



Kids Encounter Preschool & Daycare Parent's Manual

Philosophy and Goals

Kids Encounter Learning Center's Philosophy is recognizing the importance of balanced growth so that children can be provided with opportunities for mental, physical, spiritual, and emotional growth through a variety of creative experiences.

Kids Encounter will also strive to produce a controlled atmosphere that will allow children to be taught the concepts of sharing, working as part of a group, taking turns, and listening. Children are encouraged to learn and explore in areas that interest them while also establishing a well-rounded educational base by which they may continue to build upon. While fostering an attitude where by a child can feel comfortable with teachers and other children, we intend to lead by example, creating an opportunity for children to build for themselves a positive self-image. Our goal is to be staffed with warm, responsible, and compassionate adults who tend and care for children, as if they would their own.

Contact:

Kids Encounter
A Ministry of Encounter
9267 State Route 43
Streetsboro, OH 44241
330-968-4873
330-626-1124 fax
clerk@godenc.com
TAX ID 34-1731835

Hours of Operation

Kids Encounter will be in session year-round from 6:00 a.m. to 6 p.m., Monday thru Friday, with the exception of the following holidays:

New Year's Eve
New Year's Day
Memorial Day
July 4th
Labor Day

Thanksgiving Day
Friday After Thanksgiving
Christmas Eve
Christmas

The cost of tuition will be the same for the weeks which include these Holidays.

Staff/Child Ratios and Maximum Group Size

Age Group	Staff to Child Ratio	Max Group Size
18 months - 2 ½ years (30 mo)	7:1	14:2
2 ½ years - 3 years (36 mo)	8:1	16:2
3 years - 4 years	12:1	24:2
4 years - 5 years	14:1	28:2
Younger School Age (5 – 10)	18:1	36:2
Older School Age (11 – 14)	20:1	40:2

The state laws and rules for staff/child ratios are listed above. Kids Encounter will maintain these rules and ratios, by organizing children in small groups according to the age and staff ratio. By maintaining these rules, this allows us to provide continued care and supervision of all children on a day-to-day basis. During naptime, the ratio for all toddlers and preschoolers may be doubled for 2 hours, as long as all children are resting quietly on their cots/mats and enough staff is in the building to meet the regular required staff to child ratio, in case of emergency.

Daily Schedules

The children’s daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want all children to view Kids Encounter as a safe, comforting, and exciting place to be, and to know what to expect and when to expect it!

Basic Daily Schedule:

6:00	--	7:30	Welcome to School!
8:15	--	9:30	Breakfast (Served by Age Group)
8:55	--	9:00	Split into Classes
9:00	--	10:00	Classroom Activities
10:00	--	11:30	Recess time by class (Outside or Gymnasium)
10:45	--	12:00	Lunch Time! (Served by Age Group)
12:00	--	2:00	Rest / Nap Time
2:00	--	4:00	Gym / Outside / Snack Time by Class
3:00	--	5:00	Classroom Activities
5:00	--	6:00	Departure in large classroom off gym

Tuition Fees and Payment Policies (as of January 1, 2018)

	*Flex-Pay Rates: Lesser of	Traditional Rates:
Registration	\$30.00 per Child	\$30.00 per Family
Toddler Part-Time (3 days)	\$129.00 per week OR \$5.50/hr	\$95.00 per week
Toddler Full-Time	\$174.00 per week OR \$5.00/hr	\$165.00 per week
Preschool Part-Time (3 days)	\$119.00 per week OR \$5.40/hr	\$79.00 per week
Preschool Full-Time	\$159.00 per week OR \$4.90/hr	\$148.00 per week
A.M. Preschool (9am – 1130am)	\$69.00 per week OR \$5.40/hr	\$59.00 per week
Once enrolled in either Flex-Pay or Traditional rate plan, you cannot switch between Flex-Pay and Traditional for 6 months.		
* Billed in 30 minute increments. i.e. 1-29 minutes = 30 minutes, 31-60 minutes = 1 hour etc.		
Before and After School Care		
Registration	\$20.00 per Family	
Before And After School Care	\$29.00 per week	\$20.00 per Off School Day
Before OR After School Only	\$20.00 per week	\$20.00 per Off School Day
School Age Spring/Winter Break	Current Before/After Care Students: \$109.00 per week (4 Days or More) \$20.00 per day (3 Days or Less)	Snow Day/Drop In Students: \$29.00 per day

