGO® elements to **explore** and **create 1-2 possible solutions** for the chosen research problem.

Ex. Cooling Fan

3 • 1 Johannes Vermeer

art in action

Masterpiece:
The Milkmaid, ca. 1658
Size: 45.5 cm. x 41 cm.
Media: oil on canvas

Artist:
Johannes Vermeer
1632-1675

Project:
Color Wheel

KEY CONCEPTS

Style: Genre
Still Life/Realism
Shape: Form
Highlights/Shading

Space: Light Source/Distance

Color: Tints/Shades
Primary/Secondary
Hue

ABOUT THE ARTIST

- Born in Delft, Holland; had 14 children and was very poor.
- Painted in 1658, about 150 Years before the camera was invented.
- Genre style shows realistic scenes of everyday life.
- Worked so slowly and carefully painted fewer than 40 paintings in his life.
- Most of his paintings show a woman near a window doing everyday tasks like reading, preparing food, making lace, or playing an instrument.

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3 • 1 Johannes Vermeer

art in action

CONCEPTS

Style:
- Genre

Still life
Realism

Shape:
- Form
- Highlights/ Shading

Project/Recede

Space:
- Light Source

Distance

Color:
- Tints/Shades

Hue
Primary Colors
Complementary
Color Wheel
Value

Line:
Contour
Texture:
Visual
Rough
Smooth

Vocabulary:
Container
Pearls of light

DISCUSSION QUESTIONS FOR KEY CONCEPTS

What is the milkmaid doing in this painting?
In this genre scene, or scene of everyday life in 17th-century Holland, a woman is pouring milk from a jug into a bowl. The woman is a milk maid, or kitchen servant who is preparing a meal. The word Genre comes from the word for people, and genre scenes are scenes of ordinary people doing their ordinary daily activities.

How did Vermeer make the milkmaid's face have form, or look rounded?
The woman's forehead and nose are lighter where the sun strikes them. Tints, or light areas in the skin color appear to project, and give the face form, or roundness. Shading is seen away from the light source, on side of her nose, under her eyebrows, and below her lips, making those areas recede, or appear farther away.

What are this painting's main hues, or colors?
The main hues are the primary colors: yellow, blue, and red. Tints, or lighter areas in the apron, are made by mixing a hue with white. Tints in the face and clothing appear where they are closer to the light source. Shades, or darker areas in the blue apron, appear to recede from us. They are made from adding black or a darker hue to show shadows. Shades appear in the face and clothing where they are farther from the light source. White highlights on the basket, blue jug, red vase, and bowl in the places that catch the light. Vermeer painted tiny white dots, which he called pearls of light, to show the sparkling effect of light.

Where is the light coming from?
The light source comes from the top left, where sunlight streams through a window, lighting up some surfaces and creating shadows on others. The left side of the woman's dress, the top of the table, and the corner of the metal box on the wall are lighter where the sun hits them.

How do highlights and shadows make the blue apron appear realistic?
Highlights of blue, lighten the outside of the apron's folds and make them appear to project, or pop out at us. Shadows in the milkmaid's apron show where it is hidden from direct light. Darker areas appear to recede from us.

What is a complementary color?
On a color wheel, red and green are opposite each other. That makes them complementary colors. Colors seem brighter when they are near their complementary colors. Complementary colors add brightness.

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3 • 1 Johannes Vermeer

art in action

MATERIALS

- sketch paper
- 12x18 pre-marked white paper
- color wheels
- charcoal
- 1/4" brushes
- palettes
- tempera paint: red, yellow, blue, white, black
- water containers
- cone
- wipes

SETUP

- Make a sketchbook for each student by folding 12x18 construction paper in half and filling it with 10 pieces of 9x12 sketch paper. Staple along folded edge to bind.
- Cover work surfaces with newspaper.
- Set out sketchbooks, charcoal, and cone.
- Have ready 12x18 pre-marked white paper and color wheels.
- Have ready brushes, water containers, and palettes with 1 tablespoon each primary colors: red, yellow, and blue. Refill as necessary.
- Have ready black and white paint for mixing tints and shades.
- Have ready damp paper towels and sponges for wiping up spills and drying brushes.

TIPS

- Allow about 60 minutes for this lesson, including cleanup. Allow 15 minutes for discussion, 10 minutes for sketching, and 30 minutes for the project. To get more time for the project, do the discussion and sketch lesson in advance.
- Write the following on the board:

  color + white = tint

  color + black = shade

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3 • 1 Johannes Vermeer

art in action

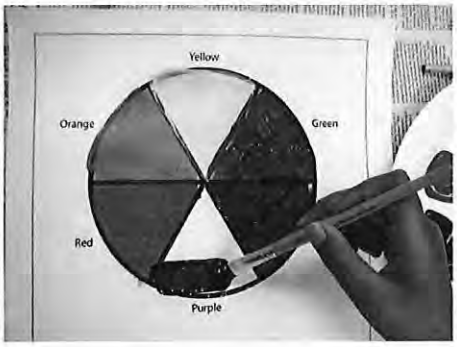
PROJECT: COLOR WHEEL

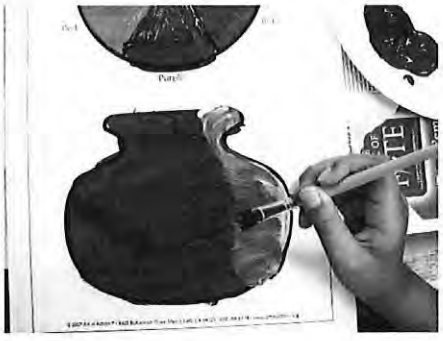
Sketch:

1. Sketch and shade a cone that shows form.

Project:

1. Paint a color wheel with the primary colors. Paint yellow first.
2. Paint red. Paint blue. Fill in each section.
3. Clean brushes by swirling in water. Tap on side of container and dry with sponge and paper towel.
4. Mix and paint secondary colors: orange, green, violet.
5. Paint a vase in one color (either primary or secondary) showing form. Use curved, horizontal brush strokes.
6. Paint tints and shades. Add tint to the side that the light hits, and shade to the other side.
7. Paint pearls of light by adding dots of white paint to light side of vase.





