

Hiersteiner Child Development Center

Family Handbook



JOHNSON COUNTY[®]
COMMUNITY COLLEGE

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About This Handbook

This handbook will help to explain our school and our operational policies further. We reserve the right to update this Handbook at any time, but we will let families know when updates occur. Included in your child's New Child Paperwork Packet, you will be asked to acknowledge your receipt and agreement to the policies outlined in this handbook. The family handbook will be available on the website and families can request a hard copy via email and it will be printed for them to pick up at the front desk.

Hiersteiner is owned and operated by Johnson County Community College (JCCC) and is licensed by the Kansas Department of Health and Environment (KDHE) Child Care Licensing and accredited by the National Association of the Education of Young Children (NAEYC). (NAEYC 10B.6)

Who We Are

Hiersteiner History

Childcare began at JCCC in January of 1979 as a service to students. At that time, the Center could accommodate up to 18 children and was called the Child Play Center. In 1986, space was added to the center, which brought relief to a sizable waiting list. As JCCC enrollment grew, the need for childcare services increased and became more diverse. In the fall of 1988, authorization was given for construction of a childcare facility now located on the west side of the JCCC campus known as The Children's Center. In March 2003, construction on an addition to the facility began. In January 2004, the center was renamed to be the Hiersteiner Child Development Center and opened with a 118-child license capacity and expand laboratory services to the early childhood education degree program at JCCC.

Service to the College

While the main mission of Hiersteiner is to provide childcare for JCCC student parents and faculty/staff, you will see college students working and in the various Hiersteiner classrooms gaining valuable life and school experience.

As Hiersteiner serves as a learning lab for the college, you will see JCCC college students in the classrooms. JCCC offers an Early Childhood Education Associate of Science Degree Program. HCDC serves as a laboratory school site and receives students who need to complete laboratory work observing and interacting with children. Students are not left alone with children and are supervised by Classroom Supervisors or Lead Teachers at the Center. Students submit all necessary health and safety information prior to working with the children. In addition, a background check is completed on all students. We have also partnered with the Nursing program to come visit and learn how to interact with young children along with a partnership

with the Children's Literature and Zoology course to write and illustrate a children's book and come read it to class during finals week.

Mission

The Hiersteiner Child Development Center of JCCC is a childcare center dedicated to serving the needs of young children by providing a high-quality early childhood program within a safe, nurturing environment. Through the use of developmentally appropriate practice, HCDC staff will encourage the physical, social, emotional, creative, and cognitive development of each child served.

The program is designed to support the efforts of JCCC students to pursue their educational goals and to offer support needed by JCCC faculty and staff to achieve their work potential and offer another childcare option to the Johnson County community.

Philosophy

The Center staff believes primarily that we can facilitate the development of self-esteem within each child we serve through our expression of respect, acceptance, and comfort for them. We foster each child's development of self-control and plan for increasing independence as they acquire skills.

Our staff provides a developmentally appropriate curriculum to serve the age span of children within each group and with respect to the different needs, interests, and developmental levels of those individual children. Our program is based on the HighScope Curriculum, which effectively combines sound educational theory with developmentally appropriate experiences. The cornerstone of HighScope's early childhood curriculum is active learning composed of personal, hands-on experiences children have with people and things. The curriculum is designed to promote the development of physical, social, emotional, and cognitive skills through a variety of fun activities and enriched play opportunities.

Program Goals

- The program promotes positive relationships between all children and adults to encourage each child's sense of individual worth and belonging as part of a community and to foster each child's ability to contribute as a responsible community member.
- The program implements a curriculum that is consistent with its goals for children and that promotes learning and development in each of the following areas: social, emotional, physical, language, and cognitive.
- The program uses a variety of developmentally, culturally, and linguistically appropriate and effective teaching approaches that enhance each child's learning and development in the context of the program's curriculum goals.
- The program uses a variety of formal and informal assessment approaches to provide information on children's learning and development. These assessments occur in the

context of reciprocal communications between teachers and families, and with sensitivity to the cultural contexts in which children are developing. The program uses assessment results to inform decisions about the children in their care, to improve teaching practices, and to drive program improvement.

- The program promotes the nutrition and health of children and protects children and staff from illness.
- The program employs and supports a teaching and administrative staff that have the qualifications, knowledge, and professional commitment necessary to promote children’s learning and development and to support families’ diverse needs and interests.
- The program establishes and maintains collaborative relationships with each child’s family to foster children’s development in all settings. These relationships are sensitive to family composition, language, and culture.
- The program establishes relationships with and uses the resources of the children’s communities to support the achievement of program goals.
- The program has a safe and healthful environment that provides appropriate and well-maintained indoor and outdoor physical environments. The environment includes facilities, equipment, and materials to facilitate child and staff learning and development.
- The program effectively implements policies, procedures, and systems that support stable staff and strong personnel, fiscal, and program management so all children, families, and staff have high-quality experiences.

Kang, Michelle, et al. “NAEYC Early Learning Program Accreditation Standards and Assessment Items.” NAEYC, NAEYC, 2019, https://www.naeyc.org/sites/default/files/globally-shared/downloads/PDFs/accreditation/early-learning/standards_assessment_2019.pdf.

General Information

Note: To simplify the text in this handbook the term “parent” is used to mean a child’s primary caregiver – in some cases that person is a foster parent, a grandparent, guardian, or co-parent.

Programs Offered

Hiersteiner is licensed by the State of Kansas to provide childcare for up to 118 children (full-time equivalency). The center meets all state licensing requirements. Hiersteiner currently serves children ranging in age from 1-6 years old. Children must be 1 (one) year old and walking to start attending the center.

Location & Contact Information

Hiersteiner is located on the Johnson County Community College Campus. Contact information is provided on the cover of this handbook and below:

Address: Hiersteiner Child Development Center
12345 College Blvd. Box 15, Overland Park, KS 66210
Phone: 913-469-4438

Fax: 913-469-2519
Email: hcdc@jccc.edu
Website: jccc.edu/hcdc

The center also has several electronic communication options:

- Hiersteiner utilizes the Kaymbu app to communicate important events and announcement pertaining to Hiersteiner.
- Receive frequent email reminders about fees, events, Optional Care Enrollment periods, etc. Email addresses will be collected from each family to facilitate this communication.

A staff member is in the office from 7:30 a.m. to 5:30 p.m. each day. Please call or email the office by 9:00 a.m. if your child is unable to attend or will be arriving late. This helps the kitchen in planning and enables teachers to go on walks or trips as planned without feeling like they need to wait on your child to arrive. If your child is sick, please describe the illness. This helps us stay aware of current health problems.

At least one of the program administrators is scheduled to be always in the building. Their offices are located immediately at the entrance of the center. Administrators are available to answer your questions about the center and its programs. Please feel free to stop in the office at any time or call to make an appointment with a specific administrator.

The Staff

The quality of the program is due to the quality of the staff. It is vital to attract staff that is experienced and knowledgeable in the field of early childhood. Each classroom is staffed with 1 full-time Classroom Supervisor/Lead Teachers. Each classroom is also staffed with an AM (7:30 a.m. -2 p.m.) and PM (11 a.m.-5:30 p.m.) Lead and Assistant Teachers. Additional part-time staff float between rooms to offer additional support or coverage where needed when staff are scheduled off for vacations or ill.

Classroom Supervisors/Lead Teachers, Lead Teachers, Assistant Teachers, and Substitute Aides must meet the NAEYC Staff Qualifications in the [table found here](#). These qualifications exceed the KDHE state licensing staff requirements.

Each staff person must receive 16 hours of continuing education in child development or special education each year. This requirement is crucial in maintaining qualified teachers for the ongoing success of Hiersteiner Child Development Center programming. All teachers must have some level of experience with young children and demonstrate a genuine interest in children. All staff members must have an initial physical, TB test, criminal records check, and a reference inquiry before employment begins; along with pediatric first aid/CPR training, basic child development training, signs and symptoms of childhood illness, recognizing and reporting child abuse and neglect, and the annual JCCC required training.

Licensing and NAEYC Accreditation

Our school is state-licensed and regularly inspected to ensure everything meets or exceeds standards, including child-to-teacher ratios and safe facilities. Hiersteiner is subject to inspection by state and local health, fire, licensing, and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios. If you have any questions regarding licensing or regulations, please speak with the Program Director. Additionally, Hiersteiner Child Development Center is accredited by the National Association for the Education of Young Children (NAEYC).

NAEYC Accreditation

Hiersteiner is a nationally accredited program through the National Association for the Education of Young Children (NAEYC). Accreditation means that Hiersteiner met NAEYC's ten standards for high-quality early childhood education, has voluntarily undergone a comprehensive internal self-study, invited external professional review to verify compliance, and been found to comply with the Criteria. Hiersteiner follows the NAEYC Code of Ethical Conduct; please go to www.naeyc.org for more details. Copies of the Code of Ethical Conduct are also available in the main office, and all staff receive a copy upon hire. (NAEYC 6B.2)

Educational Programming

Classrooms

The individual developmental needs of each child are considered when placement decisions are made. For a child to develop a positive self-image and appropriate social skills, they need to be grouped with peers whose developmental age is similar to their own. In all groups of children, there will be varying ability levels. We will take all considerations into account and group children together who may best complement one another. Every effort is made to keep toddlers and 2's with their teacher for 9+ months or longer (NAEYC 10B.24).

