

How to use the Employee Orientation Manual

This section of the ACCA Employee Orientation was developed to explain:

1. The overall Purpose, Design, and Organization of the manual.
2. How to use the manual to meet the requirements for new employee orientation within the first ten days of employment.
3. How the manual may be used for comprehensive orientation and ongoing professional development for all employees.

Purpose

The Employee Orientation Manual was developed to provide standardized material that is accurate and current, in a usable format that meets the immediate and ongoing needs of employers and employees in private child care centers. The information contained is consistent with State licensing requirements, well established theories and standards, and best practices guidelines. Ultimately, this Manual will improve the quality of care for young children in child care programs by providing employees with essential skills and knowledge to apply every day in child care centers.

Design

The Employee Orientation Manual was specifically designed to:

1. Meet the initial requirements for orientation of new employees as required by DHS licensing requirements for child care centers within the first 10 days of employment. Use of the manual to meet this requirement is equivalent to four (4) hours of training.
2. Provide a complete and comprehensive orientation, beyond the minimum requirements, for all personnel who work with children in licensed child care centers. The full completion of the orientation manual, with instruction, should allow for frequent interaction with Director or trainer.
3. Provide Directors and Professional Development instructors with a flexible tool that can be customized and expanded to provide ongoing professional development.
4. Allow for regular updates to ensure the materials are current and provide directors and employees with the most accurate and accessible information possible. The manual is available on the ACCA web site www.azcca.org.

Overall Organization of the Orientation Manual

The Orientation includes 6 Modules which cover the range of knowledge and skills that are essential for providing early care and education in licensed child care centers. Each of the numbered modules contains two or three Sections. There are 17 Sections in total. The sections are organized to facilitate learning by first explaining the topics and objectives, providing learning guidance, referencing regulations, followed by the section content and concluding with questions, resources, and methods to assessing understanding. The sections follow this general format.

1. **Introduction:** An overview of the topics in the Section.
2. **Learning Objectives:** The critical knowledge and skills that are emphasized in the module section.
3. **Guiding Your Learning:** Guidance on areas to reflect upon in relation to the key skills or knowledge that is emphasized in the section. Participants may use this information to consider how the important aspects of each section apply to their work with children.
4. **Summary of Key Arizona Child Care Licensing Regulations:** Excerpts of some of the key child care licensing regulations relevant to that section to familiarize employees with the regulations.
NOTE: The information contained in these sections are partial summaries of the DHS Child Care Licensing Regulations, are not intended to replace or provide an official interpretation of the Arizona Administrative Code and Arizona Revised Statutes for Child Care Facilities.
5. **Section Content:** Materials divided by sub topics.
6. **Applying Your Knowledge:** Areas for the employee to consider as the knowledge is applied to the classroom setting.
7. **Check Your Understanding:** Questions that provide an opportunity for participants to informally assess the level of understanding of the topic.
8. **Resources Section:** Relevant supporting information for the section topics. Sections may contain handouts with supporting information, links to printable resources or links to websites.
9. **References:** A partial list of the sources that were used in developing the modules and sections.
10. **Worksheet:** A more formal way to assess the employees' knowledge. Provides an opportunity to discuss questions about a specific topic and to clarify specific center philosophies, policies, and procedures with the Center Director or Orientation Trainer.

Throughout the manual you will see **Check with Your Center Director:** about specific center policies and procedures. The early childhood information and practices described in the orientation manual are commonly accepted but specific policies and procedures vary by center. It is important that each new employee who participates in the orientation training have an opportunity to spend time with the Center Director or Orientation Trainer to ensure the participant understands the licensing requirements and each section's contents, and has a thorough understanding of the specific center policies, procedures, and expectations.

Completing the Ten Day Orientation: Orientation Manual Crosswalk

The State of Arizona Child Care Licensing Regulations require that all new child care center employees complete a basic orientation within 10 days of employee's first day of work. The basic orientation consists of safety, health, child guidance and an overview of children's learning activities.