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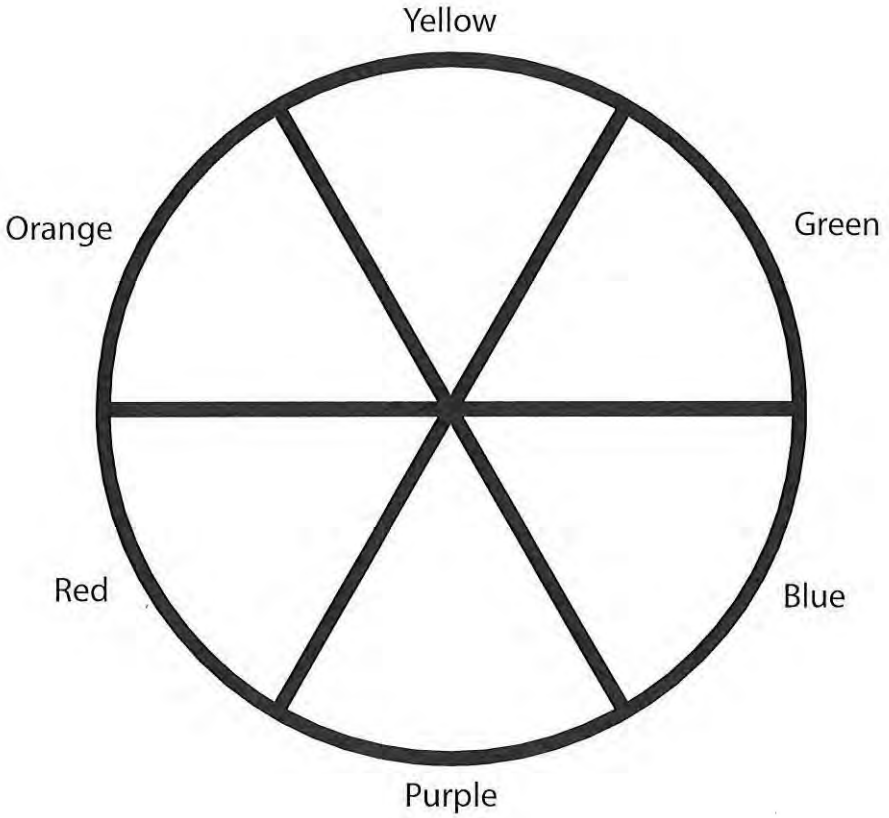
Lesson 1: Vermeer - Template for Color Wheel (Enlarge to Fit 12x18 Paper)



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4 Multicolored Dragons

- **Language Objective** I can identify colors in Spanish.
- **Content Objective** I can share thoughts about Antoní Gaudí and his work.

Lesson for Younger Learners

A Greeting

After singing the greeting song, model introducing yourself to someone new. This could look like:
Alex: ¡Hola! Me llamo Alex. ¿Cómo te llamas?
Alicia: Mucho gusto. Me llamo Alicia.
Alex: Mucho gusto, Alicia.
Practice a few times as a class, then have students practice in pairs or small groups. To keep things interesting, let students use superhero names. Review "I Can" statements.

B Colors

Teach or review colors by pointing at colored objects and holding up matching-colored flashcards. Then give each student two differently colored papers. Call out a color name, and have all students holding that color lift their paper in the air. After a few rounds, have students trade papers and repeat the exercise. If this is too simple, have students take turns as the caller or play "I Spy".

C Gaudí's Creations

Tell students they will now learn about another artist from España who also liked colors and shapes. Explain that Antoni Gaudí was an architect who was inspired by art from nature as well as art from countries including Egypt, China, India, France. Display a picture of the bench he designed for Parc Güell in Barcelona, and teach students to ask, "¿Cómo es?" and to respond, "Es azul." If something contains multiple colors, encourage students to name all: "Es azul, rojo, y amarillo." Refer to the Colors Chart Supplemental, if needed. Ask students, "¿Cómo es?" for the bench and have them take turns describing its colors. Repeat with pictures of Casa Batlló and the ceiling of Sagrada Familia. Review each, then ask students what they think inspired these creations. Do they see in them something from the countries mentioned above, or from nature? Anything else?

D Making Gaudí-Inspired Art

Tell students it's time to put their "imaginación" to work creating Gaudí-inspired "arte". Display an image of the dragon fountain in Parc Güell. Discuss the materials Gaudí used to cover the sculpture (cement, broken tiles and plates) and introduce the idea of mosaics. Display a sample art project, and model cutting out the lizard, folding it to stand upright, then decorating it with torn paper to create a mosaic. Indicate how leaving thin lines between the torn papers mimics the look of cement. Keep the fountain image

Lesson for Older Learners

A Greeting

Greet the class then model introducing yourself to someone new. This could look like:
Alex: ¡Hola! Me llamo Alex. ¿Cómo te llamas?
Alicia: Mucho gusto. Me llamo Alicia.
Alex: Mucho gusto, Alicia.
Practice a few times as a class, then have students practice in pairs or small groups. To keep things interesting, let students use superhero names. Review "I Can" statements.

B Colors

Teach or review colors by pointing at objects of varying colors and holding up a matching color flashcard. Then, give each student two differently colored papers, crayons or markers. Call out a color name, and have all students holding that color lift it in the air. After a few rounds, have students trade papers/items and repeat the exercise. If this is too simple, have students take turns as the caller or play "I Spy".

C Gaudí's Creations

Tell students they will now learn about another artist from España who was once described by a professor as being "either a fool or a genius." Explain that Antoni Gaudí was born in the region of Catalonia and spent most of his life in Barcelona: locate Catalonia and Barcelona on the map of Spain. Tell students that in Catalonia people speak Catalán, a language that has French, Italian, and Spanish influences. (You may want to add that some current-day Cataláns want to separate from Spain.) In the late 1800s and early 1900s, Gaudí was part of an art movement called Modernisme. Display a picture of the bench Gaudí designed for Parc Güell, and teach students to ask, "¿Cómo es?" and to respond, "Es azul." If something contains multiple colors, encourage students to name all: "Es azul, rojo, y amarillo." Have students take turns describing the colors. Refer to the Colors Chart Supplemental, if needed. Repeat with pictures of Casa Batlló and the ceiling of Sagrada Familia. Review quickly, then ask students what they think inspired these creations. Do they see inspiration from the countries mentioned above, or from nature? Ask students to discuss with a partner if they agree or disagree with people who compare Gaudí's architecture to sandcastles or dragons.