Individual classroom compositions are listed below:

Room(s)	Classroom Age Range	Ratio
Toddler Rooms: Hideaway Woods, Bug Garden, Big Backyard	1-2.5 years	1:5
Early Preschool Rooms: African Kingdom & Bamboo Forest	2.5-4 years	1:10
Older Preschool Rooms: Blue Lagoon & Rainforest *Must be potty trained	3.5-6 years	1:12

Supervision for Toddler Rooms is by sight and sound **at all times**, including rest time. (NAEYC 3C.11) Supervision for the Early Preschool and Older Preschool Rooms is sight most of the time. Supervision for very short intervals by sound is permissible as long as staff check in children who are 2.5+ years old. An example of this would be having a potty-trained child use

the rest room without an adult and then checking in on them every 1-2 minutes, but still within hearing distance. (NAEYC 3C.12)

Curriculum

At Hiersteiner Child Development Center, we focus on child-centered teaching, developmentally appropriate practices, and the belief that 'play is a child's work.' Our goal is to develop each child's confidence, creativity, and life-long learning skills in our program. To support this goal, we use HighScope - a learning curriculum that supports children as active learners within a supportive classroom community. Children develop a sense of initiative within a social context. Throughout the day, children pursue their own interest, generate ways to answer the own questions and share ideas with others. Children develop trust, initiative, curiosity, resourcefulness, independence, and responsibility – habits that will serve them well throughout their lives.

The HighScope Curriculum is based on objectives for development and learning that focus on all the most critical areas for success: approaches for learning, social and emotional development, physical development and health, language, literacy and communication, mathematics, creative arts, science, and technology, as well as social studies. These objectives are built into every classroom activity, which means that the teacher helps your child develop skills and knowledge in these critical areas all day long. For more information about HighScope Curriculum: <https://highscope.org/our-practice/curriculum/>

Assessment

Child assessment is a vital component of all high-quality early childhood programs. Assessment is essential to understand and support young children's development. All staff members are trained in the use of The Child Observation Record (COR) which includes the purpose and value of assessment and appropriate assessment tools (NAEYC 4E.4). Hiersteiner assessment policy adheres to the NAEYC Position Statement: Early Childhood Curriculum, Assessment, and Program Evaluation. For more information about The Child Observation Record: <https://highscope.org/cor-advantage/>

The Child Observation Record (COR) is the formal assessment tool used to document child progress. It is the companion assessment tool that is aligned with the High/Scope curriculum and organized by the key developmental indicators for each age group. Informal and formal observations are kept to formulate an overall picture of the child's development. Some classrooms use a checklist, designed by the teachers, which coincides with the key developmental indicators.

The purpose of our assessment is to understand the development of each child and to further understand the goals we might create. We observe and record child progress, retain samples of each child's work, and create an overall developmental profile of each child as a result. We use them to understand the child's development and therefore we are able to make an appropriate

lesson plan and to convey child progress to the families. Assessments are used to improve curriculum and to adapt teaching practices and the environment to meet the needs and interests of each child. In addition, it can be the basis for us to arrange for developmental screening and possible diagnostic assessment. It can also be used at times to make improvements in the program, such as the overall curriculum and supplies and equipment.

Assessments are authentic and are conducted on an ongoing basis with information being shared with families on a formal basis at least twice a year during conferences and informally at other times (NAEYC 4E.2). In order to be culturally sensitive to each child, information about the child is gathered from the family in various ways, such as the classroom enrollment form, informal daily communication/conversations, the daily contact sheet, and conferences. The COR report provides the opportunity for the family to share ideas for individualizing the curriculum to meet the child's interests and needs. Families are introduced to COR in the Family Orientation in order to involve parents (NAEYC 4E.3).

Staff, in collaboration with parents, complete a first-level developmental screening on the child using the Ages and Stages Questionnaires (ASQ) and the Ages and Stages: Social-Emotional Questionnaires (ASQ:SE). The ASQ:SE focuses on the child's social and emotional behavior and is used in conjunction with the ASQ, which provides information on the child's communicative, motor, problem-solving, and adaptive behaviors. The ASQ can identify accurately young children who are in need of further assessment to determine whether they are eligible for early intervention or early childhood special education services.

Child records are confidential and are kept secure. Only the classroom teachers and program administration have access to the records. Child records are shared with the family in hard copy. When a child's record is printed, it is put into a sealed envelope and put into a locked file drawer. Assessments may be used to arrange for further developmental screening and/or referral for diagnostic assessment, in which case, the family signs a consent form for the program to share information with another party. Families have the right to access their child's file at any time. Anyone who is not directly involved in the care of your child or affiliated with the Kansas Department of Health and Environment Child Care Licensing, protective services, or other government agencies will not have access to your child's records without your written authorization or court order. (NAEYC 10D.6).

Behavior Guideline Philosophy (NAEYC 10B.18)

Our foundational goal at Hiersteiner is to help our students develop strong social and emotional skills. Instead of discipline, we use guidance. Guidance is about building an encouraging setting for every person in the group. It means helping young children understand they can learn from their mistakes, and it starts with showing them how (NAEYC). Research indicates that children with strong social-emotional skills tend to be happier, show greater motivation to learn, have a more positive attitude toward school, more eagerly participate in class activities, and demonstrate higher academic performance than students who exhibit social and emotional difficulties (Hyson 2004; Kostelnik et al. 2015).

Additionally, socially-emotionally healthy children are better able to establish and maintain positive relationships with adults and peers. To support our students in developing these skills, we take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors.

- **Our Environment:** We provide children with exciting materials and engage them in activities that are appropriate for their age to keep them focused and attentive. We develop schedules that meet the needs of young children by avoiding long periods of wait time without activity. Yet, our schedule is flexible enough to follow the children's interests as well as their cognitive, physical, and biological needs.
- **Our Teachers:** We work to develop a strong rapport with each child speaking to children calmly, especially during redirections. We help children put words to their emotions. We use social stories to help teach our students healthy social skills. We strive to serve the individual needs of each child while ensuring the safety of young children.
- **Our Families:** We communicate regularly with families to ensure consistency in guidance between home and school. We partner with families to offer support, guidance and, if necessary, connect them with experts to help give their children the best foundation for academic and life success.

Hyson, M. 2004. *The Emotional Development of Young Children: Building an Emotion-Centered Curriculum*, 2nd ed. New York: Teachers College Press

Kostelnik, M.J., A.K. Soderman, A.P. Whiren, M.L. Rupiper, & K.M. Gregory. 2015. *Guiding Children's Social Development and Learning: Theory and Skills*, 8th ed. Stamford, CT: Cengage.

Guidance Procedures

All guidance and discipline procedures are given to staff at new staff orientation and formally covered with time built in for discussion to ensure understanding of the importance of the discipline policies and proper behavior guidance protocols. (NAEYC 1B.9)

When any child at Hiersteiner exhibits challenging behavior, teaching staff shall follow the standards of the National Association for the Education of Young Children (NAEYC):

- Observe the children to identify events, activities, interactions, and other factors that predict and may contribute to challenging behavior.
- Teaching staff shall focus on teaching the child social, communication, and emotional regulation skills and using environmental modifications, activity modifications, adult or peer support, and other teaching strategies to support the child's appropriate behavior.
- Teaching staff shall respond to challenging behavior, including physical aggression, in a manner that provides for the child's safety and the safety of others in the classroom. Our response will be calm, respectful and give the child information on what is acceptable behavior and what is not.
- We will document the challenging behaviors and the intervention methods that were attempted in a log. Documentation may include incident reports, ABC charts, or Behavior Plans.

- Teacher-parent discussions regarding a child’s behavior shall be held in private. They shall focus on working as a team to develop and implement an individualized plan that supports the child’s inclusion and success.
- If necessary, intervention shall include information about professional services, such as referrals to community agencies offering early intervention services, community mental health centers, and/or the [Family Conservancy](#).
- All discipline decisions will be individualized and appropriate to each child’s understanding level and specific needs.

Despite these efforts, some children may continue to exhibit significant, challenging behaviors. The following steps will be completed if a child exhibits challenging behaviors (NAEYC 1E.1, 3B.2):

- In situations that constitute an imminent danger to the child or others; the first step taken would be to provide a separate and safe place for the child exhibiting the behavior(s) and the other children and staff in the classroom.
- Make a referral to an early childhood mental health specialist or the Family Conservancy and refer to the child’s local school district responsible for early childhood special education services.
- Maintain documentation on file of the incident's outcomes, subsequent parent conference, and the plan developed that includes appropriate intervention strategies. The parent conference's purpose is to create a plan jointly with the family and available resources to address the specific behaviors that constitute an imminent danger (recurring violence, behavior, or aggression).
- If a child continues to exhibit persistent, severe challenging behavior that creates an environment that is unsafe themselves, other children, or the teachers, Hiersteiner may terminate childcare services for that child.
- For a child with an Individualized Family Service Plan (IFSP) or an Individualized Education Program (IEP), Hiersteiner will follow rules and regulations implementing the Individuals with Disabilities Education Act (IDEA), Parts B and C. Hiersteiner will follow all state special education rules and regulations governing suspension or expulsion.