The crosswalk below outlines the Modules and Section the new employee will need to review to satisfy each requirement of the 10 day orientation.

Upon completion of the Modules and Sections required within the first ten days of employment, be sure to fill out the DHS Checklist of Training of new Staff member form to verify meeting the initial orientation requirements. Follow this link to get the form:

http://www.azdhs.gov/als/childcare/documents/providers/forms/traning_new_staff_checklist.pdf

R9-5-403 -Within 10 days of the starting date of employment or volunteer service, a licensee shall provide, and each staff member who provides child care services shall complete, training for new staff members that includes all of the following:

Ten-Day Orientation Training Requirement Crosswalk R9-5-403
<p>A. 1. Facility philosophy and goals</p> <ul style="list-style-type: none"> • <i>Center specific Information provided by Center Director</i>
<p>A. 2. Names and ages and developmental expectations for enrolled children for whom the staff member will provide child care services</p> <p><i>Module 3: How Children Grow and Learn</i></p> <ul style="list-style-type: none"> • <i>Section B: Ages and Stages: Birth thru 12 years of Age</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 3. Health needs, nutritional requirements, any know allergies and information about adaptive devices of enrolled children for whom the staff member will provide child care services.</p> <p><i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section B: Healthy Practices for Children and Staff</i> • <i>Section C: Nutrition</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 4. Lesson Plans</p> <p><i>Module 4: Classroom Learning and Education Programs</i></p> <ul style="list-style-type: none"> • <i>Section B: Daily Schedule and Lesson Planning</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 5. Child Guidance and methods of discipline</p> <p><i>Module 5: Child Guidance</i></p> <ul style="list-style-type: none"> • <i>Section B: Communication and Interactions with Children</i> • <i>Center specific Information provided by Center Director</i>

<p>A. 6. Hand washing techniques <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section B: Healthy Practices for Children and Staff</i>
<p>A. 7. Diapering techniques and toileting, if assigned to diaper changing duties <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section B: Healthy Practices for Children and Staff</i>
<p>A. 8. Food preparation, service, sanitation, and storage, if assigned to food preparation <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section C: Nutrition</i>
<p>A. 9. If a staff member is assigned to feeding infants, the preparation, handling and storage of infant formula and breast milk <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section C: Nutrition</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 10. Recognition of signs of illness and infestation <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section B: Healthy Practices for Children and Staff</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 11. Child abuse or neglect detection, prevention, and reporting <i>Module 1: Welcome to the Early Childhood Profession</i></p> <ul style="list-style-type: none"> • <i>Section C: Child Supervision and Mandated Reporting</i> • <i>Center specific Information provided by Center Director</i>
<p>A. 12. Accident and emergency procedures <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section A: Safety</i> • <i>Center specific information provided by Center Director</i>
<p>A. 13. Staff responsibilities as required by A.R.S. Title 36, Chapter 7.1, Article 1 and this Chapter –</p> <ul style="list-style-type: none"> • SEE THREE PAGE ATTACHMENT FOLLOWING THIS INTRODUCTION
<p>A. 14. Sun safety policies and procedures <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section A: Safety</i>
<p>A. 15. Safety in outdoor activity areas <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section A: Safety</i>
<p>A. 16. Transportation policies, if applicable <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section A: Safety</i>
<p>A. 17. Field trip procedures, if applicable <i>Module 2: Safety, Health, Nutrition</i></p> <ul style="list-style-type: none"> • <i>Section A: Safety</i>

Comprehensive Orientation and Ongoing Professional Development

The **Orientation Module Checklist** will allow the director and employee to document the completion of all of the modules and module sections. The Trainer will print two copies of the Orientation Training Checklist to document the employee's completion of each section. One copy will be retained by the Director, and the other copy is for the employee. Center Directors may assign the new employee to work with different staff that has expertise in a specific Module topic.