D Making Gaudí-Inspired Art

Tell students it's time to put their "imaginación" to work creating Gaudí-inspired "arte". Display an image of the dragon fountain in Parc Güell. Discuss the materials Gaudí used

displayed for reference, but encourage students to use their imaginación to create their own versions. Pass out the Mosaic Lizard Supplemental, colored papers, and glue, and let students experiment. At the end, help students tape a long piece of thread inside their lizard's mouth; this will be used in the next activity.

E Lizard Fashion Show

To show off their animal mosaics, tell students it is time for a lizard fashion show. The lizards will be the models while their creators emcee; students use the strings to pull the lizards along a desk or table and tell what colors it contains, for example, "Mi animal es ___, ___, y ___." After giving time to practice, have students present either to the whole group or within smaller groups (if the class is large). Audience members should cheer the presenters by shouting softly, "Muy bien" or "¡Magnífico!"

F Dismissal

Have the puppet say, "¡Hasta luego!" and encourage the class to return the farewell before lining up to exit or return to seats.

to cover the sculpture (cement, broken tiles and plates) and introduce the idea of mosaics. The Catalán word for this art form is "Trencadís."

Display a sample art project, and model cutting out the lizard, folding it to stand, then decorating it with torn paper to create a mosaic. Indicate how leaving thin lines between the torn papers mimics the look of cement. Challenge students to design their own animal to put at the entrance of their school. Keep the fountain image displayed for reference, but encourage stüdents to think about their school. Have copies of the Mosaic Lizard Supplemental available for students who choose the template, and provide cardstock to those who create their own; also provide colored papers and glue. At the end, help students tape a long piece of thread inside their creature's mouth; this will be used in the next activity.

E Lizard Fashion Show

To show off their mosaics, tell students it is time for a fashion show. The animals will be the models while their creators emcee; students use the string to pull their animal along a desk or table and tell what colors it is, for example, "Mi animal es ___, ___, y ___." If students want to name their creatures, use that vocabulary. After giving time to practice, have students present either to the whole group or within smaller groups (if the class is large). Audience members can cheer the presenters by shouting softly, "Muy bien" or "¡Magnífico!"

F Dismissal

Have students turn to the person next to them and say, "¡Hasta luego!" before lining up to exit or return to seats.

4

Vocabulary

- **Me llamo X.** My name is X.
- **¿Cómo te llamas?** What's your name?
- **Mucho gusto.** Nice to meet you.
- **rojo** red
- **anaranjado** orange
- **amarillo** yellow
- **verde** green
- **azul** blue
- **¿Cómo es?** What's it like?
- **Mi X es X.** My X is X.
- **el dragón** dragon (OL)

Materials

- Colored papers
- Glue
- Scissors
- White or red thread
- Tape
- Gaudi images (Online Resource)
- Puppet
- *Colors Chart* (Activity C Supplemental)
- *Mosaic Lizard* (Activity D Supplemental)

ASSESSMENTS

INTERPERSONAL ASSESSMENT - ACTIVITY A
Students introduce themselves to a partner.

INTERPRETIVE ASSESSMENT - ACTIVITY B
Students hold up correct colors when named.

PRESENTATIONAL ASSESSMENT - ACTIVITY E
Students state colors in an animal fashion show.

SOCIAL STUDIES STANDARDS, GRADE 3

TIME, CONTINUITY, AND CHANGE
3.4b Arts, music, dance, and literature develop through a community's history.

DEVELOPMENT, MOVEMENT, AND INTERACTION OF CULTURES
3.6 Communities from around the world interact with other people and communities and exchange cultural ideas and practices.

STEM ZONE (SCIENCE, TECHNOLOGY, ENGINEERING AND MATH)

STEM education has become a critical focus of educators nationally as we seek to create critical thinkers and the next generation of innovators. AlphaBEST takes pride in our unique, cutting-edge STEM and Technology Arts programming developed in partnership with some of the nation's leading STEM experts. **STEM options below are customized according to students' age and interest level.**

Developmental Goal(s)/Objective(s):
1. Students develop interest in STEM and STEM learning activities
2. Students develop capacities to productively engage in STEM learning activities
3. Students come to value the goals of STEM and STEM learning activities.

LEGO Aqua Adventure Discovery (9 sessions)
In this program student teams will explore a challenge related to a real-world theme, create a model using LEGO® WeDO technologies, and share the excitement of discovery during a team expo. In Aqua Adventure Discovery, students find out where the water we use in our daily lives comes from, and what happens on its way to us.

Game Studio Discovery – Coding & Game Design (9 sessions)
This program challenges teams to design, build, code and play video games, blending physical and digital tools. Teams are challenged to think critically through a series of design challenges, by integrating game mechanics into an arcade-style learning environment using the award-winning, Bloxels Edu kit. Teams will share their best games, challenging their classmates to take part in a one of a kind gaming Bloxels Block Party!

Animation Discovery – Film School in a Box (9 sessions)
Inspired by animation techniques used by media creators and studios the world over, students will venture into animated storytelling and stop-motion video production. Storyboarding, dialogue, set building, character design, shot selection, timing, layout, pacing, acting, sound effects, editing, and voice overs all come together as mini movies unfold from scratch to finished film. Student teams will premier and celebrate their potential viral video sensations.

Coding & Robotics (9 sessions)
Using the Ozobot programmable robots, students complete a series of team-based challenges, designed to engage as they create, experiment and make new discoveries with these fun, easy to use, pocket-sized robots. Teams will be challenged to "hack" their robots, unlocking its full creative potential with the OzoBlockly programming app, and iPads.

MAKER ZONE (36 sessions)

Maker spaces "pop up" in all AlphaBEST schools, once per week. Our Zone instructors are certified in the proper delivery of the learning-through-making philosophies of the original Maker movement founders. Students respond to open-ended challenges and work with materials provided to solve each challenge in their own way. Design thinking and the "Four Cs" defined by the Partnership for 21st Century Learning are at the core of this program.

