

# *St. Joseph Child Development Center*

## **Parent Handbook**



### **Mission Statement:**

Giving children a home.

### **Philosophy**

We believe that children develop into strong, independent, self-confident individuals when given the proper opportunities to stimulate their growth socially, emotionally, physically, and intellectually. Children learn best by doing, by becoming active thinkers and experimenting through play. It is through play that children have the chance to gain meaning from their environment. Offering children experiences that are appropriate for their particular development level gives them practice with their current skills and abilities and gently challenges them to a higher level.

Our program offers nurturing, professional care for your child and is designed to help him or her develop a strong sense of self worth. We provide your child a warm, secure environment filled with love, good physical care, and an atmosphere for learning.

We strive to provide the highest quality program possible for young children and their families. Our center is a comfortable place where children and families feel a sense of belonging. We welcome you to our family.

**Approved March 1981**  
**Revised January 2016**



**COUNCIL ON ACCREDITATION (COA)**  
**OF SERVICES FOR FAMILIES AND CHILDREN, INC.**

## Parental Rights

Kentucky Administrative Regulation 199.898 gives specific rights for children in child care programs and their parents, custodians, or guardians. Those rights are as follows.

1. All children receiving child care services in a day care center licensed pursuant to KRS 199.896 shall have the following rights:
  - a. The right to be free from physical or mental abuse;
  - b. The right not to be subjected to abusive language or abusive punishment;
  - c. The right to be in the care of adults who shall meet their health, safety, and developmental needs.
2. Parents, custodians, or guardians of children have the following rights:
  - a. The right to have access to their children at all times the child is in care and access to the provider caring for their children during normal hours of provider operation and whenever the children are in the care of the provider;
  - b. The right to be provided with information about child care regulatory standards; where to direct questions about regulatory standards; and how to file a complaint;
  - c. The right to file a complaint against a child care provider without any retribution against the parent, custodian, guardian, or child;
  - d. The right to obtain information from the Cabinet for Health Services regarding any type of licensure denial, suspension, or revocation of an operator, and Cabinet reports that have found abuse or neglect by any child care provider or any employee of a child care provider. Identifying information regarding children and their families shall remain confidential.
  - e. The right to obtain information from the Cabinet regarding the inspections and plans of correction of the day care center within the past year.
  - f. The right to review and discuss with the provider any state reports and deficiencies revealed by such reports.

## **Confidentiality**

All information concerning the children and families participating in any of our programs is kept in strict confidence. We ask that parents set up conferences to discuss concerns.

## **Security**

St. Joe's maintains a safe and secure campus. Parents and visitors must enter the building at the main entrance where they are buzzed in by the receptionist. While other doors may be used as exits, all doors remain locked to the outside at all times. St. Joseph is protected by electronic surveillance both inside classrooms and outside the building. Parents can request to view the available video of the classroom any time with the CDC Director or Assistant Director. All playground areas used by the Child Development Center at St. Joe's are fenced in for children's safety.

Children are never released to anyone other than parents/guardian unless the person is listed on the child's authorized escort list. Any escort other than a parent or guardian must present a picture ID to the receptionist and receive a dismissal slip to be given to the teacher. An escort must be at least 16 years of age.

## **Safety Rules**

To ensure the safety of our children, please obey the posted 10 mph speed limit while on our grounds. This is strictly enforced. The use of seat belts and/or child car seats are required by law while driving to and from school. Do not leave keys in your car's ignition or leave your car running while unattended in the parking lot. Do not park in the turning circle (around the flag pole). Do not drive your vehicle around to the rear of the building where the playgrounds are located.

*We are a Tobacco free campus. The use of Tobacco products is not permitted anywhere on St. Joseph Children's Home campus at any time.*

## **Brief History**

St. Joseph Children's Home was established in 1849 and moved to the Frankfort Avenue campus in 1885. St. Joe's began as a traditional orphanage by many local Catholic parishes to serve children mostly whose parents were dying in disease epidemics, struggling due to financial panics, and no longer able to care for them. Around the 1970s, the Ursuline sisters who had run the home for many years were no longer able to continue. Shortly after, the home began to take care of children from the state and began hiring social workers. Over the years the mission of our Residential and Therapeutic Foster Care programs has evolved to caring for abused and neglected children who have been removed from their homes due to severe abuse and neglect.

In 1981, Saint Joseph Children's Home added a third core program, the St. Joseph Child Development Center. The CDC is a child care program serving families who need child care during the traditional work day. Since it began, this Center has enjoyed both rapid growth and an excellent reputation in the community.