The instructional process for completing the Orientation Modules:

1. The Center Director or trainer assigns the topic from Orientation Modules.
2. The new employee reads the information contained in the assigned Module and Section of the Orientation Manual, reviews and reflects on the questions about the Section in the Check Your Understanding section recording any questions about the topic or specific questions about the center's policies and procedures. The employee also reads the listed handouts, reviews other relevant resources listed and completes the worksheet at the end of each section.
3. The Center Director or Orientation Trainer meets with the employee to discuss any questions, review the worksheet, explain center policies and procedures on the topic, and address specific center based employee and teaching expectations.
4. The new employee and the orientation trainer sign and date each training item when the new staff member understands the training topic. The total clock hours of training are recorded for each section. Once this checklist is completed it will provide documentation of completion of the Orientation Manual. The completion of each section can be used toward annual training hours.

When all of the materials are completed, individually or with an instructor, it is estimated that each section provides a minimum of 1 clock hour of professional development training.

Employee Orientation Module Completion Checklist

Employee Name: _____ Start Date: _____

Upon completion of each section of the Module, review the section and worksheet with your director or trainer, initial, date and add the number of clock hours of training to this checklist. This checklist may be kept in your employment file.

Staff Initials	Trainer Initials	Date	# Clock Hour(s)	Module Title
				Module 1: Welcome to the Early Childhood Profession Section A: State Agency Support and Regulation
				Module 1: Welcome to the Early Childhood Profession Section B: The Early Childhood Profession
				Module 1: Welcome to the Early Childhood Profession Section C: Child Supervision and Mandated Reporting
				Module 2: Safety, Health and Nutrition Section A: Safety
				Module 2: Safety, Health and Nutrition Section B: Healthy Practices for Children and Staff
				Module 2 C: Safety, Health, and Nutrition Section B: Nutrition
				Module 3: How Children Grow and Learn Section A: Theories of Child Development and Developmentally Appropriate Practices
				Module 3: How Children Grow and Learn Section B: Ages and Stages Birth through 12
				Module 3: How Children Grow and Learn Section C: Brain Research and the Developing Child
				Module 4: Classroom Learning and Education Programs Section A: Classroom Learning Environment
				Module 4: Classroom Learning and Education Programs Section B: Daily Schedule and Lesson Planning
				Module 4: Classroom Learning and Education Programs Section C: Teaching Strategies and Diversity
				Module 5: Child Guidance Section A: Factors and Influences that Affect Children's Behavior
				Module 5: Child Guidance Section B: Communication and Interactions with Children
				Module 5: Child Guidance Section C: Direct and Indirect Guidance Techniques
				Module 6: Building Relationships with Parents and Colleagues Section A: Parent and Teacher Communication
				Module 6: Building Relationships with Parents and Colleagues Section B: Communication and Professionalism
				The Future of Child Care and the Early Childhood Workforce

Ten Day New Employee Orientation Staff Responsibilities

In addition to the sections references in the Orientation Crosswalk, State licensing requires that employee who provides child care service complete training that includes staff responsibilities as defined in State statutes and regulations. Below are the statutory sections that are not addressed in other portions of this manual. ***NOTE: The information contained in these sections are partial summaries of the DHS Child Care Licensing Regulations, are not intended to replace or provide an official interpretation of the Arizona Administrative Code and Arizona Revised Statutes for Child Care Facilities.***

R9-5-403 A. 13

Staff responsibilities as required by A.R.S. Title 36, Chapter 7.1, Article 1 and this Chapter. 36-881. Definitions –

1. "Child" means any person through the age of fourteen years. Child also means a person who is under eighteen years of age if the child has a developmental disability as defined in section 36-551 or has at least one of the disabilities listed in section 15-761, paragraph 2 and requires special education as defined in section 15-761.
2. "Child care" means the care, supervision and guidance of a child or children, unaccompanied by a parent, guardian or custodian, on a regular basis, for periods of less than twenty-four hours per day, in a place other than the child's or the children's own home or homes.