Hiersteiner Child Development Center does not condone or tolerate the use of physical punishment of any kind on the HCDC or JCCC property for any reason. This policy restricts staff from using physical punishment on children. Also, Hiersteiner will not tolerate psychological abuse, coercion, threats, derogatory remarks, withholding, or threatening to withhold food as a form of discipline.

Per NAEYC and KDHE requirements to have examples of prohibited discipline listed, examples include physical punishment: shaking, hitting, spanking, slapping; etc. and include also making a child remain inactive for a long period time. Examples of psychological abuse: shaming, name calling, humiliation, seclusion, frightening a child, etc. Examples of coercion: rough handling (shoving, pushing, grasping body part) or physical restraint (forcing a child to sit, lie, or stay down) except when necessary to protect the child or others from harm. (NAEYC 1B.8, 1B.10)

Biting

Biting is a normal part of child development. Young children bite for various reasons, such as teething or exploring a new toy or object with their mouth. Biting can also be a way for toddlers to get attention or express how they're feeling. Frustration, anger, and fear are strong emotions, and toddlers lack the language skills to deal with them. If they can't find the words they need quickly enough or can't articulate how they're feeling, they may resort to biting.

Biting tends to occur most often between 12-24 months of age. Biting past the age of two and a half to three is less common. For repeated biting instances with preschoolers, we may request a parent/teacher conference. The purpose of the parent-teacher conference is to discuss what may be causing the child to be upset, frustrated, confused, or afraid and therefore lead to biting. Additionally, we would develop a joint plan of action following our behavior guidance procedures listed in this handbook. If your child bites or is bitten, you and the family of the other child involved will receive an Incident/Accident Report that keeps the identity of the other child confidential.

Guidelines for Referrals and/or Termination of Care (NAEYC 1E.1, 3B.2)

Program Referral:

Hiersteiner may recommend families request supplemental services for a child with suspected developmental, psychological, or medical conditions. Local Early Childhood Special Education Services provides a free developmental screening for preschool age children who are referred to them by parents or teachers. The Family Conservancy/ Tiny K Early Intervention/ Infant Toddler Services will do screening for children under three years of age; children over the age of 3 are seen by their local school district special education service team. Areas tested include hearing, vision, speech/language, gross and fine motor skills, cognition (thinking and reasoning skills), and social development. If special services are needed, school district or Tiny K/ Infant Toddler Services staff will provide them, or the child will be referred to other agencies or programs. Families may also pursue services from a private provider of services a family may choose to utilize.

Child Care Termination:

If the parent(s) decline to follow through on the referral or recommendation of services, or if these services are provided and the child's behavior does not improve satisfactorily, or if continued enrollment of the child does not represent the best interest of the child, the center, staff, or other children, Hiersteiner administration reserves the right to give written notice to the parent or parents indicating termination of all childcare services. Every effort will be made to provide notice to a family so they may find alternative care for their child. If the child's behavior is physically or emotionally dangerous to other children or staff, immediate termination may be necessary. Childcare services may also be terminated immediately if the behavior of a parent or other primary caregiver is verbally or physically abusive or repeatedly disrespectful to a staff person or other children or parents in the program.

If a child is removed from Hiersteiner, families will be reimbursed the pro-rated amount of monthly tuition for the services not rendered as well as their full deposit. Parents will not be reimbursed for the application fees paid upon enrollment.

Enrollment

Full & Part Time Programming Options

To accommodate for JCCC students, faculty, and staff; Hiersteiner offers multiple enrollment/ tuition options:

- Full Time (Monday-Friday, 7:30 a.m. -5:30 p.m.)
- Part Time
 - Monday/ Wednesday/ Friday Full Days (7:30 a.m.-5:30 p.m.).
 - Tuesdays/ Thursdays Full Days (7:30 a.m.-5:30 p.m.)

Families will indicate on their child's application what session they are requesting and can request a change in writing to the Program Director as applicable.

All programming is considered "Year-Round" and once a child is accepted, completes the admissions process, they are enrolled until the family either withdraws (see Withdrawal Process on page 20) or the child naturally ages out after their final Pre-K year/6 years old. Families will have the option to enroll for each Optional Care enrollment when JCCC classes are not in session. See Optional Care Enrollment on page 14 for further details.

Children will age up to new rooms when appropriate and the administrative staff will notify families about that process when applicable. Children only "move up" at semester points (August, January, June) once they are eligible to move up.

Admissions Process

Hiersteiner prioritizes enrollments for families in which one or both parents, or primary caregivers are Johnson County Community College students, staff, or faculty. For Hiersteiner enrollment purposes, students must be enrolled for at least one (1) credit hour to receive JCCC Student Waitlist Priority. **Please see page 27 for JCCC Student Tuition credit requirements.** Verification of student enrollment and JCCC tuition payment or JCCC employment status for fall semester is required by September 15th/February 1st if the JCCC student or JCCC staff status is used as a factor in determining Hiersteiner enrollment priority. If the JCCC student or staff/faculty status is used for Hiersteiner enrollment priority and a parent was never enrolled or employed at JCCC or dropped enrollment/employment before September 15th/February 1st, enrollment of the child may be terminated immediately. For Hiersteiner enrollment purposes, full and part-time employees of the College are considered JCCC affiliated.

As vacancies occur, children are accepted from the waiting list in the following order:

- Children of Hiersteiner full time or part time hourly regular staff.
- Siblings of children currently attending Hiersteiner according to application date.
- Children of JCCC students according to application date.
- Children of JCCC faculty and staff according to application date.
- Children of non-JCCC affiliated families according to application date.

** Hiersteiner accepts enrollments funded by DCF. The parent agrees to pay the difference between the fees charged and the DCF assistance received.

Optional Care Enrollment

Optional Care enrollment periods are defined as weeks that Hiersteiner is open and JCCC classes are not in session; for example: Spring Break. Parents have the ability during these times to keep their child home without having to pay for these periods of time. However, parents are required to follow the pre-registration requirements in order to attend during these time periods.

If you need care during the Optional Care Enrollment periods, it is important to remember the following policies:

- Enrollments will be accepted up until the deadline. If requests are received after the deadline, children's names will be placed on a waiting list for available spaces. Enrollment is not guaranteed after the deadline. An additional \$25 late registration fee will be added to your fees per child.
- Enrollment during the specific optional care weeks is for your child's regularly scheduled semester hours. For example, if your child is attending on MWF full days, then the optional care week enrollment options would be MWF full days during the optional care weeks available. Your child will maintain their schedule during optional care weeks and fees will stay the same. If your child is not registered and does not attend, then you would not be charged for that particular optional care week(s).
- Optional care enrollment will be available via email each semester. It is the family's responsibility read the email and register, indicate on the form whether or not they wish to enroll for the optional care period, and to register electronically by the deadline to the Program Director or designated email.
- Optional care enrollment may not be cancelled or changed after the signed application/fee agreement due date without written permission from the Program Director. There may be no refunds for cancellation of optional care enrollment after the due date of the application.
- Parents are responsible for paying optional care fees as specified in the fee agreement. Fees for optional care are in addition to your standard fee agreement. Fees can be found on the website for the center.

Registration & Requirements for Enrollment

After parents are notified about an acceptance for your child(ren), you must sign the acceptance letter and pay the refundable deposit. See *Withdrawing* below on page 15 for refund details.

Upon receipt of the enrollment application and payment of registration fees, the parent receives the enrollment agreement, family handbook, permission forms (photo, CACFP, sunscreen), nutrition forms (if applicable), and health and immunization forms. (NAEYC 5A.16)

On the first day a child attends school, the office must have in each child's file:

- A completed Enrollment Application
- A signed Acceptance Letter and paid deposit
- A completed set of enrollment paperwork
- Completed medical action plan (if applicable)
- A health assessment by a licensed physician
- A record of immunization or a completed exemption form

PLEASE NOTE: We are required to have each of these forms in our files in order to maintain our license to operate. State law requires us to exclude from school any student whose files are incomplete until we have received their missing paperwork. We appreciate your cooperation. These files are confidential and made available immediately upon request to administrators and teachers who have consent from the parents to access the records, the child's parents, and regulatory authorities (NAEYC 10D.6).

Withdrawal Process

If you need to withdraw your child from Hiersteiner Child Development Center, you must give two-weeks' advance notice in writing to the front desk and administrative staff in order to have your deposit refunded/credited towards your account. The two-week notice begins the day it is received in the school office. You **will** be charged tuition during this two-week notice period, whether your child is in attendance or not.

The School Day

Your Child's First Day

Preparing for the first day of school can be exciting, but it can also be an overwhelming and anxious time – we understand! We will work with you to make your child's first day the best it can be. Don't hesitate to share any concerns you have before that first drop-off. If possible, we recommend new students start with a few half days, gradually lengthening their time. This helps your child become familiar with the new environment and new faces and reduces anxiety. Each child is unique in their patterns and ease of adjustment to new situations.

Be sure to talk with the staff daily during the transition phase. A consistent daily schedule (arrival and departure routines) also helps children adjust to a new routine and environment. You're always welcome to call any time to see how your child's adjusting or download the Kaymbu app for updates throughout the day.

On the first day, we ask that you send in the items listed below. Please make sure to label each item with your child's name.

- Please provide two complete sets of extra clothes, including socks, for your child. It's always a good idea to keep a sweater or sweatshirt at the center, too. Clothing should be updated periodically to make sure it still fits and is appropriate for the season.
- OPTIONAL: A small blanket for a nap, a small pillow, or a comfort item is optional. We'll keep these items in your child's cubby and ask that you take them home weekly to wash them.