Rates are based on your enrollment schedule. If you need to make a change to your enrollment for an extended period of time, you may do so by notifying the office, in writing, of the change. Once approved, we can change your weekly tuition rate.

All checks are to be made payable to Encounter.

Payments are also accepted online at our website: KidsEncounter.com/paynow

Payments are due on Monday of the current week. After two consecutive weeks of late payment, your account will be considered delinquent and your child may be dismissed. In the case of an unexpected emergency you must phone the center and talk with or leave a message with the administrator (ext. 103) or the daycare director (ext. 104). Messages are not to be left with the teachers.

Tuition amounts are subject to change at any time

A \$13.00 fee will be charged for any returned checks due to insufficient funds. The parent will be required to pay in cash until all account balances are settled. In the event of illness, full payment is expected, except for an extended illness. An extended illness is considered to be an illness that keeps the child out of the center for more than 5 consecutive weekdays. Half payment is required for extended illnesses to maintain the child's space. Upon the return of the child to the center we will require a release form from the child's doctor.

Formal Assessments

Kids Encounter does not conduct formal assessments on enrolled children nor does the program report child level data to ODJFS pursuant to 5101:2-17-02 of the Administrative Code.

Enrollment in The Program Requires

1. Enrollment forms completed online or paper forms (signed and dated)
 - A. Child Enrollment (form ODJFS 01234)
 - B. Child's Medical Statement (18 months thru Pre-Kindergarten)
 - C. Medical Physical Care Plan (form ODJFS 01236) if applicable
 - D. Authorization to Administer Medication (form ODJFS 01217) if applicable
 - E. CACFP Food Program Enrollment Form
 - F. Family Questionnaire Form
 - G. Authorized Pick-Up List
 - H. Permission to video/photograph

2. Enrollment of children without immunizations:

To ensure the health and safety of all the children we serve, all children preschool age and younger must provide a medical statement verifying immunization or in the process of being immunized against the diseases required by the CDC. Medical statement must be provided within 30 days of program entry and every thirteen months thereafter while enrolled in the program. Children without immunizations will not be eligible to attend or enroll in our program unless the child is exempt from immunization for one of the reasons identified by OHIO STATUTE 3313.671.

Late Pickup Charges

If a parent realizes that circumstances beyond their control will delay pickup of their child, a phone call is required. A late pickup fee will be added to your account at the rate of \$5.00 per 15-minute period.

Withdrawals

Parents wishing to withdrawal their child(ren) may do so at any time. **A two week notice in writing is required.**

Inclemer Weather

On rare occasions, it may be necessary to close the center due to poor weather conditions. We will make every effort to open our doors at the scheduled time. If circumstances should arise, watch or listen to the listing of stations that will be provided at the beginning of the winter season. We also use a text messaging system that will notify parents by text of any emergencies or closings as well as our Facebook page.

Vacations and Excused Absences

A one-week vacation period will be permitted with no charge to hold your child's place at Kids Encounter. We ask that only two criteria be met:

1. The child must be in attendance at Kids Encounter for the 3 months prior.
2. Kids Encounter requests that a 2-week notice be given before the vacation (in writing).
3. Call the director with any problems or concerns.

Vacations consist of 5 consecutive days of absence from Kids Encounter. The days must be consecutive.

Absences due to shared custody or court ordered custody arrangements must be submitted one month in advance to avoid paying tuition for that absence.

Visits to grandparents, relatives etc. are not considered to be excused absences and tuition will be required at the enrolled rate.