36-882. Licensee; provisional license

J. The department may issue a provisional license, not to exceed six months, to an applicant or a licensed child care facility if:

1. The facility changes director.
2. The department determines that an applicant for an initial license or a licensed child care facility is not in substantial compliance with this chapter and rules adopted pursuant to this chapter and the immediate interests of children, families and the general public are best served if the child care facility or the applicant is given an opportunity to correct deficiencies

36-883.01 – Statement of Services

Each child care facility shall annually furnish to the department, and make available to parents on request, an explicit and up-to-date written statement of the services it offers.

36-883.02 Child Care personnel; fingerprints; exemptions; definition

A. Except as provided in subsection B of this section, child care personnel, including volunteers, shall submit the form prescribed in subsection C of this section to the employer and shall have valid fingerprint clearance cards issued pursuant to section 41-1758.07 or shall apply for a fingerprint clearance card within seven working days of employment or beginning volunteer work.

B. Exempt from the fingerprinting requirements of subsection A of this section are parents, including foster parents and guardians, who are not employees of the child care facility and who participate in activities with their children under the supervision of and in the presence of child care personnel.

C. Applicants, licensees and child care personnel shall attest on forms that are provided by the department that:

1. They are not awaiting trial on or have never been convicted of or admitted in open court or pursuant to a plea agreement committing any of the offenses listed in section 41-1758.07, subsection B in this state or similar offenses in another state or jurisdiction.
2. They are not parents or guardians of a child adjudicated to be a dependent child as defined in section 8-201.
3. They have not been denied or had revoked a certificate to operate a child care group home or a license to operate a child care facility in this or any other state or that they have not been denied or had revoked a certification to work in a child care facility or child care group home.
- D. Employers of child care personnel shall make documented, good faith efforts to contact previous employers of child care personnel to obtain information or recommendations that may be relevant to an individual's fitness for employment in a child care facility.
- E. The forms required by subsection C of this section are confidential.
- F. A child care facility shall not allow a person to be employed or volunteer in the facility in any capacity if the person has been denied a fingerprint clearance card pursuant to section 41-1758.07 or has not received an interim approval from the board of fingerprinting pursuant to section 41-619.55, subsection G.
- G. The employer shall notify the department of public safety if the employer receives credible evidence that any child care personnel either:
 1. Is arrested for or charged with an offense listed in section 41-1758.07, subsection B.
 2. Falsified information on the form required by subsection C of this section.
- H. For the purposes of this section, "child care personnel" means any employee or volunteer working at a child care facility.

36-885. Inspection of child care facilities

- A. The department or designated local health departments or its agents may at any time visit during hours of operation and inspect a child care facility to determine if it complies with this article and rules adopted under this article.
- B. The department shall visit each child care facility as often as necessary to assure continued compliance with this article and department rules. The department shall make at least one unannounced visit annually.

36-887. Procedure for inspection of records

- A. Records maintained by the department for child care facilities are available to the public for review and copying.
- B. Personally identifiable information that relates to a child, parent or guardian is confidential. The department shall disclose this information only as follows:
 1. Pursuant to a court order.
 2. Pursuant to a written consent signed by the parent or guardian.
 3. To a law enforcement officer who requires it for official purposes.
 4. To an official of a governmental agency who requires it for official purposes.
- C. The department shall enter into the child care facility's case file, contiguous to the form containing the reported violation, those documents that verify correction of reported violations.

36-891. Civil Penalty; inspection of centers; training program

A. The director may impose a civil penalty on a person who violates this article or rules adopted pursuant to this article in an amount of not more than one hundred dollars for each violation. Each day that a violation occurs constitutes a separate violation. The director may issue a notice that includes the proposed amount of the civil penalty assessment. If a person requests a hearing to appeal an assessment, the director shall not take further action to enforce and collect the assessment until the hearing process is complete. The director shall impose a civil penalty only for those days on which the violation has been documented by the department.

36-894. Medical Marijuana

A person, including a cardholder as defined in section 36-2801, may not lawfully possess or use marijuana in any child care facility in this state.