Hours of Operation

Hiersteiner Child Development Center is open from 7:30 a.m. to 5:30 p.m. Monday through Friday.

Parking & Carpool

To ensure our children's safety, it is of utmost importance that we practice safety and courtesy while in the parking lot. Please watch out for others, drive slowly, and hold children's hands. It is strongly encouraged for families to turn off the car while picking up. Idling vehicles are discouraged in the parking lot. (NAEYC 5A.25)

If you are entering the building, please DO NOT hold the door open for others. The person behind you may not be a parent.

Arrival

Mornings can be busy times, and they often set the tone for our day. Help your child have a successful start to their day by doing the following when you and your child arrive at school:

- Sign your child in using the Check In Kiosk and your fingerprint at the front desk.
- Parents must accompany their child to and from the classroom each day.
- You must connect with the teacher upon your child's arrival. This is a wonderful opportunity to share any important information they should know about your child's morning or changes to their schedule. (NAEYC 10D.7)
- Help your child wash their hands before playing.

Please plan to bring your child to school by 9/9:30 a.m. We want each of our students to gain the most they can from their experiences at Hiersteiner Child Development Center. When children consistently arrive late, they miss out on educational opportunities and fun activities that the teachers have carefully planned.

Separation Anxiety

The first few weeks of school are always a time of adjustment, and many students (and parents) feel a sense of separation anxiety which is perfectly normal. Here are a few strategies to help with the process. Remember, separation anxiety is a phase, it is perfectly natural, and it will pass.

- Make the goodbye prompt and cheerful. Giving your child "one more minute" prolongs the inevitable. As a parent, the best thing you can do is hug your child, say "I love you," and reassure them that you will be back soon.
- Establish a goodbye routine. Children crave routine, and parents who establish a consistent goodbye routine have better luck with successful goodbyes. This could be a secret handshake or a special 'I Love You' ritual. This provides a special moment between the two of you that offers a sense of reassurance.
- Trust your child's teacher. This may be difficult to do when you do not yet know them, but keep in mind that our teachers have chosen this profession because they love children, and they have a wealth of ideas and strategies to help settle an upset little one.
- Acknowledge how your child is feeling. It is important to accept and respect your child's temporary unhappiness as it is genuine and normal. Say things like, "I know you feel sad when Mommy leaves, but you will have a good time, and I will be back very soon."

Also, be prepared for regression. Sometimes a change in schedule like a long weekend or an illness that keeps your child home for a few days can have you feeling like you are right back to square one. As frustrating and upsetting as this can be, it is perfectly normal. Stick to the above strategies, and you should notice a significant difference in a couple of days.

Absences, Sick Days & Vacations

For children to learn from our program, they need to be here on a regular basis. As participants in the Child and Adult Care Food Program (federal program), we must record attendance.

- Please notify your child's teacher if you know that your child will be out of school ahead of time for an appointment or vacation. If your child is sick, please notify us as soon as you can. You can send all notifications to your child's teacher via messaging within the Kaymbu app.
- If your child has been absent two days in a row for unknown reasons, a staff member will touch base with you to check in and ensure the child is well and when to expect their return.

Classroom Schedule

Each classroom follows a slightly different schedule that is customized for their students. The primary school day is from 7:30 a.m.-5:30 p.m., with a rest time from approximately 12 p.m.-3 p.m. (slight variation for each classroom and age group). While all parts of the school day are important, if you need to make appointments during the school day, we generally recommend your child not miss the primary educational time of 9 a.m.-12 p.m. During this time, we heavily focus on working in large and small groups, completing centers, and circle time.

Staff is sensitive to the attention spans of young children and plan accordingly, making activities extensive enough to be challenging and fun but short enough to avoid overwhelming a child. Each classroom has a schedule posted that lists approximate times of activities. Routine provides security, but flexibility is also important in meeting the varying needs of young children.

Classroom Activities

Teachers plan activities for the learning centers in the classrooms weekly. Teachers strive to be culturally aware and sensitive in their approach to planning. They plan concrete activities that can be modified to meet all children's needs and provide challenges in skill development.

The classrooms are organized into centers or defined interest areas. Activities are planned for each center in which the children move freely throughout each day. The variety of learning centers include Homeliving/Dramatic Play, Science, Math & Manipulatives, Library, Blocks, Sand/Water, Music.

Learning Experiences

Teachers connect with and use community resources and the families we serve to expand our curriculum and provide additional hands-on learning experiences. In-house learning events may include cultural experiences through community members as well as a cultural experience provided by families within the center, demonstrations by community helpers, partnerships with JCCC departments/events, or scientific investigations.

Outside Time

We play outside every day that weather permits. When the weather keeps us inside, we find safe and fun ways to get active indoors. Our playground equipment and materials are designed for active play and exploration, which keeps kids learning while getting exercise and fresh air. Teachers plan outdoor activities to address multiple areas of skill development, including climbing, balance, and coordination, throwing, kicking, running, jumping, and pedaling.

For inclement weather, staff will keep the children inside and provide a variety of activities to meet those gross motor and activity needs. The children will not go outside when thunder and lightning are in the area, during active thunder or ice storms, or when the temperatures and corresponding windchills/heat index is excessive.

Excessive Heat Index is 95°F for all age groups. Water will be taken outside when the temperature is over 60°F.

Excessive Windchill is 15°F for Early Preschool and Pre-K classes; 32°F for Toddler classes.

Air Quality

JCCC Emergency Management will notify Hiersteiner staff if/when there is an air quality alert for our location, similar to the notifications for lightning/severe weather in the area. Hiersteiner will keep children inside during those periods.

Mealtimes

Healthy, balanced meals are just what growing bodies need! Morning snack, lunch, and afternoon snacks are provided to all students daily. Weekly menus and mealtimes are sent via the Family Padlet and hard copies are posted at the front desk parent zone.

Additionally, all meals are served and prepared following the Child and Adult Care Food Program/USDA requirements for children ages twelve months to six years. This includes one protein, one grain, two fruits and/or vegetables, and milk at lunch. Breakfast and snacks include one grain and a fruit or vegetable.

It has been the experience at Hiersteiner that children will eventually try foods at school that they may not consume at home simply because the other children are eating them. During mealtimes, students and staff are sitting together and engaging in conversations. Staff uses positive reinforcement to encourage children to try new foods.

Special Dietary Needs

We can provide alternative food for students with food allergies or intolerances with documentation from a licensed physician or for students with religious dietary restrictions with a written note from a parent or clergy.

For children with disabilities who have special feeding needs, program staff keeps a daily record documenting the type and quantity of food a child consumes and provides families with that information (NAEYC 5B.5)

Sippy Cups

Children in the toddler classrooms will have sippy cups to use during meals and for hydration throughout the day. Children will not be laid down to rest with a sippy cup, nor will the sippy cup be propped for them. Children cannot walk around the classroom with their sippy cup. We will work with our families to ensure our students are offered fluids from an open cup as soon as the families and teachers decide together that a child is developmentally ready to use a cup. We do not allow or provide bottles.

Children will brush their teeth daily after lunch. Hiersteiner provides a new toothbrush each semester for each child. Toddlers will brush their teeth with water only (no toothpaste) and adult help. Children ages 2.5 years and older will brush their teeth with a fluoride-free toothpaste, also provided by Hiersteiner (NAEYC 5A.23).

Rest Time

All children will participate in a quiet rest time. Children are not required to sleep; however, we have a very busy and stimulating morning, so most toddlers and preschool-aged children will nap when given a relaxing and quiet space to do so. If a child does not fall asleep after a short

rest, they are given quiet activities within the nap room. The center provides sheets, cots, and blankets for rest time. These items are washed and disinfected weekly.

There are always multiple teachers within the classroom during naptime observing by sight and sound, following KDHE and NAEYC ratios per age group requirements. We do not use mirrors, video, or sound monitors in place of sight and sound supervision.

Personal Belongings

To prevent items from becoming misplaced or lost, please label ALL items brought from home with your child's name. Within each classroom, each child has an assigned hook and/or cubby to provide storage space for personal belongings. Please check your child's cubby daily for items that need to be taken home.

Clothing & Shoes

A full day at our school includes fun activities like singing, painting, playing indoors and out, dancing, and eating, so we recommend easy-fitting, washable clothes. Being comfortable lets kids focus on learning and having fun!

Make sure your child is wearing shoes that allow for easy movement. Flip-flops, clogs, cowboy boots, and slick-bottomed shoes often cause children to fall when running outside and limit their play. Please be sure that your child's shoes are rubber-soled and closed-toe with a closed heel or heel strap. Shoes are required for all students.

- Please provide two complete sets of extra clothes, including socks, for your child. It's always a good idea to keep an extra pair of shoes and a sweater or sweatshirt at school, too. Clothing should be labeled with your child's first and last name and checked periodically to make sure it still fits.
- Please provide appropriately layered clothing to keep warm in cold weather, including mittens or gloves, caps, hoods, or hats, sweaters or sweatshirts, socks, and warm, waterproof outerwear and footwear.
- Please have your children wear sun-protective clothing such as clothing made with fabrics rated for ultraviolet protection or clothing that protects skin areas most prone to sun damage.
- Sometimes learning and fun can get messy! Hiersteiner Child Development Center isn't responsible for lost, stained, soiled, or torn clothing.