You may hold your child's space at Kids Encounter by paying 50% of your enrolled rate if they are not in attendance for the week. Without that payment, we cannot guarantee that your child's slot will still be available and you will be charged to re-register upon return

For an extended absence, 30 DAYS or more, please contact the administrator to discuss your situation. As enrollment levels change, we cannot guarantee that your child's space will be held but we will do everything we can to retain it. You will be charged for all other absences.

Security and Door Policy

Each family will be given a pin that is used to gain access to the rear door of the center. That pin also will eventually serve as a tool to know when children have arrived and what children are in the building should we have an evacuation drill. Please do not share your pin code with others. We also ask that you refrain from holding the door open for others or propping the door open under any circumstances.

Supervision Policy

Parents are required to bring their children into the classroom and sign the child in on our sign-in sheet. No child will be dropped off or sent into the building alone! Each child will be greeted by the a.m. teachers to assure the parent that the child has arrived for the day. Parents are responsible for supervision of their child before check-in and after check-out.

Supervision of Preschoolers

At no time, will a child be left unattended. Staff will supervise children at all times, including naptime.

Supervision of School Age

State child care facilities law allows school age child to run errands inside the building or use the restroom alone, or in groups of no more than six children without adult supervision. At no time will a child be allowed outside without a teacher or permitted to stay indoors without supervision except for use of restrooms.

Release of Child

Only the individual listed on the enrollment form from the parent are permitted to pick up the child. If the teacher/office staff is not familiar with the adult, a driver's license may be requested for verification. In the event that a person not on the list is needed to pick up your child, we request a written note when dropped off. We will check the name against the driver's license/ID of the person who arrives to pick up the child. In cases of custody, Kids Encounter requests copies of the court order papers. These will be kept in the child's file and will be followed and communicated to the child's teachers.

Absent From Scheduled Program

Parents of children who attend Streetsboro schools and who are scheduled to attend in the a.m. and do not return in the p.m., will be contacted to see where the child is. If your child attends Kids Encounter only in the p.m. and we have not received a phone call from the parent concerning information on your child, we will then call the parent to check on the child.

Transitioning

Kids Encounter administration office will notify parents when your child will be promoted to the next classroom. We will then have each parent sign papers to verify that they have been informed of their child's new classroom. All transitions will be completed based on the individual child's needs.

Child Abuse Reporting

All staff members are mandated reporters of child abuse. If staff has suspicions that a child is being abused or neglected, they must make a report to the local children's services agency. The safety of the children is always our first concern.

Field Trip/Transportation of Children

Kids Encounter will periodically have field trips. On those field trips, we will have trained staff in first aid/communicable disease and CPR in the bus before departing Kids Encounter, a count will be taken of all children, and staff will check, children's name on an attendance sheet especially created for Field Trips. Upon arrival at the destination, another count will be taken to assure that all of the children have safely arrived. This process will be repeated upon leaving the destination and returning to the center. During the course of the routine field trip, each staff member will have specific children that they are responsible for supervising. Before any child participates in a field trip, Kids Encounter must obtain a written permission slip from the parent/guardian. Please remember that for your child's safety we send extra teachers on the field trips.

Swimming

Preschoolers will be provided with water play opportunities at Kids Encounter. This would include sprinklers and water pool. Parents will also be asked to sign a written permission slip prior to children engaging in this type of water play. Parents will be responsible for providing swimming suits, swimmers, towels, and sunscreen. A medical form must be filled out giving Kids Encounter permission to apply the sunscreen. If parents decline to allow the child to participate in water play, an alternative outdoor play will be provided.

Emergency Transportation

Kids Encounter will accept students if the parent declines emergency transportation for their child (see ODJFS 01234 page 3). Kids Encounter will not transport children in emergency situations. If a child requires transportation, the parent and / or the emergency squad will be contacted.

Accidents/Emergencies

An incident report will be completed and given to the person picking up the child on the day of the incident/injury. These incidents include: illness, accident, or injury which requires first aid, the child receives a bump or blow to the head, the child has to be transported by emergency squad, or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within twenty-four hours after the incident occurs.