ARTS & ENTERTAINMENT ZONE

Developmental Goal(s)/Objective(s):

1. Offer high quality experiences focused on artistic skill development and appreciation through sequential learning in visual arts, drama, music appreciation and movement.
2. Become confident with a wide variety of art media & techniques.
3. Learn basic art vocabulary, including the elements and principles of visual art, drama, movement and music.
4. Generate & express ideas independently and as collaborators for group projects requiring artistic expression.
5. Learn to recognize and use all stages of the creative process.
6. Create and communicate meaning through improvisation, composition, and performance of dance.

Drama (9 sessions) - In partnership with national **expert drama organizations**, this zone engages students in the fundamentals of drama, public speaking, debate, and presentation. Students participate in plays, skits, and stories, as well as games and activities that celebrate the entire discipline of drama and incorporate literacy.

Art in Action (Visual Arts: 9 sessions) - Children learn about the works of art from important artists from cultures around the world, how to look at the art while learning important art concepts; and how to express their own creativity by creating their own unique masterpieces. This unit gives students a solid foundation in drawing, painting and sculpture techniques while developing critical -thinking skills, creativity, visual literacy, self-esteem, and an appreciation of other cultures.

Broadcast News (9 sessions) - In this unit, developed in partnership with a nationally recognized children's creativity museum in California, students create their own news program. In teams, students will write, report, film, edit and perform a news program, focused on events in their local communities or entirely fictional news from a fantastical place.

Cartooning (9 sessions) - This unit is a series of lessons that guides students through learning components of how cartoons or comics are developed and created. Components of this unit include:

- ☑ learning about the style and purpose of cartoons
- ☑ developing a main character
- ☑ considering various perspectives (points of view) or angles to show story in action
- ☑ laying out the story on a page (also known as framing and storyboarding)
- ☑ sequencing the story

WORLD LANGUAGES & CULTURE ZONE

AlphaBEST understands that today's students need to be globally competitive, as well as well rounded. Their communication needs will be expanded and varied. Enrichment programming that supports cultural literacy helps students to develop a more global understanding of each other and where we come from, as well as where we are going. Literacy involves a continuum of learning that allows students to achieve their goals, to develop their knowledge and potential, and to participate fully in their community and wider society

Developmental Goal(s)/Objective(s):

1. *Foreign Language Acquisition Goal:* Acquisition of vocabulary and practical conversation skills including*: greetings, counting, shapes, pronouns, letters, days of the week, months of the year, colors, food, animals, and family members.*
2. Cultural Competency Goal/Objective: Enhance cultural awareness and strengthen cultural identity and acceptance of others from diverse backgrounds through exposure to a variety of cultural experiences.

Culture and Language of France (9 sessions) - A combination of culture and language acquisition, this unit introduces children to the country of France, the French language, and the people, places, and culture of this region of our world.

Spanish Enrichment (9 Sessions) - AlphaBEST Education's foreign language enrichment component offers nine fun-filled lessons in Spanish. This multisensory approach is designed to stimulate different learning styles through the creative use of cooperative learning structures and teambuilding principles. Units of programming integrated across all content areas include: individuals and families, traditions, masterpieces, entertainment, family heritage, geography, currency, culinary tastes and customary games.

Sign Language (9 Sessions) - AlphaBEST students receive instruction and practice in facial expressions, spatial awareness, vocabulary, sentence structure and finger spelling to begin an elementary conversation both expressively and in the comprehension of American Sign Language (ASL). ASL stimulates learning through various senses and increases awareness of different abilities.

Mandarin (9 Sessions) - AlphaBEST Education's Mandarin language and cultural curriculum revolves around 9 units, each devoted to a specific age and developmentally appropriate topic. Each unit topic builds upon the previous one and progresses in a manner that mirrors the Chinese curriculum typically offered in schools across the country. Units of programming include seasons, weeks, months, colors, and weather.

FITNESS & WELLNESS ZONE

The AlphaBEST Fitness & Wellness Zone is a prevention-driven fitness, health and wellness program that is based on principles and techniques designed to improve gross motor skills, flexibility, posture, strength, balance and coordination.

Tennis - This curriculum is part of a national initiative to provide resources to teachers and coaches offering tennis. Skills enable students to embrace the game of tennis and adopt an active lifestyle. Rally Tennis scales down all aspects of regulation tennis --equipment, court dimensions and scoring --so that the game becomes specifically tailored to students ages 5 - 10.

Soccer - As one of the nation's fastest growing sports, soccer skills, drills and fun is a new addition to the Fitness Zone. This curriculum focuses on sportsmanship, skill building, and developing soccer programs on a local level.

Basketball - Basketball is an exciting sport combining team play and individual skills. This curriculum focuses on good sportsmanship and the fundamentals of basketball.

Volleyball - Our volleyball curriculum is designed to teach fundamental skills and court movement through fun, fast-paced drills and games. Time is spent on correct form, posture, footwork, and understanding court positions and play.

Kickball - Our kickball curriculum focuses on the development of individual skills in kicking and catching and enhanced communication among players.

Four Square - This ball game is played among four players on a square court divided into quadrants. The game's difficulty can be scaled appropriately for different age groups and ability levels.

Sabakiball - A unique team sport, endorsed by professional and Olympic athletes, Sabakiball offers an exciting, non-stop, non-contact, alternative to collision sports with a focus on teamwork. Designed for boys and girls, combined, with rules that promote an environment of "all play". Can be played indoors or out.

POUDRE SCHOOL DISTRICT R-1

APPENDIX E

Bank Letter

AlphaBEST EDUCATION

When School's Out ★ We're On

BB&T

Branch Banking and Trust Company

110 S. Stratford Road
2nd Floor
Winston Salem, NC 27104
Main (336) 733-3399
Fax (336) 733-1174

July 15th, 2019

To Whom It May Concern:

Our client, Alphabest Education, Inc., maintains a twelve month average balance in their account ending in 1092 of $1,271,879.00. Please register with www.bankvod.com if additional credit/deposit verification is needed. When registering, provide a signed release of information from Alphabest Education, Inc. along with their full BB&T account number.

If you have any questions about the additional credit verification process, please call our BB&T Confirmations Department at 877-296-6111.