Diapers & Wipes

Hiersteiner provides children in diapers and children who are toilet training with an ongoing supply of diapers and wipes. Cubbies and coat hooks should be checked daily for items that need to be laundered. For children who require cloth diapers, the diaper must have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine.

Both the diaper and the outer shell must be changed as a unit, so parents must provide an adequate number of both. Cloth diapers and clothing that are soiled by urine or feces are immediately placed in a plastic bag (without rinsing or avoidable handling) and sent home that day for laundering. Parents who choose cloth diapers must also provide an airtight, sealable container for the soiled diapers to be stored in and sent/returned daily.

Belongings from Home

Your child will be provided with stimulating, educational toys every day. Special objects such as a blanket, soft toy, or a stuffed animal are okay for rest time. Please leave other toys and belongings at home, as bringing a treasured object to school can create tension between children and stress for children and staff if something is lost or misplaced.

Toy weapons (guns, water pistols, swords, shields, or other items that resemble weapons) are not permitted at Hiersteiner.

Change in Pickup Person

The safety of our students is our top priority. Please notify your child's teacher if someone other than you will be picking up your child. Hiersteiner staff will only release your child to the parents and guardians or the other adults you authorized on the student's Enrollment Paperwork or within the Kayambu App. If you need to authorize a new pickup person, please send the request via email or in writing at the front desk. For your child's safety, any time a person we do not recognize comes to pick up your child, we will ask for a government-issued photo ID (NAEYC 10D.9).

Departure

It is important to sign your child in and out each day at the front desk kiosk. It's also critical that you check in with your child's teachers before leaving. This is important for the teachers to know when the child leaves, but also a great time to interact with the teachers and connect about how your child's day went (NAEYC 10D.7).

The school closes at 5:30 p.m. sharp. A late pick-up fee will be assessed when a child is left beyond the center's operating hours. The late pick-up fee does not constitute an agreement to provide after-hours service. If you believe you will arrive after 5:30 p.m., please call the main phone number for Hiersteiner as soon as possible. If you fail to pick up your child or contact Hiersteiner, and if you or another authorized emergency contact cannot be reached within 15 minutes after closing time, Hiersteiner staff will contact the local authorities.

There is a late pick-up charge if a child is picked up after 5:30 p.m.

- First time – grace period up to 5 minutes; after 5 minutes, \$2 per minute/child
- Second time - \$20 plus \$2.00 per minute per child
- Third time - \$30 plus \$2.00 per minute per child

- Fourth time - \$50 plus \$2.00 per minute per child plus a conference with the Program Director
- Fifth time – possible removal from Hiersteiner

Custody and Children Foster Care

Some families have legal custody orders that address who is permitted to pick up or visit a child. If there are custody orders or protection orders relating to your child, a copy must be provided to Hiersteiner for your child's file. This information is confidential and solely for the safety and well-being of your child. Families must update the Program Director when custody orders change or expire. Please note that employees cannot be responsible for supervising parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted in our centers.

For children who are in the foster care system, Hiersteiner will need to receive a copy of the foster care paperwork. Hiersteiner will release the child only to the foster parents or the child's caseworker, who must sign the child in and out on the visitor's list and provide proper identification. The caseworker must verify any additions or changes in writing (by letter or fax or email if allowed by the caseworker).

The School Year

School Calendar

You will be provided a calendar upon enrollment. Hiersteiner will be closed most federal holidays for a one-week Winter Break and one-week Staff Development and Training Week. We also dedicate time each year for professional development. This is held the first week of August when the center will be completely closed. Hiersteiner maintains the right to change the calendar at any time. Tuition and fees are not prorated for illness, holidays, inclement weather, emergency closures, or other college closures. The calendar is also available on the center website.

Inclement Weather Days

In case of inclement weather, Hiersteiner will close as determined by JCCC Administration.

- If JCCC is CLOSED, Hiersteiner WILL BE CLOSED.
- If JCCC decides to open on a 2-hour, 30-hour, etc. delay, the Center will also open on the same delayed basis.

All communication about inclement weather will be posted on the JCCC main website, social media, local television media outlets, and on the main JCCC phone recording, 913-469-8500.

Hiersteiner incurs salary and other fixed costs even when closed, so fees will not be refunded for the rare days closed.

Celebrations & Birthdays

Celebrations and birthdays are special days for kids, and we want to share in the fun! If you'd like to provide a small treat for the celebration, all items must be nut-free (including peanuts, tree nuts, peanut butter, and food processed in plants using nuts) and commercially packaged with ingredient statements so we can be sure we're accommodating any allergies or dietary restrictions. Please do not send in any candy, which may be a choking hazard to our students. Healthy snack options such as whole-grain items, vegetables with dip, fresh fruit, fresh fruit popsicles, or yogurt are always a great choice. Please be sure to provide enough for everyone in your child's classroom and check in with your child's teacher before the special day so they can share any tips and plan accordingly.

Transitioning to a New Classroom

Hiersteiner strives to make the transition from one classroom to another as smooth as possible. When the time comes to transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. An email will be sent to make you aware when your child is transitioning to a new classroom. Your child's current teacher will share with the new teacher about your child's strengths, areas for growth, and supportive strategies. If you are interested in setting up a conference centered around transition, feel free to reach out to your child's teacher.

Communication & Family Involvement

Kaymbu App

Upon enrollment, you will receive an invite via email or text to set up your Kaymbu account. Through the app, you can communicate with your child's teacher or administration via messaging and receive your child's daily report.

- Create a free Kaymbu account. When you receive an invitation via email or text, please create a free parent account using either the website or mobile app. Make sure to use the same email address or cell phone number that the invitation was sent to.
- Confirm your child's profile. You will see your child's profile after you create an account - you can confirm information such as birthdays, allergies, and additional contacts. If you do not see your child's profile, please contact us with the email address or phone number you used to sign up. You will not see updates within Kaymbu until we start to use it regularly.
- Set your account preferences. You can adjust your notification preferences within your profile settings on the app.

We ask that you add and edit Family Members, Approved Pickups, and Emergency Contacts annually with the front desk staff. Only parents, family, and approved pickups may check a child out.

Door Access Codes & Building Security

All exterior doors to Hiersteiner are locked at all times. Parents must use their specific code to unlock the front door or use the doorbell to be admitted entry. Your code is assigned to you upon enrollment and is unique to you. All pick up persons will be added and assigned a door code; please do not share yours. If you have forgotten your pickup code, please stop by or call the front desk staff and they will assist you. (NAEYC 10B.19)

Conferences

Family participation is encouraged and welcomed. Hiersteiner uses Family Conferences to offer family support and communication. Family Conferences are designed:

- To guide families and teachers with a way of sharing valuable information about their child.
- To individualize the planning process for each child in the context of their family, culture, and community.
- To explore ways to use a child's family's strengths to promote growth and development.
- To create an ongoing process for recording the growth and development of the child.

We schedule two formal conferences each school year (one in fall, one in spring), but we encourage you to reach out to your child's teacher at any time if you have questions, concerns, or want an update on your child's progress. While conferences are not mandatory, they are encouraged, even for our youngest students, as they allow parents the opportunity to follow the progress that their child is making. During these conferences, you will be provided with a written report about your child's strengths and areas for growth. (NAEYC 4E.2, 4E.3)

Developmental Concerns

If at any point you have developmental concerns for your child, please reach out to your child's teacher to discuss. We are happy to provide strategies, resources, or community programs that may be of support.

Family Support

While Hiersteiner specializes in providing high-quality early childhood education, we recognize that our students and families may have needs outside early education. We have a variety of ways that we can support our families. These include:

- Assist families with locating community resources
- Referrals for emergency assistance in areas such as food, clothing, utilities, housing, and counseling
- Assist families with a successful transition to school

Please reach out to the Program Director if you are in need of support.

Home Language

It is important to Hiersteiner that all families are given the opportunity to fully understand, interpret, and become involved in their child's education. Hiersteiner will work with the family to provide information in the language they are most comfortable with for any family that makes a request.

Confidentiality

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with the Kansas Department of Health and Environment Child Care Licensing, protective services, or other government agencies will not have access to your child's records without your written authorization or court order. All Hiersteiner staff members and contracted therapists must sign a Statement of Confidentiality upon employment.

As a parent or guardian, you can request access to your child's records; to do so, please email the classroom teacher or Program Director. If you withdraw your child from the center, we will maintain your child's records for at least 1 year per KDHE regulation. Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.

Family Involvement

Hiersteiner believes that children thrive when the relationship between the family and the center is a partnership. No appointment necessary—parents and guardians are always welcome at the center, so just let us know when you'd like to come to say hello! We strongly believe in positive two-way communication. Families are encouraged to communicate with teachers and administration in whatever way is most convenient for them. This may include by phone, notes, email, or in person. While staff will make every effort to respond in a timely manner, the main object is and will always be, to interact and engage with the children so occasionally responses will be slower, but you will still hear from your child's teachers within 1-2 business days. If anything is urgent, we recommend you call to talk with your child's teacher or have a conversation at pick-up/drop-off. Information is shared with families through verbal conversations, the Kaymbu app, newsletters, flyers, family bulletin boards, notes, phone calls, posters, conferences, and e-mail.

