

Parent Handbook



Ross Early Learning Program

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Welcome to Ross Early Learning Program!

This handbook contains information regarding our preschool programs. It is very important that you read this handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you have about Ross Early Learning Program.

Philosophy and Goals

We see each child as unique, with individual preferences, interests and talents. We strive to know each child through careful observation, cultivating strong relationships with families, and studying child development theories. At every stage of development, children have a profound desire to connect with others and learn about the world around them. We consider all of these important elements as we form relationships with the children, their families, and plan our environment and activities.

"Play with a purpose" guides our unique curriculum, which is designed to move your child ahead developmentally, intellectually, and socially in an environment that's warm, nurturing, and fun. When you visit Ross Early Learning Program and see children playing with others, in learning centers, or alone reading a book, you'll know they are all learning and having fun!

License

At the end of the handbook you will find an attachment about childcare licensing through the State of Ohio and other valuable information. Please take the time to read this information.

Enrollment

A child is considered enrolled in the center only after the registration fee has been received, the administrator confirms the availability of space and the required paperwork is received. This includes basic enrollment, health information and signed permission to transport your child in the event of an emergency. Any changes to this information must be communicated to the office immediately so that current information is always on file. **A medical form signed by a physician or certified nurse practitioner is required within 30 days of admission. This medical must be updated every 13 months. Ross ELP will only enroll children who are current on vaccinations. If your child is medically unable to be vaccinated provide documentation authorized by physician or nurse practitioner.**

Hours and Days of Operation

Full Day Infants 6 weeks to 18 months- 6:00 a.m.-6:00 p.m.

Full Day Toddlers 18 months-3yrs- 6:00 a.m.-6:00 p.m.

Full-Day Preschool 3-5 years old- 6:00 a.m.- 6:00 p.m.

Summer Camp 5-10 years old- 6:00 a.m.- 6:00 p.m.

****Half Day Preschool 3-5 years old-** 6:00 am-12:00 pm

This program follows the Ross Local School District calendar and is closed for breaks and holidays. Children should arrive at the center no later than 9:15 a.m.

****Half Day Kindergarten Program/ Morgan Preschool Monday-Friday**

Times vary depending on what school and kindergarten session your child attends. We open at 6:00 a.m. and close at 6:00 p.m. This program follows the Ross Local School District calendar and is closed for breaks and holidays.

****Before/After School- School Age Program- 1st grade and up**

Times vary depending on what school your child attends. We open at 6:00 a.m. and close at 6:00 p.m. This program follows the Ross Local School District calendar and is closed for breaks and holidays.

**** ALL Half Day Programs run through the school year and follows Ross LSD's breaks and holidays. Ross Local School District will provide transportation for children to and from Elda, Morgan, St. Joseph, and Queen of Peace Elementary**

School Is Out Program and Snow Days

We will offer full day care throughout the school year for school aged children on days that Ross Local Schools are not in session. The cost is \$30 per day. **Please see inclement weather policy below regarding 2 hour delay and closings.**

Summer Program~ Full Day Preschool and School Age Program

AGES 3-10 YEARS OLD

MONDAY-FRIDAY

6:00A.M. -6:00 P.M.

Schoolage children will participate in swim field trips throughout the summer. The following rules apply

- We will be swimming in a pool that is above 18 inches of water
- The pools we visit will have life guards on duty.
- We will provide 2 chaperones above ratio on swim field trip
- Puddle jumper or life jacket is required for students needing help swimming. No Blow-up arm floats
- Swim permission slip must be filled out and signed by parents

Staff/Child Ratios and Maximum Group Size

We are required by law to supply parents with the state of Ohio's law for child/staff ratios. Ross Early Learning Program will never exceed the following state required ratios:

1:5 or 2:12 Infants 0-12 months

1:6 or 2-12 Infants 12-18 months

1:7 Toddlers 18 -30 months

1:8 Toddlers 30-36 months

1:12 Preschoolers (3 years to 4 years)

1:14 Preschoolers (4 years until eligible for kindergarten)

1:18 Schoolagers (eligible for school)

Ratios for toddlers and preschoolers may be doubled for 1 ½ hours at naptime as long as all children are resting quietly on their cots and enough staff are in the building to meet the regular required staff/child ratio if there is an emergency.