To aid in the understanding that must exist between administration, staff, and parents, the following policies have been established.



## **Annual Fund Raising Event**

The second Saturday in August of every year the St. Joseph Catholic Orphan Society holds its one major fund raising event, The St. Joseph Orphan's Picnic. The Picnic provides substantial subsidized funding each year for the Child Development Center. Tuition paid by parents does not cover the full costs of staffing, supplies, overhead expenses, food, and transportation of the Center. In order for us to maintain our excellent staff to child ratios, we need the support of the Picnic.

In recent years the level of parent participation on Picnic Day has been high. Parents are strongly encouraged to volunteer a minimum of two hours working in booths on that day to help raise these vital funding dollars.

## **Admissions**

The Center accepts children from age six weeks through pre-kindergarten. In addition, the center offers an after school care program for children K-5<sup>th</sup> grade. We encourage interested families to schedule an appointment to take a tour of the center. Enrollment is based on the availability of space. A priority waiting list is kept for interested families when a space is not available upon request.

### **Priority Waiting List**

Enrollment requests that cannot be honored immediately are kept on a priority waiting list. To be placed on the priority waiting list, families must take a tour of The Center, complete an enrollment application with contact information, estimated date that services are needed, and the date of application. A \$50 non-refundable deposit is required at the time a family is placed on the waiting list. That deposit will be applied toward the \$100 registration fee required upon enrollment.

When a space becomes available in one of our classrooms, the Director or Assistant Director will contact families on the priority waiting list to determine if the family is still interested in enrollment. Priority will be given first to families with siblings already enrolled in the program, employees of St. Joe's , and St. Joe's foster families , then to families on the waiting list based on the date the enrollment application and deposit were accepted.

If a family chooses to accept the opening offered, they are responsible for payment of tuition no later than 3 weeks after the date the opening becomes available. Space cannot be held for a family for more than 3 weeks without payment.

## **Registration**

When an opening becomes available, arrangements are made to complete registration. *At that time the parent(s) and child (ren) may wish to tour The Center again, be introduced to the staff and/or visit in the classroom. We are happy to honor such requests and ask that families schedule such visits with the Director or Assistant Director.*

Registration and consent forms, enrollment agreement, a current immunization certificate, medical forms, and a one time registration fee are required at the time of enrollment. Registration fees are non-refundable.

## **Enrollment**

*Enrollment is at the discretion of the CDC staff at St. Joseph based upon the best interests of the child, the expectation that he/she will benefit from the program, and the welfare of other children enrolled. Enrollment will be without regard to race, sex, creed, religion, or national origin. The Director reserves the right to discharge the child if the parent/guardian expresses ongoing and highly critical input about the Center, staff, etc. or creates a hostile work environment for the staff. The Director also reserves the right to transfer a child from one classroom to another for social and/or educational reasons that are in the best interest of the child. Children will not be enrolled into the new school year until all past due balances are cleared.*

The Enrollment Agreement remains on file at St. Joseph so long as the subject child remains actively enrolled at the Center and is available for inspection by the parent or guardian at any time. A new enrollment form must be completed and turned in to the Director during the August registration period each year the child remains enrolled in the Child Development Center. *Enrollment information must be kept current. If information changes during the year, the parent/guardian is required by state law to update information furnished herein as necessary, with changes initialed and dated by the parent.*

## Vacation

After one full year of enrollment in the center, families will be allotted one week of unpaid vacation time per enrollment year. An enrollment year is defined as the traditional school year, from August to July. Please notify the Director in writing at least two weeks in advance when you wish to use your vacation week so that the request can be processed.

## Termination

Families must give a two-week written notice to the Center before terminating childcare services. *The final two weeks tuition must be paid at the time the notice is served. Verbal notices are not acceptable. If your child is not going to attend during the last two weeks, fees are still due regardless of attendance.*

## State Standards

The state minimum standards provided by the Kentucky Cabinet for Health Services and Cabinet for Families and Children Services regulating child care operations within the state is available at St. Joseph for review by parents.

## Class Sizes

At St. Joseph Child Development Center, we are committed to small class sizes for our young children. We strive to exceed the staffing ratios required by state regulations.