All Hiersteiner employees are expected to treat all children and families with respect and dignity. In return, we expect the same from all of our families. If difficulties arise, we encourage families to share their concerns with the Classroom Supervisor verbally or in writing. Inappropriate language directed toward staff and/or in front of children will not be tolerated. Through communication, we will work to resolve the issue. If you are not satisfied with the solution, we

encourage you to contact the Program Director. Please do not confront children or other parents in our program. If any member of the Hiersteiner community shows behavior that threatens the safety of others or shows repeated disrespect towards other members of our community, Hiersteiner reserves the right to ask the family in question to leave the Center's premise immediately and terminate that child's enrollment at Hiersteiner.

Financial Policies

Tuition

Paying tuition on time helps ensure that we can continue to retain our highly trained teachers and provide them a positive work experience. Information about current tuition rates is available on the HCDC website (listed on the front page of the handbook). Tuition increases occur at the start of the Fall (August) Semesters and typically reflect a cost-of-living increase. All tuition is due in advance of services provided and in accordance with your tuition agreement.

The best way to pay tuition and fees is online through JCCC TouchNet. Tuition balances will generally be posted before the first of the month. Through JCCC TouchNet, you can make recurring or one-time payments online using a checking or savings account or credit cards for no additional fee.

Effective Fall 2023: Families can choose to pay monthly or bimonthly to best meet their needs. Monthly payments are due on the 1st day of each month (unless arrangements are made to set the due date on the 15th), and bimonthly payments are due on the 1st and 15th. While we are a non-profit organization and strive to take the needs and problems of our families into consideration, we must maintain financial stability. Accounts overdue or repeated failure to pay tuition by the due date may result in the termination of services. Any requests for exceptions must be made with the Program Director. A late fee will be assessed on any account that has not been paid in full by the day tuition is due of the month unless these arrangements have been made. Upon enrollment at Hiersteiner, all families will be expected to sign a statement that they have read, understand, and will abide by the tuition agreement.

Receipts can be printed out via your JCCC TouchNet payment portal for employer reimbursement or tax purposes.

Hiersteiner offers a JCCC student rate, a JCCC faculty/staff rate, and a community rate. See the website for the most up-to-date rates.

Hiersteiner does accept funding from the Kansas Department of Children and Families (DCF).

To receive the JCCC Student Rate, the student parent must be enrolled in and maintain six (6) credit hours for the fall and spring semesters during which the student rate is received**. These can be condensed or accelerated courses but must combine for a total of 6 credit hours for the

fall and spring semesters. The tuition discount will be in effect for the semester during which the course requirement is met (for example the fall semester would extend the student discount from August 1st-December 31st). If a student is taking less than 6 credit hours, they are eligible for student waitlist priority enrollment for their dependent, but NOT the student discount rate; those taking 1-5 credit hours will be eligible for the Community Rate. All JCCC employees will remain eligible to receive the JCCC Faculty/Staff Rate. All other patrons will receive the community rate. ***There is a summer exception only requiring three (3) credit hours to receive the student rate for the summer semester only.*

Scholarships

The **JCCC Child Care Access Fund Scholarship** is funded through a four-year grant JCCC received from the U.S. Department of Education's Child Care Access Means Parents in School (CCAMPIS) program. The scholarship covers 75 to 95 percent of childcare costs. For more details visit: <https://www.jccc.edu/admissions/financial-aid/aid-types/scholarships/child-care-access-fund/> This is for Pell-eligible student families taking 9+ credit hours/semester.

Depending on funding each year, The JCCC Foundation also offers a scholarship for JCCC students. This scholarship varies in amounts based on donations and allocations from the previous donations. For more details visit: <https://www.jccc.edu/foundation/>

Returned Checks

The JCCC Returned check policy is linked [here](#).

For additional questions about returned checks, contact the Bursar's Office at bursar@jccc.edu or 913-469-2567.

Family Discounts

Families with more than one child enrolled full-time receive a 10% discount off the oldest child's tuition.

Health & Safety

We all know that safety comes first! At Hiersteiner, our first goal is to keep children safe, which starts with paying attention to every detail - big and small. Every day at our center, you can be confident that your child is in the very best hands.

Daily Health Checks

Each morning when your child arrives, we will conduct a daily health check. This is a quick physical observation where we check and observe a child's behavior/mood and physical condition, including breathing, skin, eyes, ears, nose, and mouth. Additionally, we ask that you

please alert us of anything out of the ordinary we need to know regarding sleep, appetite, bowel movements and urination, mood, and behavior at home and/or unusual events.

Illness Policy

We realize that it is difficult for working parents to keep their children home, but exclusion from school will help prevent contagion and promote the health and safety of your child. Children should be kept home from school if they are feverish, have diarrhea and/or vomiting, have nasal mucous discharge that isn't clear, or if they show signs of becoming sick (listlessness/drowsiness, productive cough, sore throat, ear pain, eyes that are pink, burning, itching, or producing discharge). **See exclusion criteria on the following pages for more specifics.** If your child cannot comfortably participate in the day's usual activities or your child needs to stay indoors and/or have additional rest, these signs are generally indicative that the child should not be at school.

Hiersteiner has established guidelines in accordance with state childcare law and other best practices concerning sick children. In case of a communicable disease or condition, as required by KDHE, other parents will be notified to watch for symptoms in their children.

If your child becomes ill during the school day, every effort will be made to make them comfortable, away from the other children, but with a familiar caregiver. A parent will immediately be called to come and pick them up. Hiersteiner is not able to provide arrangements to care for sick children. Parents are required to respond as soon as possible concerning the sick child when contacted by Hiersteiner staff. If we cannot reach the parent within thirty minutes, we will reach out to the family's emergency contacts as stated on enrollment/annual forms.

Children with a minor illness may attend if it is not contagious, and it does not affect the child's ability to participate in the daily routine. Minor illnesses include:

- Acute infections that have subsided after treatment, such as pink eye, impetigo, ear infections
- Cold symptoms without a fever

If the child's health deteriorates at some point in the day, the parent will be contacted to come to pick them up.

Illness Exclusion Criteria (NAEYC 10B.19)

Upon arrival each day your child will be observed by a staff member for symptoms of possible illness, fever, or contagious diseases and will be sent home immediately if such symptoms are present. If your child becomes ill and/or has a temperature of 100° Fahrenheit (38 Celsius) and/or has two episodes diarrhea, OR one instance of vomiting, you will be contacted to take your child home. Hiersteiner staff cannot care for sick children, as we do not have the facilities or the extra staff to provide 1:1 sick childcare.

Parents should keep children at home and notify the center whenever there are signs of illness, including:

- A temperature of 100° Fahrenheit (38.3 Celsius) or higher
- Two episodes of diarrhea in a 24-hour period
- One episode of vomiting in a 24-hour period
- Any undiagnosed rash
- Sore, discharging eyes, ears, or running nose
- A fresh cold, accompanied by sneezing, coughing and congestion
- Lack of appetite, listlessness, irritability, or unusual fatigue

If your child is sent home with a fever of 100° Fahrenheit (38.3 Celsius or higher, he/she will be sent home and not be allowed to come back to Hiersteiner the next day. Children must be fever-free without medication for a full 24 hours before coming back to school. This policy is strictly enforced.

Children should not be given medication to reduce a fever before bringing him/her to school. This masks the problems, and your child could then infect others or become ill later in the day.

If your child has been exposed to any of the following contagious diseases: COVID, whooping cough, chicken pox, cryptosporidiosis, giardiasis, hepatitis, rubella, mumps, measles, or diphtheria, report it immediately to the office. These illnesses must be reported by Hiersteiner to the Health Department. Information about any contagious disease occurring in a classroom will be posted in that room. It will tell you about the number of cases, symptoms to look for, the cause and incubation periods.

When a child has more than one incident of vomiting or diarrhea, she/he should be kept home at least 24 hours after the symptoms disappear. We strongly suggest that normal eating habits and normal bowel movements have resumed before returning to Hiersteiner, even if it has been 24 hours since the last episode.

Children with pink eye should be kept at home until 24 hours of treatment with antibiotic drops has been completed.

If your child has head lice, use an effective shampoo, wash, and clean all bedding, furniture, rugs, toys, clothing, and car seats and call us. Hiersteiner policy requires that all live bugs and nits (eggs) be removed from the head before the child can return to school. A child will be sent home even if only a few nits remain. Please notify us if your child has been exposed to someone with head lice.

For more information on procedures here is a link to the KDHE:

<https://www.kdhe.ks.gov/DocumentCenter/View/813/CCL-037-Guidelines-for-Exclusion-PDF>

Chronic Health Conditions

For any child with health care needs such as allergies, asthma, or other chronic conditions that require specialized health services, a medical action plan shall be completed. The medical action plan must be updated annually, and when changes to the plan are made by the child's parent or health care professional, Hiersteiner must be notified and provided with a copy of the new plan. Blank medical action plans may be found at the Front Desk. The medical action plan shall be signed by both the parent and the child's health care professional and must include the following:

- A list of the child's diagnosis or diagnoses, including dietary, environmental, and applicable activity considerations
- Contact information for the child's health care professional(s)
- Medications to be administered on a scheduled basis; and
- Medications to be administered on an emergency basis with symptoms, and instructions

For chronic conditions requiring specialized training to manage (ex: G-Tube, diabetes, etc.), the parent must schedule a meeting with the Program Director before their child is enrolled and attending to discuss the specific needs of the child. This ensures that the Center is properly prepared, and a training plan has been established for the direct teaching staff before the child is in attendance. The Program Director will assess the Center's ability to meet the child's needs, given the number of children in the class, existing needs in the classroom, and the classroom's ages. If it is determined in the meeting with the Program Director that the child's medical needs exceed what the staff are capable and confident providing within the staffing model, Hiersteiner may decline to enroll the child. In that event, Hiersteiner will provide parents with additional resources for childcare options.