The maximum group sizes are as follows:

12	Infants
14	Toddler
24.	3 year olds
28.	4-5 year olds
36	Schoolagers

The maximum group size is defined by the number of children in one group that may be cared for at any time. Limitations do not include naptime, lunch time, outdoor play or special activities.

Ross Early Learning Program is also proud to be a part of the Ohio's Step Up to Quality program. Step Up To Quality is a voluntary Five-Star Quality Rating System that recognizes and promotes early care and education programs that meet quality benchmarks over and above minimum health and safety licensing standards. The steps are based on national research identifying the key benchmarks that lead to improved outcomes for children. These benchmarks include low child to staff ratios, group size, accreditation, staff education, specialized training, improved workplace characteristics and early learning standards.

Formal Assessment- our center does not currently conduct a formal assessment on the children.

Daily Schedules

The children's daily schedule is flexible enough to provide adaptability when necessary but structured enough to provide predictability for the children. We want them to view their school as a safe and comforting place, where they know what to expect and when to expect it.

Extended Day Half Day Preschool 9:00 a.m. - 12:00 p.m.

6:00- 9:00 a.m.- Drop off, open breakfast, gross motor play

9:00-9:20 Arrival- quiet activities such as books, puzzles and journal writing.

9:20-9:50 Story Time Circle- Teacher will read a story and children will participate in literacy activities, calendar, weather, question of the day, and music.

9:50-10:50 Free Choice- children will choose from activities in interest areas and will participate in small group activities with directed teaching.

10:50-11:00 Clean up- children will assist with clean up.

11:00-11:30 Lunch time

11:30-12:00 Outside Play

12:00- Prepare to go home

Before School- School Age Program Mornings:

6:00 a.m. Children arrive, check attendance

7:30 to 8:30 Breakfast

7:30 to 8:30 Homework, quiet games and toys, choice of activities, large group game, clean up, children gather belongings

8:30 to 8:45 Children dismissed to school

After School- School Age Program Afternoons:

3:30 p.m. Children arrive from school

3:30 to 3:45 Check attendance, snack time

3:45 to 4:00 Circle time,

4:00 to 5:45 Gym games, craft projects, outdoor or indoor play activity centers, group activities, quiet games

5:45 to 6:00 Clean up, children gather belongings children dismissed for home

Full Day Sessions Monday-Friday 6:00 a.m. - 6:00 p.m.

6:00-8:30 Arrival- Open breakfast, quiet activities such as books, puzzles, math games, journal writing.

9:30-9:20 Story Time Circle- Teacher will read a story and children will participate in literacy activities.

10:00-11:10 Free Choice- Children will choose from activities in interest areas and will participate in small group activities with directed teaching.

11:10-11:15 Clean up- children will assist with clean up

11:15-11:45 Outside Play
 11:45-11:50 Wash hands for lunch
 11:50-12:20 Lunch
 12:20-12:30 Use bathroom and wash hands
 12:30-1:00 Bed Time Stories- Children will settle down on cots and listen to bed time stories
 1:00-2:30 Rest Time
 2:30-3:30 Quiet Work Time- Children will choose various activities such as books, puzzles, writing, and listening center.
 3:30- 4:00 Open Snack
 4:00- 4:45 Outdoor Play or Gross motor room play
 4:45-6:00 Free Choice

Tuition/Fees and Payment Policies

The fee for families paying the full weekly rate is due on Monday of the week childcare is provided. If payment is not received by Wednesday of the week of care the account will be considered delinquent. (See delinquent payments below). In event of illness, full payment is expected. Parents are responsible for keeping track of payment changes as your child gets older. We are not liable for paid tuition for the wrong age group.

All Half Day Preschool/Kindergarten/Before & After school care is a flat monthly rate (payments due August-May). The monthly tuition payments cover child care when Ross Local Schools are in session. If you need care on days that Ross LSD is NOT in session, we offer a school's out program at a separate charge, please see below for details.