In the event of a fire or tornado, the staff would follow the written instruction posted in each classroom, describing emergency evacuation routes, and the procedures to be followed to assure that children have arrived at the designated spot. To help prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills, and periodic tornado drills. Should we have to evacuate due to the loss of heat, water or flood, all instructions have been posted in each classroom and staff will follow all instructions as posted.

There is always one staff member present that has received training in First Aid/Communicable Diseases and CPR. In the case of minor accident/injury, staff will administer basic first aid and TLC. If the injury would be more serious, first aid would be administered, and the parents would be contacted immediately, to assist in deciding an appropriate course of action. If any injury is life threatening, the EMT will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records.

Guidance

We consider it a sacred responsibility to help parents raise their children to become happy, well adjusted Christian children. Kids Encounter believes that each child is a gift from God. We strive to help each child to learn to respect and love others. This would include teachers, and our new friends at our center. Each child is helped in developing their own independence and self-control. Positive reinforcement (commenting on children doing the right things) and positive redirection will be used by staff to help children to have a happy and healthy atmosphere.

A child may be asked to sit for a short period of time to give the child a chance to regain control after having a difficult time. When the child has regained control, the teacher will redirect him/her to another activity. Staff

will not impose punishments for failure to eat, sleep, or toileting accidents. This discipline policy applies to all staff and parents while they are at the center. If a situation arises where a child is consistently endangering himself, peers, or staff, it may become necessary to contact the parent. The parents will be asked to talk to the child to try to correct the issue at hand.

The next step will be to ask the parent to talk with the child's teacher and give some input on how to handle the situation. If the behavior does not improve the administrator will contact the parent to pick up his or her child. Every attempt will be made to work together with the parents, staff, and child to correct behavior and choices. However, the safety of children is always our primary concern. The administrator will be in communication with the parents, if the child demonstrates behavior that requires frequent "extra attention" from the staff member.

Bullying

It is our goal at Kids Encounter to provide a safe, nurturing, and adventurous atmosphere for every child. In order to ensure an uplifting experience, the physical and emotional safety of each child is our first priority.

With that said, at Kids Encounter we take the issue of bullying very seriously. While bullying may come in many forms, we considering it to be any form of physical or emotional abuse that occurs when a person or group wants to exert power over someone else; often, it takes the form of words or actions intended to be hurtful. This type of behavior is unacceptable at Kids Encounter.

Our staff strives to work as a team to monitor any activity that even resembles bullying. Even though bullying has not been an issue at Kids Encounter, we believe through our staff awareness and follow through, as well as solid communication regarding our expectation to children and partnership with parents that we can successfully manage this issue should it arise.

Meals and Snacks

Kids Encounter provides breakfast for the entire center. Lunch and afternoon snack will be provided or you may pack a lunch for your child. Please remember to include all the food groups within that lunch. Please notify the administrator of any food allergies.

Breast Feeding / Pumping

Parents wishing to breastfeed or pump while their child is in attendance must see the one of the co-directors to be directed to a comfortable, private place at the center.

Diapering and Toilet Training

All children that are in diapers will be checked every two hours and when a parent is picking up at the end of the day. If a child is toilet training, we will work with the parent to keep it as consistent as possible. This will also be done at the child's level. When a child shows interest in the potty we will be sure to give chances at changing times or more frequently as needed to help the child with being successfully toilet trained.

Our goal at Kids Encounter is to keep your child safe, happy, and comfortable while under our care. To do so effectively, we depend on the help of parents in a number of areas; one of those areas is diapering. We ask that parents provide diapers for their child's use. When a child only has five diapers remaining, we will notify the parents. At this time, we recommend that you provide more diapers. If your child runs out of diapers, we will notify you again, asking that you provide more diapers for your child. If at any time, your child runs out of diapers, we are happy to provide diapers for a child, but will do so for a \$3 per day cost to parents.