A similar procedure will be followed if an enrolled child develops a chronic condition as described above.

Medications (NAEYC 10B.19)

Whenever possible, we recommend that you administer medications at home. To help with medication scheduling, you may consider asking your health care provider for prescriptions with 12-hour dosages. At the center, medications will be administered in accordance with KDHE and NAEYC regulations and the policies described below. All staff who administer medications must also complete a Medication Administration Training approved by KDHE (NAEYC 5A.20)

General Medication Policies

- No prescription or over-the-counter medication and no topical, non-medical ointment, repellent, lotion, cream, or powder shall be administered to any child:
 - a) without written authorization from the child's parent
 - b) without written authorization from the child's physician
 - c) without written instructions from the child's parent, physician, or another health professional

- d) in any manner not authorized by the child's parent, physician, or another health professional
 - e) after its expiration date
 - f) or non-medical reasons, such as to induce sleep
 - g) with a known allergy to the medication.
- All medications will be given following the doctor's written instructions.
 - Medication will be stored separately for each child.
 - Medications will be stored in a locked cabinet in the classroom or locked box in the Center refrigerator, depending on the medication. (NAEYC 5A.21)
 - Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
 - We do not mix the medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.
 - Medications will be administered by regular classroom staff who have been trained in medication administration in the presence of another staff person. All staff follow the Rights of Safe Medication Administration: right child, right medicine, right date/time, right dose, right route & right documentation. Staff will document each dosage on the medication form, listing time, amount given, and initial. If any side effects are noticed, they will be noted on the form, and the child's parent will be notified.
 - It is the responsibility of the parent to remove or dispose of any medication after the duration of the request has ended. The classroom staff will dispose of any medicine at the Center after the medication form has expired or after a child has left Hiersteiner.
 - Alternative medications, such as herbal or homeopathic medications that are not tested by the US Food and Drug Administration for safety or effectiveness, lack safety information and cannot be administered at Hiersteiner.

Prescription Medication

- For a staff member to administer any medication to your child, you must complete the Medication Administration Permission Form in its entirety.
- The medication must be brought to school and stored in the original, tamper-resistant container in which they were dispensed with the pharmacy labels. The pharmacy label must specify:
 - The child's name
 - The names of the medication
 - The amount and frequency of dosage
 - The date the prescription was filled and the expiration date
- The medication shall be administered only to the child for whom they were prescribed. It shall be administered according to the prescription, using the amount and frequency of dosage specified on the label.
- A parent's written authorization for administering a prescription medication shall be valid for the length of time the medication is prescribed to be taken or up to 6 months when needed for a chronic medical condition, whichever is less.

Emergency Medication

If your child requires the use of emergency medications (i.e., inhalers, Epi-pen, Diastat, etc.), you will need to complete the corresponding medical action plan. Blank medical action plans may be found at the Front Desk, and these plans MUST have a doctor or healthcare professional's signature. Emergency medicines will be kept locked and easily accessible to adults but out of children's reach (at least 5 feet off the ground). All staff members have trained on emergency medication administration annually. (NAEYC 5A.21, 10D.10)

Over-the-Counter Medication

In general, Hiersteiner staff will not administer over-the-counter medication except when a health professional prescribes the over-the-counter medicines. This situation is most common for chronic health conditions (ex: Benadryl for students with allergy action plans or fever-reducing medication for students with febrile seizure action plans). Hiersteiner will not administer over-the-counter medicines such as cough syrup, Tylenol, ibuprofen, antibiotic cream for abrasions, or medication for upset stomach in the cases of acute illness or pain. Children that have these symptoms may need to remain at home until they are symptom-free.

The over-the-counter medication must be brought to school and stored in the manufacturer's original packaging with the child's name written or labeled on it. It shall be accompanied by a Medication Administration Permission Form that specifies:

- a) The child's name
- b) The medical conditions or allergic reactions
- c) The names of the authorized over-the-counter medication
- d) The amount and frequency of the dosages, which shall not exceed the amount and frequency of the dosages on the manufacturer's label
- e) In cases where the prescription says, "as needed" (i.e., allergy exposure, etc.), the instructions need to specify criteria for the administration of the medication (be specific with what symptoms or situations are criteria for administration)
- f) The route in which the medication shall be administered
- g) Possible reactions or side effects
- h) The signature of the parent AND physician, or another health professional
- i) The date the instructions were signed by the parent and physician or other health professional.

Topical Creams and Sunscreen

Parents and guardians may give Hiersteiner standing authorization for up to 12 months to apply unmedicated lotions, creams, and powders, such as sunscreen, diapering creams, baby lotion, and baby powder, to their child, when needed.

The over-the-counter topical medications form must be completed before we can administer these medications. You can find the necessary form in each classroom. Hiersteiner provides Blue Lizard Organic Sunscreen to all students. Please apply sunscreen to your child before arriving at the center and dress them in hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. Hiersteiner staff can reapply sunscreen in the afternoon before

going outside if we have an up-to-date Sunscreen Permission Form on file (NAEYC 5A.16). If you prefer your child, use a different sunscreen in the afternoon, please sign the sunscreen permission form with the Classroom Supervisor. It will then be the parent's responsibility to provide sunscreen for their child.

Medical Report & Immunization Record

A record of immunizations and a children's medical report (including a vision and hearing screening) must be completed and on file at school before each child's first day of attendance. Records should also include results of any screenings, prescribed medications, descriptions of any allergies, and current or chronic health conditions. If Hiersteiner does not receive a copy before your child's start date, they will not be permitted to start, and tuition will be charged from the original start date. (NAEYC 4C.2)

As the child receives new immunizations, the date and type of shot or immunization should be reported to administration to be added to the child's record. Immunizations may be obtained either through the pediatrician or the local health department. A schedule of immunizations can be acquired through the Center office. See <http://www.cdc.gov/vaccines/> for the current national immunization schedule.

If a child is underimmunized or exempt from immunization due to a medical or religious exemption allowed by KDHE, that child will be excluded from care for the required quarantine period if a communicable disease with a vaccine occurs. For example, if a child is underimmunized and a case of chicken pox occurs in that classroom, that child would need to be excluded for 21 days and their exclusion would start over if any new cases occurred. In situations like this, the Program Director will contact the child's parent to communicate the applicable timeline and answer questions for the family. (NAEYC 5A.13 & 5A.14)

Immunizations required by the Kansas Department of Health are as follows:

<i>Antigen</i>	<i>Minimum Age to Start</i>	<i>Routine Immunization Schedule</i>	<i>Booster Interval</i>
Measles, Mumps & Rubella (MMR)	12 months of age	1 dose must be given after 1st birthday; there must be at least 4 weeks between 1st & 2nd dose	At time of school entry (4-6 years of age)
Diphtheria, Tetanus Pertussis (DtaP)	2 months of age	3 doses given at 2 months, 4 months & 6 months of age. There must be a minimum of 4 weeks between doses, with 6 months between 3rd & 4th dose.	At 12-15 months & at school entry (4-6 years)

Polio (IPV)	2 months of age	3 doses given at 2 months, 4 months, & 6-18 months – there must be 6 weeks between doses.	At time of school entry (4-6 years)
Pneumococcal (PCV)	2 months of age	4 doses given at 2 months, 4 months, 6 months, & 12-18 months.	Only to certain high-risk groups
Haemophilus Influenza Type B (Hib) (not the “flu” vaccine)	2 months of age	3 doses given at 2 months, 4 months, & 12-18 months.	none
Hepatitis A (HepA)	12 months of age	2 doses given between 12 - 24 months of age – there must be 6 months between doses.	Only to certain high-risk groups
Varicella	12 months of age	1st dose given after 12 months, with a minimum interval of 3 months between doses	At time of school entry (4-6 year of age), but can be administered before the age of 4, as long as there are 3 months between the 1st and 2nd dose
Hepatitis B	Birth	3 doses given at birth, 1-2 months, and 6-18 months.	none

Cleaning & Sanitation

Cleaning and disinfecting are part of our broad approach to preventing infectious diseases at Hiersteiner. Each classroom has a “yucky bucket” for toys that have been contaminated with bodily fluids. Contaminated toys are specifically washed, sanitized, and air-dried. For more specifics about the frequency and type of cleaning that occurs for each surface at Hiersteiner, please reference the [NAEYC Cleaning, Sanitizing, and Disinfecting Frequency Table](#).

Hand Washing

Handwashing has long been established as one of the most important things to prevent the spread of illness.