Infant/Toddler Program -Monday-Friday-6:00 a.m.- 6:00 p.m

<u>6 weeks-12 months</u>	<u>12 months-18 months</u>	<u>18 month-36 months</u>
\$240 for 5 days	\$200 for 5 days a week	\$175 for 5 days a week
\$185 for 3 days	\$150 for 3 days a week	\$120 for 3 days a week

Full Day Preschool 3-5 years old and Summer Camp Rate

Mon-Friday 6:00 a.m.-6:00 p.m
 \$150 for 5 days a week
 \$100 for 3 days a week

Half Day Preschool/Half Day Kindergarten/Morgan Preschool Program

\$370 a month for before and after school
 \$277 a month for ONE before or after school (half day preschool)

Before and After School Age Program- 1st grade and up

\$240 a month for before and after school
 \$185 a month for ONLY before school
 \$185 a month for ONLY after school

***Monthly Tuition is due the first day of school in August and the 1st of the month from October-May. This tuition covers care on every day that Ross LSD is in session. Times vary depending on what school and Kindergarten session your child attends. Ross Local School District will provide transportation.

School's Out Program

We will offer full day care throughout the school year for school aged children; kindergarten through 10 years on days that Ross Local Schools are not in session. The cost is \$30 per day.

Hours are 6:00 a.m.-6:00 p.m., including breakfast, lunch and an afternoon snack.

***All checks are to be made payable: Ross Early Learning Program**

Registration fee: An annual, non refundable registration fee of \$25 is charged for each child enrolled. A child will not be considered enrolled until this fee is paid.

Vacations: The center must be notified of vacation dates at least two weeks in advance. Each child is granted 1 week, tuition free for a vacation (after 90 days of attendance). If the child is on vacation more than 5 days, the normal rate will be charged after the first week.

Holidays: Full tuition is due for any weeks that are shortened due to holidays or teacher in-service days. Ross Early Learning is closed for the following holidays New Year's Eve, New Year's Day (January), Good Friday and Easter Monday, Memorial Day (May), Independence Day (Fourth of July), Labor Day (September), Thanksgiving Day and the Friday after, Christmas Eve and Christmas Day.

Delinquent Accounts/Returned Checks: A fee of \$5.00 per day will be charged to the account if payment is not received by Wednesday for weekly payments or the 7th for monthly payments (please see above). A \$25.00 fee will be charged for any returned checks due to insufficient funds. The parent will be required to pay in cash until all account balances are settled.

Late Pick-up Charges: If late pick up is unavoidable, please notify the Ross Early Learning Program as soon as possible 738-5437. Parents will be charged a late fee of \$ 1.00 per minute, per child, according to the time clock. The fee is due at the time of pick up, in cash, to the remaining staff members at the center. If a child is at the center a half of an hour after closing time, without contact from the parents and emergency contacts cannot be reached, local authorities will be contacted to assist in locating the parents. If there is a continued occurrence of picking your child up past closing time, you may be asked to withdraw your child from the center.

Please remember that the teachers are anxious to get home to their families on time.

Withdrawals: Parents wishing to withdrawal their child(ren) may do so at any time. A week notice, in writing, is appreciated.

Inclement Weather: We will close the center in an event of a level 3 snow emergency. We may choose to delay opening by 1 or 2 hours depending on the weather. Please watch the local news stations, Facebook, or our answering machine at school for closing or delays.

Cost for 2 hour delays and School Closing:

2 hour delay is \$10 per child

School Closing is \$30 per child

Termination of Childcare Services

Ross ELP reserves the right to discontinue child care services under any of the following conditions:

1. Failure to abide by any of the registration agreement conditions as itemized in the Parent Statement of Understanding or failure to fulfill any of the responsibilities or conditions included in the Parent Handbook.
2. Severe behavior by the child which disrupts the group, including repeated instance of failing to listen to, or refusal to follow program rules. Excessive use of physical force, including hitting, pushing, kicking or biting, and verbal abuse or excessive threat to use physical abuse.
3. Failure of parents/guardians to treat staff or other parents of children respectfully. Disrespect includes inappropriate or abusive language, behavior or threats.
4. The Ross ELP follow zero-tolerance policy in regards to weapons or look alike weapons. Any participants, or parents/guardians or family authorized adult that uses or possesses or threatens to use or possess a weapon or a look-alike weapon at any time may be permanently expelled.
5. Balance overdue two weeks or more of child care fees.

Supervision Policy

A major responsibility of the staff is to ensure the health and safety of each child entrusted in our care. Staff persons are alert to the safety needs of their children, anticipate possible hazards, and take necessary appropriate precautionary and preventative measures.

Arrival/Departure: Parents are required to bring their children into the classroom. Any special messages, medications, special pick up notes, etc. are to be given to the teacher. Children may not be dropped off at the entrance of the building or be sent inside alone. Staff must be aware of each child's presence before the parent departs. At the time of pick up parents are to sign their child out and make staff aware that the child is leaving. Parents are responsible for the supervision of their child before and after sign-in.