	State Minimum Standard	St. Joe's Ratio*
Infant (6 weeks -1 year)	5:1 Class maximum of 10	4:1 Class maximum of 8
Toddlers (1-2 years)	6:1 Class maximum of 12	5:1 Class maximum of 10
2-3 year olds	10:1 Class maximum of 20	8:1 Class maximum of 16
3-4 year olds	12:1 Class maximum of 24	11:1 Class maximum of 16
4-5 year olds	14:1 Class maximum of 28	12:1 Class maximum of 18

\*There are times that we must utilize the state minimum ratios (i.e. during staff breaks, arrival and departure time, or when staff are out unexpectedly due to illness), but at no time will our Center staff below state minimum standards.

## **Attendance and Hours of Operation**

St. Joseph Child Development Center is open Monday through Friday from 7:00 A.M. to 6:00 P.M. Before 8:30 am and after 5 PM, care is provided in our Early and Late Rooms for each age group (infants, toddlers, preschoolers). Please try to establish consistent hours of attendance for your children, as routine and continuity help children feel secure in their environment. State regulations limit a child's time in a childcare center to no more than 10 hours per day.

**Arrival:** Children who arrive prior to 8:30 AM are generally dropped off in the assigned "early room" for their age group. We recommend that children arrive by 9:00 A.M. to allow participation in all of the learning opportunities available at the Center. All children are expected to arrive no later than 10:00 A.M. unless prior arrangements have been made with the director or assistant director. If your child is going to be absent or will be arriving later than 10:00 AM, please let your child's teacher know OR call and inform us as soon as possible so that we can make appropriate staffing adjustments.

**Pick Up:** The Center closes at 6:00 PM. Prior to 5:00 PM, children are picked up in their individual classrooms. From 5:00-5:50 PM, children are generally picked up in the assigned "late room" for their age group. At 5:50 PM, classroom teachers bring any children still in their care to the front lobby with their belongings. This eliminates the need for families to travel to individual classrooms and helps our busy families with an efficient pick up process. The late fee for children not picked up by 6:00PM is \$1.00 per minute per child. Late fees will be assessed on the following week's ACH tuition withdrawal. The employee time clock at St. Joe's will be used to determine the number of minutes that will be billed. Excessive late pick-ups may result in parents being asked to withdraw their children from the Center.

If a child is not picked up by 6:00 P.M., we will try to contact parents and authorized emergency contacts listed on the child's registration form. Should this attempt prove unsuccessful and a parent has not contacted the Center by 7:00 P.M., the Center will contact Child Protective Services.

## **Days of Operation**

The Center is open Monday through Friday throughout the year except for the following major holidays: New Year's Day, Martin Luther King, Jr.'s birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve and Christmas Day. For any of these holidays that might occur on a weekend, the Center will be closed on the Friday preceding or the Monday after the actual holiday. *There is no reduction in tuition for these holidays.*

In addition to these holidays, The Center closes the Thursday and Friday before Picnic each year. These two days are required training days for our staff, but the Center is closed to children.

## Tuition and Fees

Tuition is set and approved by the Board of Directors of St. Joseph Catholic Orphan Society. *This amount increases as our costs rise.* Current tuition and fee rates are available in writing from the Director. St. Joseph gives families advance notice of rate changes when they occur. Full time tuition rates are for 4 or 5 days of care per week. Weekly fees are not adjusted for absences or holidays, with the exception of one week of vacation per year. (See Vacation section for details)

Families with more than one child attending the Center will receive a sibling discount of 10% off the oldest child's tuition.

Effective January 1, 2016, The Center will offer the following part time options:

Option A- 3 full days a week- Monday, Wednesday, Friday

Option B- 2 full days a week- Tuesday, Thursday

Part-time schedules cannot be changed from week to week. Families will be billed each week according to their chosen schedule. Weekly fees are not adjusted for absences or holidays, with the exception of one week of vacation per year. (See Vacation section)

Weekly tuition is drafted each Monday via ACH (automatic clearing house) withdrawal. There will be a \$36.00 service charge for any ACH returns due to insufficient funds. All accounts must remain current. Any accounts more than 2 weeks behind on payment is cause for dismissal from the Center.

Flexible Spending Account verification forms are available for families on site and electronically. Families must complete the form and submit it to the Director for signature. Year-end statements are provided annually for all families by January 31st.

Families are assessed a one-time registration fee upon enrollment. Families will be assessed an annual supply fee, per child, each September. The first supply fee is prorated based on month of enrollment for the first year. (See tuition and fees schedule for details).