Best Regards,

Rosey Henderson
Commercial Sales Assistant II- BranchBanking&TrustCo
110 South Stratford Road 2nd Floor
Winston-Salem, NC 27104
☎: 336.733.1175 | 🖷: 001.01.02.00
🖷: 336.733.1134 | ✉: rehenderson@bbandt.com

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 1/13/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
McGriff Insurance Services
250 W. First Street
PO Box 168
Winston-Salem NC 27102

CONTACT NAME: Jenean Doncsecz
PHONE (A/C, No, Ext): 336-733-0233 **FAX (A/C, No):** 888-632-4236
E-MAIL ADDRESS: jdoncsecz@mcgriffinsurance.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Philadelphia Indemnity Insurance Co.	18058
INSURER B : Accident Fund National Insurance Co	12305
INSURER C : HANOVER INS CO	22292
INSURER D :	
INSURER E :	
INSURER F :	

INSURED 84ALPHAEDU
AlphaBEST Education Inc
5980 Kinney Road
Lewisville NC 27023

COVERAGES **CERTIFICATE NUMBER:** 199328546 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [ ] PRO-JECT [X] LOC OTHER:	Y	Y	PHPK1948742	3/1/2019	3/1/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG Sexual Abuse/Molest	$ 1,000,000 $ 100,000 $ 5,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $ 1,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY [ ] SCHEDULED AUTOS X HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY	Y		PHPK1948742	3/1/2019	3/1/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) 	$ 1,000,000 $ $ $ $
A	X UMBRELLA LIAB [X] OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [X] RETENTION $ 10,000			PHUB666418	3/1/2019	3/1/2020	EACH OCCURRENCE AGGREGATE 	$ 10,000,000 $ 10,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [Y] N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	Y	WCV6140271	3/1/2019	3/1/2020	X PER STATUTE X OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
A C	Edu. Legal Liability Mgmt Liab. D&O Fiduciary Liability			PHPK1948743 LH6D17941202	3/1/2019 3/1/2019	3/1/2020 3/1/2020	$11,000,000 $2,000,000 $2,000,000	$5,000 Deductible

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holders are included as Additional Insured's under General Liability and Auto Liability as per written contract. Waiver of Subrogation included in Liability and Workers Compensation per attached policy forms. General Liability is written on a Primary & Non-Contributory basis.
30 day written notice of cancellation except for 10 day nonpayment.
Officers Matthew Marceron & Hal Kaplan are excluded from Workers Compensation Coverage.
Poudre School District, its elected officials and employees are included as Additional Insureds.

CERTIFICATE HOLDER
Poudre School District
2407 Laporte Avenue
Ft. Collins CO 80521

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
McKenzie P. Bell

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

GENERAL LIABILITY DELUXE ENDORSEMENT SCHOOLS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE

It is understood and agreed that the following extensions only apply in the event that no other specific coverage for the indicated loss exposure is provided under this policy. If such specific coverage applies, the terms, conditions and limits of that coverage are the sole and exclusive coverage applicable under this policy, unless otherwise noted on this endorsement. The following is a summary of the Limits of Insurance and additional coverages provided by this endorsement. For complete details on specific coverages, consult the policy contract wording.

Coverage Applicable	Limit of Insurance	Page #
Damage to Premises Rented to You	$300,000	2
Extended Property Damage	included	2
Non-Owned Watercraft	Less than 58 feet	2
Supplementary Payments – Bail Bonds	$2,500	2
Supplementary Payment – Loss of Earnings	$500 per day	2
Medical Payments	$15,000	3
Medical Payments – Extended Reporting Period	3 years	3
Employee Indemnification Defense Coverage for Employee	$25,000	3
Additional Insured – Medical Directors and Administrators	Included	3
Additional Insured – Managers and Supervisors	Included	3
Additional Insured – Broadened Named Insured	Included	3
Additional Insured – Funding Source	Included	3
Additional Insured – Managers or Lessors of Premises	Included	4
Additional Insured – By Contract, Agreement or Permit	Included	4
Additional Insured – Broad Form Vendors	Included	4
General Aggregate – Per Campus	Included	5
Duties in the Event of Occurrence, Claim or Suit	Included	6
Other Insurance – Primary Additional Insured	Included	6
Other Insurance – You Are An Additional Insured On Another Person's Or Organization's Policy	Included	7
Unintentional Failure to Disclose Hazards	Included	8
Liberalization	Included	8
Bodily Injury – includes Mental Anguish	Included	8
Personal and Advertising Injury – includes Abuse of Process, Discrimination	Included	8
Transfer of Rights of Recovery Against Others To Us	Clarification	9
Science Laboratory "Occurrence"	$50,000	9
Medical Incident Liability – Nurse and Athletic Trainer	Included	9

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A. Damage to Premises Rented to You

1. If damage by fire to premises rented to you is not otherwise excluded from this Coverage Part, the word "fire" is changed to "fire, lightning, explosion, smoke, or leakage from automatic fire protective systems" where it appears in:

   a. The last paragraph of **SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY**, Subsection **2. Exclusions**;

   b. **SECTION III - LIMITS OF INSURANCE**, Paragraph **6.**;

   c. **SECTION V – DEFINITIONS**, Paragraph **9.a.**

2. If damage by fire to premises rented to you is not otherwise excluded from this Coverage Part, the words "Fire insurance" are changed to "insurance for fire, lightning, explosion, smoke, or leakage from automatic fire protective systems" where it appears in:

   a. **SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS**, Subsection **4. Other Insurance**, Paragraph **b. Excess Insurance**

3. The Damage To Premises Rented To You Limit section of the Declarations is amended to the greater of:
   a. $300,000; or
   b. The amount shown in the Declarations as the Damage to Premises Rented to You Limit.

   This is the most we will pay for all damage proximately caused by the same event, whether such damage results from fire, lightning, explosion, smoke, or leaks from automatic fire protective systems or any combination thereof.