This same policy applies for children who wear underpants. We ask that you keep extra underpants here for your child. If you need us to provide clean underpants for your child due to an accident or other reason, we will happily do so for a \$3 per day cost to parents.

Nap and Rest Time

All children are given an opportunity to rest daily. Our rest time is from 12: 00 pm – 2:00 PM:

Toddlers and 3-year-olds are given cots to rest on and we ask you as the parent to provide a toddler bed (crib sheet), a blanket, a small pillow, or stuffed animal for rest time. These items are brought the first day of the week you attend and are taken home the last day of the week you attend ex. Bring in Monday take home Friday. During rest time a teacher will help the children relax by playing soft music.

The 4's and pre-K class have a quiet movie time and we ask that you send a blanket and a pillow for them to use.

Medication Policy

Kids Encounter is a non-medication center. At no time will any medicine be administered and no medicine, prescription or otherwise, should be sent with a child. The exception to this being sunscreen applied during the summer with an approved consent form. Due to safety concerns, it is now a state recommendation that childcare centers no longer administer medicine to children; whether over the counter or prescription. As the administrator, I feel that giving medicine to your child is an important and vital task. We understand that you hold a full-time job and it may be difficult to leave at any given time to administer medication; we recommend that you speak with your physician to prescribe a 12- hour medication if it is necessary. There are exceptions to this rule however, such as breathing treatments, epi-pens and inhalers. If you have any questions or concerns, please feel free to contact the center.

School-age children carrying their own medications is permitted as long as Kids Encounter has obtained an JFS 01236 and JFS 01217 for the child and the medication being carried. The parent must notify Kids Encounter staff when their child is carrying medication.

Management of Illness

Kids Encounter provides all children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first daycare experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you not bring a sick child to our center. They will be sent home! Please also plan ahead and have a back up care plan in case you are unable to take time off work/school.

A Child with any of the following symptoms will be immediately isolated and discharged to the parent/guardian or emergency contact:

- Temperature of 100 degrees F or above—in combination with any signs of illness
- Diarrhea (more than 2 abnormally loose stools w/in 24 hours)
- Sever coughing (causing the child to become red in the face or to make a whooping sound)
- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or gray, or white stools
- Stiff neck with an elevated fever
- Evidence of untreated lice, scabies, or other parasitic infestation

Vomiting more than once or when accompanied by any other sign of illness
Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parents will be notified. If a child is not feeling well enough to join in group activities the parent will be called. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linen used will be disinfected immediately before usage again.

Parents will be notified of any communicable disease by an alert letter. This is posted on the parent board by the entrance. **Children who have been ill can be readmitted to Kids Encounter after at least 24 hours of being free of fever and other symptoms.** If they are not symptom free, a doctor's note will be required stating that the child is not contagious.

Outdoor Play

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirement, outdoor play will be included in our program on a daily basis. We will limit the amount of time outside when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (wind chill and heat index factored in) drop below 20 degrees or rise above 90 degrees. If the situation requires it, we will also adjust outdoor time due to rain, threatening weather, ozone warnings, etc. Please send your children with the proper clothing, so that they may be comfortable and safe outside. Please remember to dress properly for winter outdoor play. No sandals or flip-flops are permitted at the center except for during water play. Gym shoes or play shoes are recommended for the child's safety. We recommend play shoes and clothes knowing that children may fall or otherwise get dirty.

Water Activities and Swimming

During the summer months all children will be given the opportunity to participate in water play.

1. Preschool and School age children participating in water 18 inches in depth or greater. A water permission form must be signed and on file at Kids Encounter.
2. Toddlers must fill out a water play permission form to play in the wading pools at Kids Encounter.
3. Teachers will let parents know of the dates and times the water play will take place.

Parent Participation

Kids Encounter believes in families! We encourage family participation when possible. Parents have unlimited access to all areas of the building used for childcare during hours of operation. Parents may wish to attend field trips, class parties, Grandparents day, etc. or simply stop in to join us for our fun filled days. Teachers are available to discuss a child's progress or needs at anytime. However, due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversations. We need our teachers to be able to focus on your child and others at all times, so appointments are very much appreciated.