## **Summer Enrollment Options**

Many families inquire at St. Joe's about un-enrolling their child for the summer months and returning in the Fall. Due to staffing and budget demands, if a family chooses to un-enroll a child for the summer, we cannot guarantee that a slot will be available the following August when school resumes. Effective January 2016, families have the following options regarding summer care:

- 1) Families may continue with their current enrollment for the summer. There will be no change in fees. The child's spot is guaranteed in the Fall.
- 2) If a child currently attends full time, families may drop to T-Th or M-W-F part time attendance for the summer. Fees for the summer will be reduced according to the current part time rates. The child's full time spot is guaranteed in the Fall.
- 3) Families may withdraw the child for the summer and no fees will be charged during the summer months. While it is likely that a spot will be available in the fall for ages 2 and up, we cannot guarantee that a spot will be available. Infant spots go quickly! Families who choose to withdraw for the summer will be placed on the current priority waiting list and will be notified if a spot is available for the Fall in early August.

## **Staff Qualifications**

St. Joseph Child Development Center employs a well-qualified and experienced staff. All of our staff receive on-going training in early childhood development. All of our staff are trained in CPR and first aid.

High School student volunteers assist in our classrooms from time to time as part of service hours for their school. These students from schools including Trinity, St. Xavier, Sacred Heart and Assumption High Schools are a great asset to our program. In addition, Saint Joseph occasionally has adult volunteers who assist in our classrooms as well. On-going volunteers in our Child Development Center have completed background checks on file.

## Health and Immunizations

According to licensing regulations, we must have a current immunization certificate on file for your child at all times.\* In addition, St. Joe's requires a copy of your child's most recent well-child checkup from a physician ensuring that your child is able to attend daycare.

*\*If your child is exempt from immunizations for medical or religious reasons, we must have a physician statement documenting the exemption.*

A written physician's statement is required to be on file for any of the following:

- your child has any health problems
- your child has allergies to any food/milk that the Center may serve
- your child is in need of breathing machine treatments during the school day
- your child has limitations for physical activity
- your child requires special positioning for sleep due to reflux or other conditions
- any other modifications needed for the health and safety of your child

**Verbal communication of such medical conditions is not sufficient.** Medical forms should be updated as changes occur in your child's condition and medical needs.

Should your child become ill during his/her day at the Center, you will be notified in a timely manner by our staff. ***We cannot overemphasize the importance of keeping your emergency phone numbers up to date in case of illness or injury.*** Illness can be any of the following, but not limited to: three loose bowel movements within one hour, vomiting, unusual behavior, fever of 100 degrees or higher, rash, excessive coughing. As the Center is not equipped to care for sick children, you will be asked to make arrangements to have your child picked up as soon as possible. Until you arrive, your child will be isolated from the other children in a supervised area, to prevent the further spreading of illness. ***Children must be free from fever, vomiting and diarrhea for 24 hours before returning to school unless otherwise noted from a physician in written form.***

## Medical Emergencies

St. Joseph staff are trained in CPR and First Aid. However, in the event that a child becomes seriously ill or injured while in the Center's care, Emergency Medical Technicians will be contacted in addition to the child's parents. If EMS feels that the child requires a hospital visit and the parent is unable to be reached or cannot arrive in a short period of time, a staff member will accompany the child to the hospital.

## Medications

Teachers will administer medication to non-infectious children in attendance, but only with daily written permission from the parent or guardian in the form of a drug waiver. Drug waivers are available in the child's classroom, at the front desk or in the office. All medications must be in their original container. We cannot give your child medication prescribed for a sibling or other family member. The amount you specify on the drug waiver and the dosage listed on the medicine container must be consistent.

**We will not administer over-the-counter medicine for more than three consecutive days unless a physician prescribes it for a specific time period.** Over-the-counter dosage cannot exceed what is on the medication label. If your child is younger than the age specified as appropriate on the label, a doctor's prescription is necessary in addition to the drug waiver signed by the parent.

Medical waivers need to be signed daily. All medicine should be handed to the teacher directly. If the teacher is not in the classroom, *please give the medication to the receptionist at the front desk.* St. Joseph is required by state regulation to keep all medicine out of children's reach in a locked container or cabinet.

### **Over –the-Counter Creams and Lotions:**

The only exception to the above procedure is for over-the-counter creams, lotions, and other similar products. Teachers may apply over the counter non-medicated lotions / creams *only with written parent permission.* This includes *sunscreen, lotion, chap stick, and diaper rash cream.* These items *do not need to be signed in and out daily*, but parents must complete a form that gives permission for the application. Teachers have forms available in the classroom.