B. Extended "Property Damage"

SECTION I - COVERAGES. COVERAGE A, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, Subsection **2. Exclusions**, Paragraph **a.** is deleted and replaced by the following:

a. Expected or Intended Injury
"Bodily Injury" or "Property Damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

C. Non-Owned Watercraft

SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, Subsection **2. Exclusions**, Paragraph **g. (2)** is amended to read as follows:

(2) A watercraft you do not own that is:
   (a) Less than 58 feet long; and
   (b) Not being used to carry persons or property for a charge;

This provision applies to any person, who with your consent, either uses or is responsible for the use of a watercraft. This insurance is excess over any other valid and collectible insurance available to the insured whether primary, excess or contingent.

D. Supplementary Payments

Under the **SUPPLEMENTARY PAYMENTS - COVERAGE A AND B** provision, Items **1.b.** and **1.d.**

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are amended as follows:

1. The limit for the cost of bail bonds is changed from $250 to $2,500; and
2. The limit for loss of earnings is changed from $250 a day to $500 a day.

E. Medical Payments - Limit Increased to $15,000, Extended Reporting Period

If **COVERAGE C MEDICAL PAYMENTS** is not otherwise excluded from this Coverage Part:

1. The Medical Expense Limit is changed subject to all of the terms of **SECTION III - LIMITS OF INSURANCE** to the greater of:

   a. $15,000; or
   b. The Medical Expense Limit shown in the Declarations of this Coverage Part.

2. **SECTION I – COVERAGE, COVERAGE C MEDICAL PAYMENTS,** Subsection **1. Insuring Agreement**, the second part of Paragraph **a.** is amended to read:

   provided that:
   (2) The expenses are incurred and reported to us within three years of the date of the accident;

F. Employee Indemnification Defense Coverage

Under the **SUPPLEMENTARY PAYMENTS - COVERAGES A AND B** provision, the following is added:

3. We will pay, on your behalf, defense costs incurred by an "employee" in a criminal proceeding.

   The most we will pay for any "employee" who is alleged to be directly involved in a criminal proceeding is $25,000 regardless of the numbers of "employees", claims or "suits" brought or persons or organizations making claims or bringing "suits".

G. SECTION II - WHO IS AN INSURED is amended as follows:

1. If coverage for newly acquired or formed organizations is not otherwise excluded from this Coverage Part, Paragraph **3.a.** is changed to read:

   a. Coverage under this provision is afforded until the end of the policy period.

2. Each of the following is also an insured:

   a. **Medical Directors and Administrators -** Your medical directors and administrators, but only while acting within the scope of and during the course of their duties as such.

   b. **Managers and Supervisors** - If you are an organization other than a partnership or joint venture, your managers and supervisors are also insureds, but only with respect to their duties as your managers and supervisors.

   c. **Broadened Named Insured** - Any organization and subsidiary thereof which you control and actively manage on the effective date of this Coverage Part. However, coverage does not apply to any organization or subsidiary not named in the Declarations as Named Insured, if they are also insured under another similar policy, but for its termination or the exhaustion of its limits of insurance.

   d. **Funding Source** - Any person or organization with respect to their liability arising out of:
   (1) Their financial control of you; or

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(2) Premises they own, maintain or control while you lease or occupy these premises. This insurance does not apply to structural alterations, new construction and demolition operations performed by or for that person or organization.

e. **Managers or Lessors of Premises** - Any person or organization with respect to their liability arising out of the ownership, maintenance or use of that part of the premises leased to you subject to the following additional exclusions:
This insurance does not apply to:
(1) Any "occurrence" which takes place after you cease to be a tenant in that premises.
(2) Structural alterations, new construction or demolition operations performed by or on behalf of that person or organization.

f. **By Contract, Agreement or Permit** - Any person or organization with whom you agreed, because of a written contract or agreement or permit, to provide insurance such as is afforded under this policy, but only with respect to your operations, "your work" or facilities owned or used by you.

(1) This provision does not apply:
(a) Unless the written contract or agreement has been executed or permit has been issued prior to the "bodily injury," "property damage," "personal and advertising injury":
(b) To any person or organization included as an insured under g. Broad Form Vendors below; or
(c) To any person or organization included as an insured by an endorsement issued by us and made a part of this Coverage Part.
(2) When an engineer, architect or surveyor becomes an insured under this Coverage Part, the following additional exclusion applies:
(a) "Bodily injury", "property damage", "personal and advertising injury" arising out of the rendering of or the failure to render any professional services by or for you, including:
(i) The preparing, approving, or failing to approve maps, drawings, opinions, reports, surveys, change orders, designs or specifications; and
(ii) Supervisory, inspection, or engineering services.
(3) When a lessor of leased equipment becomes an insured under this Coverage Part, the following additional exclusions apply:
(a) To any "occurrence" which takes place after the equipment lease expires; or
(b) To "bodily injury" or "property damage" arising out of the sole negligence of the lessor.
(4) When owners or other interests from whom land has been leased become an insured under this Coverage Part, the following additional exclusions apply:
(a) Any "occurrence" which takes place after you cease to lease that land; or
(b) Structural alterations, new construction or demolition operations performed by or on behalf of the owners or other interests from whom land has been leased.

g. **Broad Form Vendors** - Any person or organization with whom you agreed, because of a written contract or agreement to provide insurance, but only with respect to "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of the vendor's business, subject to the following additional exclusions.

(1) The insurance afforded the vendor does not apply to:
(a) "Bodily injury" or "property damage" for which the vendor is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the vendor would have in the absence of the contract or agreement;
(b) Any express warranty unauthorized by you;
(c) Any physical or chemical change in the product made intentionally by the vendor;
(d) Repackaging, unless unpacked solely for the purpose of inspection, demonstration, testing or substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

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(e) Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;
(f) Demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with sale of the product;
(g) Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the vendor.

(2) This provision does not apply to any insured person or organization, from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

(3) This provision does not apply to any vendor included as an insured by an endorsement issued by us and made a part of this Coverage Part.

(4) This provision does not apply if "bodily injury" or "property damage" included within the "products-completed operations hazard" is excluded either by the provisions of the Coverage Part or by endorsement.