In our school, hand washing requirements for staff are as follows: (NAEYC 5A.19)

- Upon arrival at school/center
- Before and after setting up snacks/food for student consumption

- Before and after helping students use the bathroom
- After handling items soiled with body fluids such as blood, drool, urine, stool, or discharge from nose or eyes
- After handling an ill child
- After using the bathroom or taking care of other personal needs (i.e., nose-wiping) and eating

In our school, hand-washing requirements for students are as follows:

- Upon arrival in the morning
- After using the bathroom
- Before and after eating food
- Before and after sensory play
- After they have touched a child who may be sick or who has handled soiled items
- After blowing/wiping their nose

The required method for handwashing is as follows:

- Rub hands vigorously for at least 20 seconds using warm water and soap.
- Wash between fingers and back of hands and wrists.
- Rinse hands well under running water and dry thoroughly with a clean paper towel.
- Turn off water using a paper towel instead of bare hands. This helps prevent acquiring new germs on already clean hands.

Toilet Training

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently so that toilet learning can be accomplished in a developmentally appropriate manner with minimum stress for you and your child.

Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept at the center during toilet learning.

It is required for children to be completely potty trained before they can be admitted to the 3.5-6-year-old Preschool Classrooms, Blue Lagoon and Rainforest. These classrooms do not have changing tables and are not allowed to have diapers/pull ups in their classrooms due to licensing restrictions. Completely potty trained is defined as 0-1 accidents per week, including rest time. Children must be in underwear at all times, including rest time, and able to pull up/down their underwear and pants. If they still need occasional help wiping or buttoning their

pants, that is acceptable. If children have more than the allowed accidents in a week, the teachers will talk with the parents and come up with an appropriate plan. This can include a stay home period for parents to work on toilet training with their child. Tuition will continue to be incurred during this period if this occurs.

Safety

Supervision

Hiersteiner staff assume responsibility for enrolled children when they enter the classroom. Teaching staff always supervise toddlers/twos by sight and sound. Children 3-5 years of age are supervised primarily by sight, but supervision for short intervals by sound is permissible, as long as teachers frequently check on children who are out of sight. For example, letting the child use the restroom with the half door closed is permissible once they are 3+ and to just check in and listen to the child in the event they need help.

All classrooms monitor attendance by updating their attendance records throughout the day and counting and matching the numbers of children present with names on attendance records. "Name to Face" headcounts occur throughout the day, particularly when moving about the center at every threshold.

Injuries/Accidents

Your child's safety is of our utmost concern, but we recognize that minor bumps and scrapes are an everyday part of your child exploring and learning through experience. Known minor injuries sustained at school are reported to parents on an Incident Report Form, of which you will receive a copy. If your child is injured in our care, our first step is to administer first aid. A first aid kit is available in the office, and each class always has a small first aid kit with them. The most common treatment is ice on bumps, soap and water cleansing, and a bandage on a minor wound. All staff members are trained in First Aid and Infant/Child CPR within the first 30 days of their employment, and they must re-certify every two years. (NAEYC 5A.15)

If an accident is more than minor, a parent will be called to discuss the need for possible medical treatment. If the accident is more serious, a parent will be contacted and requested to come immediately. In the event of a life-threatening illness or injury, an ambulance will be called. To ensure your child's safety, your Enrollment Paperwork provides a record of names, addresses, and phone numbers of the people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers for your child's doctor and preferred hospital.

Emergency Procedures (NAEYC 10B.19)

We make every effort to be prepared for potential emergencies. Hiersteiner has an emergency response plan for fire, inclement weather, or if a lockdown becomes necessary. This plan is updated annually and approved by the JCCC Emergency Management Team. These plans are reviewed annually with the staff. Additional precautions we take in the event of an emergency are:

- Emergency phone numbers are posted by all phones.
- Hiersteiner keeps an emergency “To-Go” bag in the main office with first aid supplies and emergency contact information for all students and staff.
- Fire drills are practiced once each month, Tornado drills are practiced monthly April-September, and shelter-in-place drills every three months to prepare children in the case of an emergency.
- Emergency evacuation plans are posted in each room.
- Annual inspections by the local fire inspector.
- If an emergency requires evacuation, we’ll notify you as soon as the children have been relocated to a safe area.

Mandated Reporting Requirements (NAEYC 6A.10)

It’s our mission to ensure all children in our center are safe and well cared for, not only while they are at our center, but at all times. Kansas state law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to local law enforcement. Those who fail to report can be held accountable under the law. The law prohibits interference with an individual’s attempt to report child abuse or neglect. Our Center will offer full cooperation during the investigation of the reported incident.

- Should a staff member have reason to suspect abuse, they will contact Hiersteiner administration and follow up with an immediate phone call to the Kansas Department for Children and Family. If an administrative staff member is unavailable, staff members have the authority to make the call and to prepare a written report of the account.
- All staff members and volunteers and JCCC students in Hiersteiner classrooms undergo a KBI name-based background check. Additionally, all Hiersteiner regular staff members undergo an FBI fingerprint-based background check at hire and every 5 years thereafter.
- Persons whose background checks reveal any of the disqualifying factors listed in K.S.A. 65-516 will not be allowed to work or volunteer at HCDC. ([KDHE Handbook](#), Page 10).
- Volunteers and JCCC students are never left alone with the children and are always with a fingerprinted staff member supervising them.
- All staff members are required to report any suspected cases of child abuse, whether it is suspected at Hiersteiner or away from Hiersteiner.
- All Hiersteiner staff receive training in recognizing and responding to child maltreatment, including abuse and neglect.
- Hiersteiner strictly prohibits the mistreatment, neglect, or abuse of any child in the program by any staff member, JCCC student, or volunteer.
 - Any employee accused, either in their personal or professional setting, of mistreatment, neglect, or abuse will be placed on leave while an investigation occurs. Disciplinary action, up to and including termination, will be taken as appropriate.
 - Any JCCC student or volunteer accused of mistreatment, neglect, or abuse will be excluded from the Center while an investigation occurs.

School Policies

Smoke-Free Environment

Hiersteiner and both playgrounds are smoke-free and tobacco-free environments. Smoking or vaping any substance and the use of any product containing, made, or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the childcare center or during any off-premises activities.

Transportation

Hiersteiner does not transport children to and from school or for any off-premises activities. Parents are expected to provide transportation for their children.

Babysitting

Hiersteiner strongly discourages families from entering employment arrangements with staff. However, we recognize that our staff members are highly trained, wonderful people and are often the people who know your child best, next to you. Any arrangement between a family and a Hiersteiner employee for employment or services outside the program and services of Hiersteiner is an individual endeavor and private matter, not connected or sanctioned by Hiersteiner or JCCC. JCCC and Hiersteiner are not responsible for the actions of HCDC employees outside of their scheduled work hours at HCDC. Hiersteiner employees may not transport HCDC children to or from HCDC on a day that the employee works at the HCDC.

Program Oversight

Our program's quality and compliance with State laws are carefully regulated and evaluated annually by the Kansas Department of Health and Environment Child Care Licensing. In addition, we also ask parents to complete and return an evaluation of the program intermittently. Summaries of evaluations are presented to the JCCC Business Services Associate Vice President to enable them to monitor the quality of our services.

Commitment to Diversity

Tolerance and understanding are fostered by positive exposure to various ages, genders, lifestyles, family structures, races, cultures, religions, and physical abilities. Therefore, we encourage staff and provide them with diversity, equity, and inclusion trainings annually.

Grievance Procedure (NAEYC 10B.20)

Disagreements may occur, even with the best of intentions. Experience has taught us that open communication is the key to maintaining a positive relationship. If a Hiersteiner parent or guardian has a grievance or wishes to appeal an administrative decision, the first attempt to resolve the issue should be by the parties involved. If a solution is not reached, a formal grievance may be filed in writing with the Program Director of HCDC and then elevate to the JCCC Associate Vice President of Business Services for the purpose of reaching a satisfactory solution for all concerned. An email should be sent to the Program Director or Associate Vice President of Business Services stating reasons for the appeal and other pertinent information. The committee will examine the issue as quickly as possible and notify the parties involved of their decision.

JCCC and HCDC have final authority in deciding issues relating to Center policies and procedures.

Legal Information

Nondiscrimination Statement

Hiersteiner complies with state and federal law and the JCCC Nondiscrimination Statement found at <https://www.jccc.edu/about/leadership-governance/policies/nondiscrimination-statement.html>.

The Statement reads: JCCC is dedicated to providing equal opportunities and equal access to all individuals and is an affirmative action employer. JCCC does not discriminate on the basis of sex, race, color, national origin, disability, age, religion, marital status, parental status, military status, veteran's status, sexual orientation, gender identity, genetic information or other factors that cannot be lawfully considered in its programs and activities, which includes employment and admissions, in accordance with Titles VI and VII of the Civil Rights Act of 1964, the Equal Pay Act of 1963, the Age Discrimination in Employment Act of 1967, the Age Discrimination Act of 1975, Executive Order 11246, Title IX of the Education Amendments of 1972, Section 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, the Vietnam Era Veteran's Readjustment Assistance Act, the Jobs for Veterans Act of 2002, the Kansas Acts Against Discrimination and all other applicable civil rights and nondiscrimination laws.

Record Retention

Hiersteiner complies with the requirements outlined in the "Records Retention and Disposition Schedule" developed by the Kansas Department of Health and Environment Child Care Licensing.

USDA

Hiersteiner participates in the Child and Adult Care Food Program (CACFP) of the U.S. Department of Agriculture (USDA) and provides the following information from the USDA:

USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or

(2) fax:

(833) 256-1665 or (202) 690-7442; or

(3) email:

program.intake@usda.gov

This institution is an equal opportunity provider.