## Incident Reports

Occasionally, children get slight bruises or scrapes while playing. Staff are trained in pediatric first aid and are able to care for children in these instances. Parents receive an Incident Report for any injuries that occur while children are in our care. If any accidents happen away from school, please notify the teacher at the time you drop off your child.

We do have incidents of **biting and hitting.** These behaviors are a part of normal child development in infant and toddler classrooms. We want to reassure you that staff members make every effort to make sure biting does not occur frequently through close supervision of children. In the event that a biting incident occurs, staff must keep the names of other children involved confidential when reporting the event to the parent of the injured child.

## **Discipline**

The Center uses a positive approach to discipline. Children are encouraged, directed, or re-directed as necessary. Mistakes are opportunities for learning. *In the rare occasion that a child does not accept redirection, “time out” is used. During “time out” a child must refrain from his/her present activity for up to one minute for each year of the child’s age and sit quietly. This is always in the presence of the staff.*

While in the Center’s care, no children will be subjected to any method of physical punishment. There will be no disciplinary measures associated with toilet training, food, or sleep.

## **Items From Home**

We ask that you not let your child bring items from home such as toys, chewing gum, candy, money, or other personal items to the Center. Transition objects (i.e. blankets, pacifiers, snuggle toys) are allowed when needed for individual children to feel safe. Classroom staff cannot be held responsible for any items lost or damaged if brought to the classroom.

**Toys from home are only permitted on “Show-And-Tell” Day.** War toys (guns, swords, or related items) are never permitted.

## **Child Abuse**

By law, all St. Joseph’s employees are mandated reporters. This means that all staff of the Center are required to report any suspected child abuse or neglect to Child Protective Services, in accordance with Kentucky administrative regulations.

## **Parental Involvement**

St. Joseph Child Development Center has an active Parent Advisory Committee (PAC). The purpose of the Committee is to assist the CDC director in providing a quality program on a break-even cost basis. The Parent Advisory Committee members provide a liaison between the parents and the Center. Meetings are held monthly. New members are always welcome! All parents are encouraged to attend monthly meetings, which are held the last Monday of each month at 5:30 PM.

Families who participate in 3 or more PAC meetings and/or events throughout the school year (school year is defined as August to the following July) will be given a \$25 credit (per family) toward their annual supply fee for the following year. It is the family's responsibility to sign in at meetings and events, or to notify the director in writing of their participation, so that participation records can be maintained.

## **Visitation**

The Center encourages parents and guardians to visit the Center at any time during the course of the school day. Parents are welcome to observe or participate in the program. Visits to classrooms other than your child's room, however, must be arranged, so that you may be properly introduced to those teachers. Visits to these rooms are encouraged, especially when your child is due to transition soon to a new room. Please be mindful to other children in the classroom and limit contact to your own child. *Visits by persons other than the parent / guardian are limited to the following:*

- *a visit from a friend or extended family member has been pre-approved by the director or assistant director, with written notification from the child's parent / guardian*
- *a prospective family is visiting the Center for a tour and is accompanied by a staff member at all times*

## **Transportation**

Field trips are taken by our older age groups (usually four years and older). Notice is posted for parents well in advance of the trip. The group's staff to child ratio is maintained at all times on field trips. Parents are welcome to participate in all field trips.

*Transportation for field trips is provided by licensed public transportation or with St. Joseph vans driven by staff trained for transporting students. Parents may choose to transport their own child(ren) if so desired.*

## Communication

It is important that staff and parents have open communication . Short informal chats with your child's teachers are encouraged at pick up and drop off times. They are valuable to parents, child (ren), and staff. Teachers are also caring for other children at that time, however, so it may not be possible for the teacher to talk at length. Parents are always encouraged to schedule a conference if more than a brief discussion is needed.

Teacher/parent conferences will be scheduled twice yearly- once in the Fall and once in the Spring- to assess progress and development. If you would like a conference in addition to the scheduled times, feel free to contact us.

Information for parent is posted on the bulletin board in the main lobby outside the Director's office and on individual class bulletin boards outside each room. Please be aware of them and read them regularly.

## Clothing

We encourage you to dress your child in clothes that are comfortable, practical, and safe for playing, running and climbing. Learning can be messy, so consider dressing your child in clothes that are ok for exploring their world! Please keep a complete change of *seasonably appropriate* clothes in your child's cubby in case of spills or toilet accidents. We advise parents to mark clothing and personal items with your child's name or initials.

For children being potty trained, please ensure that your child wears clothing that he/she can easily get on and off. For older children, clothing that will easily accommodate quick, easy, and independent toilet access is encouraged. Because of rocks and climbing equipment, closed toe, flat shoes are required for children 1 year old and older for outside play.