H. Per Campus – General Aggregate

SECTION III – LIMITS OF INSURANCE is amended to include the following provisions:

1. For all sums which the insured becomes legally obligated to pay as damages caused by "occurrences" under **SECTION I – COVERAGE, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY,** and for all medical expenses caused by accidents under **SECTION I – COVERAGE, COVERAGE C MEDICAL PAYMENTS** which can be attributed only to operations at a single designated "campus" shown in the Declarations:

   a. A separate Per Campus General Aggregate Limit is applicable to each single designated "campus" shown in the Declarations and that limit is equal to the amount of the General Aggregate Limit shown in the Declarations.

   b. The Per Campus General Aggregate Limit is the most we will pay for the sum of all damages under **COVERAGE A**, except damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard," and for medical expenses under **COVERAGE C** regardless of the number of:

      (1) Insureds;

      (2) Claims made or "suits" brought; or

      (3) Persons or organizations making claims or bringing "suits."

   c. Any payments made under **COVERAGE A** for damages or under **COVERAGE C** for medical expenses shall reduce the Per Campus General Aggregate Limit for that designated "campus." Such payments shall not reduce the General Aggregate Limit shown in the Declarations nor shall they reduce any other Per Campus General Aggregate Limit for any other designated "campus" shown in the Declarations.

   d. The limits shown in the Declarations for Each Occurrence, Fire Damage and Medical Expense continue to apply. However, instead of being subject to the General Aggregate Limit shown in the Declarations, such limits will be subject to the applicable Per Campus General Aggregate Limit.

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2. For all sums which the insured becomes legally obligated to pay as damages caused by "occurrences" under **SECTION I – COVERAGE, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABIITY**, and for all medical expenses caused by accidents under **SECTION I – COVERAGE, COVERAGE C MEDICAL PAYMENTS** which cannot be attributed only to operations at a single designated "campus" shown in the Declarations:

   a. Any payments made under **COVERAGE A** for damages or under **COVERAGE C** for medical expenses shall reduce the amount available under the General Aggregate Limit or the Products-Completed Operations Aggregate Limit, whichever is applicable; and

   b. Such payments shall not reduce any separate designated "campus" General Aggregate Limit.

3. When coverage for liability arising out of the "products-completed operations hazard" is provided, any payment for damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard" will reduce the Products-Completed Operations Aggregate Limit, and not reduce the General Aggregate Limit nor the Per Campus General Aggregate Limit.

4. **SECTION V – DEFINITIONS** is amended by adding the following:

   "Campus" is defined as premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway, waterway or right-of-way of a railroad.

5. The provisions of **SECTION III – LIMITS OF INSURANCE** not otherwise modified by the above shall continue to apply as stipulated.

I. Duties in the Event of Occurrence, Claim or Suit

1. The requirement in Paragraph **2.a.** of **SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS** that you must see to it that we are notified as soon as practicable of an "occurrence" or an offense, applies only when the "occurrence" or offense is known to:

   a. You, if you are an individual;
   b. A partner, if you are a partnership; or
   c. An executive officer or insurance manager, if you are a corporation.

2. The requirement in Paragraph **2.b.** of **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS** that you must see to it that we receive notice of a claim or "suit" as soon as practicable will not be considered breached unless the breach occurs after such claim or "suit" is known to:

   a. You, if you are an individual;
   b. A partner, if you are a partnership; or
   c. An executive officer or insurance manager, if you are a corporation.

J. Other Insurance – Primary Additional Insured

1. If the written contract or agreement or permit requires this insurance to be primary for any person or organization with whom you agree to include in **SECTION II - WHO IS AN INSURED**, then **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS**, Subsection 4. **Other Insurance** is replaced by the following:

   If other valid and collectible insurance is available for a loss we cover under **COVERAGE A** of this Coverage Part, our obligations are limited as follows:

   a. Primary Insurance - This insurance is primary. We will not seek contributions from other

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insurance available to the person or organization with whom you agree to include in **SECTION II - WHO IS AN INSURED**, except when 2. below applies.

b. Excess Insurance -This insurance is excess over any of the other insurance whether primary, excess, contingent or any other basis:

(1) That is Fire, Extended Coverage, Builder's Risk, Installation Risk or similar coverage for "your work";
(2) That is Fire, lightning or explosion insurance for premises rented to you; or temporarily occupied by you with permission of the owner; or
(3) If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to **SECTION I – COVERAGE, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY**, Subsection **2. Exclusions**, Paragraph **g.**

When this insurance is excess, we will have no duty under Coverages **A** or **B** to defend any claim or "suit" that any other insurer has a duty to defend. If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers.

When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

(1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
(2) The total of all deductible and self-insured amounts under all other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this excess insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method of Sharing - If all the other insurance permits contribution by equal shares, we will follow this method also. Under this approach each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any or the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's contribution is based on the ratio of its applicable limits of insurance of all insurers.

2. This provision only applies with respect to your operations, "your work" or facilities owned or used by you.

K. Other Insurance – You Are An Additional Insured On Another Person's Or Organization's Policy

If you are an insured under **SECTION II - WHO IS AN INSURED**, then **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS**, Subsection **4. OTHER INSURANCE**, Paragraph **b. Excess Insurance** is replaced by the following:

This insurance is excess over any other insurance, whether primary, excess, contingent or on any other basis:

1. That is Fire, Extended Coverage, Builders Risk, Installation Risk or similar coverage for "your work";
2. That is Fire, lightning or explosion insurance for premises rented to you or temporarily occupied by you with permission of the owner;

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3. If the loss arises out of the maintenance or use of aircraft, "autos" or watercraft to the extent not subject to **SECTION I – COVERAGE, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY**, Subsection 2. **Exclusions**, Paragraph **g.**; or
4. When any of the Named Insureds, under this Coverage Part, are additional insureds under a commercial general liability policy or similar insurance of another party.

When this insurance is excess, we will have no duty under Coverages **A** or **B** to defend any claim or "suit" that any other insurer has a duty to defend. If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insureds.

When this insurance is excess or other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

1. The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
2. The total of all deductible and self-insured amounts under all that other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

L. Unintentional Failure To Disclose Hazards

It is agreed that, based on our reliance on your representations as to existing hazards, if you should unintentionally fail to disclose all such hazards prior to the beginning of the policy period of this Coverage Part, we shall not deny coverage under this Coverage Part because of such failure.

M. Liberalization

If we revise this endorsement to provide more coverage without additional premium charge, we will automatically provide the additional coverage to all endorsement holders as of the day the revision is effective in your state.