Supervision of Children: At no time will a child be left unattended. Staff will supervise children at all times, including nap time. If a child becomes ill, they may be isolated in a section of the room not in use, but within the sight and hearing of a staff member.

Release of a child: Staff will release children only to parents on the release form provided by the parents. If an emergency arises the parent must provide a written, signed note giving the person permission to pick-up their child. Staff will check ID's of anyone they do not recognize. Please let people know about this ahead of time so they bring picture ID and they are not offended. The children's safety is our priority!

Children Arriving to the Center from Other Programs: At times it may be necessary for a child to arrive at the center from another program. If a child is scheduled to arrive and does not, we will first contact the parent to confirm that the child is scheduled to be at the center that day, and then contact the program that they are to have arrived from. We will then consult with the parent to determine further action. For this reason, it is very important that parents contact the center when their child is not going to be attending.

Custody Agreements: If there are custody issues with your child, you must provide the center with court papers indicating who has permission to pick up the child. The center may not deny a parent access to their child without proper documentation.

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

Fieldtrips/Transportation of Children

Emergency Transportation: The center will not transport children in emergency situations. If a child requires transportation, the parent or the emergency squad will be contacted.

Field Trips: We will periodically be taking field trip throughout the year. Some field trips the center will provide transportation with a licensed bus company and other field trips parents will be required to transport their own child. Before any child participates in a field trip, the center must obtain written permission from the parent or guardian. Before departing the center a count will be taken of all children. Upon arrival at the destination, another count will be taken to assure that all of the children have safely arrived. This process will be repeated upon leaving the destination, and returning to the center. During the course of field trips, each staff member will have specific children that they are responsible for supervising.

Ross LSD Transportation- Bus company policy states that all children getting on and off the bus must be escorted to and from the building by a staff member. All children must enter the building and be in their "safe zone" with the door shut before the bus will pull out. If your child

gets on and off the at Ross ELP you will be charged regardless of how much time they spend here. Please check before and after school rates

Guidance Policy

Ross Early Learning Program's employees believe that helping children to learn self-control is very important. Our hope is that each child will learn self-discipline through careful guidance. Your child will be treated with love and respect. If children are treated with respect, they in turn learn to respect the teachers and their friends. Our expectations will be kept within the child's capabilities and the child will be made aware of these expectations. Positive reinforcement (commenting on children doing the "right" thing) and positive redirection (removing the child and giving them an appropriate activity) will be used. A child may be asked to sit for a short period of time to give the child a chance to regain control if they are having a difficult time. Staff will not impose punishments for failure to eat, sleep or toileting accidents. This discipline policy applies in accordance with the specifications of Rule 22 and applies to all employees of the center.

If a situation arises where a child is consistently endangering himself, peers or staff, it may be necessary to disenroll the child. Every attempt will be made to work together with the parents and the child to correct the behavior. However, the safety of children is always our primary concern. The administrator would be communicating with the parents prior to this occurring.

If the child demonstrates behavior that requires frequent "extra attention" from the staff member, we may choose to develop and implement a behavior management plan. This plan would be developed in consultation with the parents and would be consistent with the requirements of Rule 5101:2-12-22 OAC.

Meals and Snacks

All full day programs are provided with a morning snack, lunch, and afternoon snack. All meals are catered by "Monk's Kitchen" located in Harrison Ohio.

****MORNING Kindergarteners and Morgan Preschoolers will be required to bring a sacked lunch to school throughout the school year.** Parents are required to provide a lunch for their kindergarten child. This meal must consist of nutritional food from the following food groups: protein 1 $\frac{1}{2}$ oz., grain $\frac{1}{2}$ slice of bread or $\frac{1}{4}$ cup pasta, and two foods from the fruit/vegetable group equaling a $\frac{1}{2}$ cup. Fluid milk is also required which the center will provide. All food items must be stored in a lunch box/bag clearly marked with your child's name. The lunches will be stored in the classroom, please include ice packs in your child's lunch if foods need to be kept cold.

**** All food provided in the child's lunch must be ready to eat. According to the Board of Health regulations we are not allowed to heat up or prepare any portion of the child's lunch.**

BOTTLES, SIPPY CUP, and BREAST FEEDING.