We take child (ren) outside daily (weather permitting), including short periods during winter months. Please dress your child appropriately with proper outer garments for the current temperature and shoes that will allow for running and climbing. If it is necessary for your child to stay in on a particular day, you must indicate so in writing for that day.

## Meals and Snacks

St. Joseph Child Development Center participates in the federal food program. The Center provides breakfast, lunch and snacks for the children in attendance. Weekly menus are provided to families by email.

### **Infants:**

Our Center provides one brand of infant formula for parents who opt to have formula provided on site. Please ask the Director or Assistant Director for information. Parents must provide clean, empty bottles daily labeled with your child's name. For families who opt to provide their own formula, bottles must be prepared at home and must be labeled with the child's name and the date they were prepared. Breast milk can be brought in labeled and dated bottles, or frozen. Our staff can thaw breast milk and pour it into a clean bottle provided by the family.

The Center provides rice and oatmeal cereal and jar baby food (single ingredient fruits and vegetables) food for infants when parents give approval. It is important that families introduce all new foods to children at home first before having those foods served at daycare to observe for adverse reactions or allergies.

Infants are fed on-demand according to parents' instructions.

### **Toddlers and Preschoolers:**

For toddlers and preschoolers, meals are served "family style." Toddlers eat in their classrooms while our preschool classes eat together in the dining hall. Our meals are prepared fresh daily by our own Chef Finbar Kinsella who introduces our young children to a variety of fresh, healthy foods. Children are encouraged to eat a little of each of the foods served, although they are not required to do so, and they may have seconds. Chef Finbar and his staff are happy to accommodate any special dietary needs of our children. As per the federal food program regulations, any child who has food allergies, is a vegetarian/vegan or has other dietary restrictions must have a doctor's statement on file.

### **Meal Times:**

Breakfast is served at 8:30 A.M. If your child arrives after 8:50, please plan to stay with your child while they eat and then accompany them to their classroom.

Lunch is served at 11:30 A.M. Parents are welcome to eat lunch with their child. Lunch tickets can be purchased at the front desk for \$4. An afternoon snack is served after nap.

### **Special Snacks:**

Families who wish to provide treats for special occasions may do so. However, the Center's snack must be served first as per the federal food program regulations. Please make arrangements with your child's teacher if you wish to provide a special snack. All foods must be commercially prepared from a licensed food vendor. **State regulations prohibit us from giving homemade food items to children in our care.**

## ***USDA Nondiscrimination Statement***

*Published: 10/15/2015 8:28 AM*

### **USDA Nondiscrimination Statement**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

## **In-Home Babysitting**

In-home babysitting is not a service of St. Joseph Child Development Center. If you arrange for a staff member to provide care of your child off-premises, the staff member undertakes such service on their own behalf and not as our employee. St. Joseph staff members are selected and retained on the basis of their fitness for rendering childcare services in a controlled and fully supervised childcare program. St. Joseph offers no assurance of the fitness of its staff members for performing these and other services in an environment not professionally supervised (i.e. transporting your child or caring for them in your home) and none should be implied or inferred under any circumstances.

## **Procurement Fee**

A procurement fee of \$1,000.00 will be charged if you hire a faculty member away from St. Joseph during your child's enrollment or within 12 months of withdrawal from the Center.

## **Grievance Procedure**

Every parent/guardian has the right to file a formal grievance if he or she believes that their rights have been violated. Most grievances can be resolved internally with open communication. You may attempt to resolve the grievance by first speaking directly with the party for whom you feel the grievance originated from or with the direct supervisor of that party. Should this not resolve the grievance, you may submit in writing *according to the Grievance Policy and Procedure*. *Parents are provided a copy of the Grievance Policy and Procedure at enrollment and are asked to sign a copy for our records.*

## **Thank You for Choosing St. Joe's**

We would like to take this opportunity to thank you for choosing St. Joseph Child Development Center as your childcare provider. It is our goal to provide quality childcare while offering a stimulating, diverse learning program. Should you ever have any questions about any aspect of our program, please feel free to ask our Center director. Each time you come to our Center, we want you to feel confident knowing that your child is our first priority.



Child's Name \_\_\_\_\_

Parent / Guardian's Name \_\_\_\_\_

I have received an electronic copy of the St. Joseph Child Development Center Parent Handbook and have read the contents of the handbook.

\_\_\_\_\_  
Parent signature

\_\_\_\_\_  
Date