N. Bodily Injury - Mental Anguish

SECTION V – DEFINITIONS, Paragraph **3.** is changed to read:

"Bodily Injury":

a. Means bodily injury, sickness or disease sustained by a person, and includes mental anguish resulting from any of these; and
b. Except for mental anguish, includes death resulting from the foregoing (item a. above) at any time.

O. Personal and Advertising Injury – Abuse of Process, Discrimination

If **COVERAGE B PERSONAL AND ADVERTISING INJURY LIABILITY COVERAGE** is not otherwise excluded from this Coverage Part, the definition of "personal and advertising injury" is amended as follows:

1. **SECTION V – DEFINITIONS**, Paragraph **14. b.** is revised to read:
   b. Malicious prosecution or abuse of process:

2. **SECTION V – DEFINITIONS**, Paragraph **14.** is amended to include the following:

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"Personal Injury" also means discrimination based on race, color, religion, sex, age or national origin, except when:

a. Done intentionally by or at the direction of, or with the knowledge or consent of:
(1) Any insured; or
(2) Any executive officer, director, stockholder, partner or member of the insured; or
b. Directly or indirectly related to the employment, former or prospective employment, termination of employment, or application for employment of any person or persons by an insured; or
c. Directly or indirectly related to the sale, rental, lease or sublease or prospective sales, rental, lease or sub-lease of any room, dwelling or premises by or at the direction of any insured; or
d. Insurance for such discrimination is prohibited by or held in violation of law, public policy, legislation, court decision or administrative ruling.

The above does not apply to fines or penalties imposed because of discrimination.

P. Transfer of Rights of Recovery Against Others To Us

As a clarification, the following is added to **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS**, Subsection **8. Transfer of Rights of Recovery Against Others To Us**:

Therefore, the insured can waive the insurer's Rights of Recovery prior to the occurrence of a loss, provided the waiver is made in a written contract.

Q. Science Laboratory "Occurrence"

SECTION I – COVERAGE, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, Subsection **2. Exclusions**, Paragraph **f.** does not apply to any "bodily injury" or "physical damage" arising out of a fire or "occurrence" in any of your science laboratories while teaching is being conducted in that laboratory, subject to a $50,000 per policy limit.

R. Medical Incident Liability-Nurse and Athletic Trainer

1. **SECTION II – WHO IS AN INSURED, Subparagraph 2.a. (1) (d)** is deleted and replaced by the following:

   (d) Arising out of his or her providing or failing to provide professional medical services. This paragraph does not apply to a registered or practical nurse or athletic trainer, while acting within the scope of his or her duties for the Named Insured and arising out of a "medical incident".

2. **SECTION V – DEFINITIONS, 13.** is deleted and replaced by the following:

   "Occurrence" means an accident, including continuous or repeated exposure to substantially the same general harmful conditions, and "medical incident".

3. The following definition is added to **SECTION V – DEFINITIONS**:

   "Medical Incident" means any act or omission in the furnishing or failure to furnish professional medical services by the insured or any person acting under the personal direction, control, or supervision of the insured. Any such act or omission together with all related acts or omissions in the furnishing of such services to any one person shall be considered one "medical incident".

   "Medical incident" does not include any actual, alleged or threatened emotional, physical, or sexual abuse of any patient or professional medical services recipient.

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POLICY NUMBER: PHPK1783508

COMMERCIAL GENERAL LIABILITY
CG 25 04 05 09

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED LOCATION(S) GENERAL AGGREGATE LIMIT

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Designated Location(s):
All Locations of the Named Insured.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

A. For all sums which the insured becomes legally obligated to pay as damages caused by "occurrences" under Section **I** – Coverage **A,** and for all medical expenses caused by accidents under Section **I** – Coverage **C,** which can be attributed only to operations at a single designated "location" shown in the Schedule above:

1. A separate Designated Location General Aggregate Limit applies to each designated "location", and that limit is equal to the amount of the General Aggregate Limit shown in the Declarations.
2. The Designated Location General Aggregate Limit is the most we will pay for the sum of all damages under Coverage **A,** except damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard", and for medical expenses under Coverage **C** regardless of the number of:
   a. Insureds;
   b. Claims made or "suits" brought; or
   c. Persons or organizations making claims or bringing "suits".
3. Any payments made under Coverage **A** for damages or under Coverage **C** for medical expenses shall reduce the Designated Location General Aggregate Limit for that designated "location". Such payments shall not reduce the General Aggregate Limit shown in the Declarations nor shall they reduce any other Designated Location General Aggregate Limit for any other designated "location" shown in the Schedule above.
4. The limits shown in the Declarations for Each Occurrence, Damage To Premises Rented To You and Medical Expense continue to apply. However, instead of being subject to the General Aggregate Limit shown in the Declarations, such limits will be subject to the applicable Designated Location General Aggregate Limit.

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B. For all sums which the insured becomes legally obligated to pay as damages caused by "occurrences" under Section **I** – Coverage **A,** and for all medical expenses caused by accidents under Section **I** – Coverage **C,** which cannot be attributed only to operations at a single designated "location" shown in the Schedule above:

1. Any payments made under Coverage **A** for damages or under Coverage **C** for medical expenses shall reduce the amount available under the General Aggregate Limit or the Products-completed Operations Aggregate Limit, whichever is applicable; and
2. Such payments shall not reduce any Designated Location General Aggregate Limit.

C. When coverage for liability arising out of the "products-completed operations hazard" is provided, any payments for damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard" will reduce the Products-completed Operations Aggregate Limit, and not reduce the General Aggregate Limit nor the Designated Location General Aggregate Limit.

D. For the purposes of this endorsement, the **Definitions** Section is amended by the addition of the following definition:

"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway, waterway or right-of-way of a railroad.

E. The provisions of Section **III** – Limits Of Insurance not otherwise modified by this endorsement shall continue to apply as stipulated.

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WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

Any person or organization that you perform work for that is liable for an injury, covered by this policy, that prior to the injury has written contract requiring a waiver of our right to recover from them.

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective Policy No. Endorsement No.

Insured Premium $

Insurance Company Countersigned by_____

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