Grievance Policy

If you have concerns or questions, at any time, it is recommended that the following chain of command be followed, until an answer or solution is resolved.

1. Child's Teacher
2. Director
3. Senior Pastor

*Note that all information taken to a teacher will be shared with the director.

We believe that your communication with us, and our communication with you is ultimately the best for your child. So, with our communication, we feel we achieve everything successfully!

Disenrollment of A Student

While every student at Kids Encounter is granted an opportunity to grow and mature at their own pace. There are instances where a child will have to be removed from the center. The steps for managing behavior problems are as follows:

1. Student talks with teacher
2. Student talks with co-director (s)
3. Meeting is scheduled for parents and co-directors to discuss a plan of action
4. Child is recommended to Children's Advantage / Happy Days for behavior intervention
5. Parent is asked to pick up child and child is dismissed from the center.

** If child is a threat to self or others any of these steps may be expedited. **

What To Send On Your Child's First Day

Please remember to bring the first day:

1. Applications (if not already turned in)
2. Physical and Immunizations (if already done-if not please get this turned in within 1 week).
3. Extra set of clothing such as pants, top, socks, and underwear.
4. A small pillow and a small blanket to sleep with, along with a crib sheet for the cot.
5. First week tuition check with registration.

Videos

Videos are always welcomed; however, we ask that all videos be non-violent "G" rated only.

Toys

We are asking that NO toys be brought in from home, unless it is a soft bear or doll for naptime ONLY. The children will have a show and tell day, which the teachers will be notifying you in advance of the day. And it will only be for a certain amount of time and then all toys must go into the Childs cubby. Remember if you allow your child to bring in toys it is at your own risk if they get broken or lost.

Helpful Hints for You and Your Child

When enrolling your child in a new school, the adjustments can be a little overwhelming, trying to adjust to a new schedule for you and your child, remembering everything you and your child will need for that day. Meeting and remembering new faces for both school and work, and the list can go on and on. So we would like to make your adjustments to your child's new schedule as smooth as possible.

Share with your child that they will be going to school! School is exciting and fun! When possible, drive by your child's new school and say things like, "Look, there's your new school, you'll be starting there soon! I know that you'll make lots of new friends there." It's very important to make your child's new school sound exciting and inviting!

When possible, come in a day or two before your child's actual starting date and review small, but important things. Meeting his new teacher again, seeing his room, and new classmates, and pointing out where the restrooms are. Make this visit pleasant, but brief. Please remember that classes are still in session.

Pictures are wonderful! You can put a picture of your child and your child's family in his/her pockets or ask the teacher where he might put it so that your child may be able to see his family throughout his/her first week.

How much time should I spend with my child in the morning? For the first few weeks, the best routine is to walk your child in and put your child items away, sign-in and give your child a big hug, kiss good-bye and say, "I'll see you tonight!" This needs to be done as quickly as possible, but enthusiastically as possible. Please remember that this will help your child adapt to his/her routine quickly! After a few weeks, if you wish to stay a few minutes, and share with your child, this will be fine. Your child will not understand that you will leave and return.

Please remember to read the following items: Monthly newsletters, bulletin boards, items on doors and folders. We do many actives here and this will help keep you informed!

Check your child's folder each night. This is so very important. Your child has beautiful artwork, papers, or crafts that they have done that day. Please take these wonderful papers home and have discussions on them. "Did you cut or glue today? Or "which colors did you use to color this picture?" Questions like these will help you find out just what kind of day your child had.

We would like to take this time and thank you for allowing us the privilege to minister to you and your family. Each child is very precious to us. Here at Kids Encounter, we believe that when parents communicate with teachers and teachers communicate with parents, that's when your child will get the best care, and ultimately that is what we both strive for, the best love and care for your child!

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, religious creed, disability, age, political beliefs, 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, audiotope, 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: [How to File a Complaint](#), 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.

This institution is an equal opportunity provider.

Center Parent Information

The center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>