****ALL BOTTLES AND SIPPY CUPS MUST BE LABELED WITH THE DATE AND CHILDS FIRST AND LAST NAME.** Masking tape or printer labels work well.

****BOTTLES**-send enough bottles for the time you child is scheduled to be at daycare plus one extra in the event of an emergency or if you're running late. If your child drinks formula, send in pre-mixed bottles. If you are sending breast milk, send thawed and prepared bottles each day. Please see our "Things to bring for your Infant/Toddler" for further details on baby food and cereal.

Breast Feeding

Because breastfeeding provides the healthiest start for babies, providing ideal nutrition and a multitude of health benefits for both the infant and the mother, it is important for child care providers to support breastfeeding.

Ross Early Learning Program's breastfeeding policy is as follows:

1. We provide an atmosphere that welcomes breastfeeding families.
2. We support mothers who continue to breastfeed their infants/children as they return and continue to the workforce or school.
3. We provide breastfeeding mothers a private space in the office to breastfeed their babies or express milk. We welcome mothers to breastfeed in the classroom as well.
4. Staff communicates the infant's individualized schedule (i.e., feeding napping, etc) so a mother can adjust her schedule for pumping and/or visiting to feed her infant.

Infant Care and Diapering

Our infant program ranges from 6 weeks-18 months. All infants must have a completed "Basic Infant Information For Child Care" JFS 01218 on file; which outlines your child's feeding and napping schedule. These forms need to be updated as infant adds new things to their diet (finger foods, cereal, baby food ect). Our center policy is to check/changed diapers every 2 hours if you prefer a different time frame please specify that on enrollment forms and Infant Information forms.

Napping/Quiet Time

There will be a designated nap/rest time each day. All children must nap, rest, read or play quietly during this period. Rest time gives children a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not very happy when they go home in the evening.

Infants nap at varying times and their schedules will be accommodated. Somewhere between 12 and 18 months,

children usually drop down to one nap per day. At this time, we will attempt to put them on the scheduled nap/rest period.

Accident/Emergencies

Ross Early Learning Program has devised several procedures to follow in the event that an emergency would occur while a child is in the center's care. In the event of a fire, or tornado, staff would follow the written instructions posted in each classroom, describing emergency evacuation routes, and the procedures to be followed to assure that children have arrived at the designated spot. In order to prepare children for the unlikely need to evacuate, the center does conduct monthly fire drills, and periodic tornado drills. Should we need to evacuate due to fire or weather conditions, or loss of power, heat, or water to the center, our emergency destination will be the Ross Fire House. A sign will be posted in front of the center indicating that we have been evacuated and the location where you can pick up your child. Parents will also be contacted as soon as possible to pick up their child. If parents cannot be reached, we will contact emergency contacts as listed on your child's enrollment information.

In the unlikely event there would be an environment threat or a threat of violence, the staff will; secure the children in the safest location possible, contact and follow the directions given by the proper authorities and contact the parents as soon as the situation allows. An incident report would also be provided to the parents.

There will always be one staff member present that has received training in First Aid/Communicable Disease and CPR. In the case of a minor accident/injury staff will administer basic first aid and TLC. If the injury/illness would be more serious, first aid would be administered and the parents would be contacted immediately to assist in deciding an appropriate course of action. If any injury/illness is life threatening, the EMS will be contacted, parents will be notified, and a staff member will accompany the child to the hospital with all available health records. Staff may not transport children in their vehicles. Only parents or EMS will transport.

An incident/injury report will be completed, and given to the person picking up the child, on the day of the incident/injury, if any of the following occur: the child has an illness, accident, or injury which requires first aid; the child receives a bump or blow to the head; the child has to be transported by emergency squad; or an unusual or unexpected event occurs which jeopardizes the safety of the child. If a child requires emergency transportation, the report shall be available within 24 hours after the incident occurs. The center shall also contact licensing personnel from the appropriate ODJFS office within 24 hours when there is a "general emergency" or "serious incident, injury or illness." The report will be provided to the licensing staff within 3 days of the incident.

Management of Illnesses

Ross Early Learning Program provided children with a clean and healthy environment. However, we realize that children become ill from time to time. If this is your child's first group care experience, it is possible that they may experience more frequent illnesses at the beginning before their immune system becomes more active. We observe all children as they enter the program to quickly assess their general health. We ask that you not bring a

sick child to the center. They will be sent home! Please also plan ahead and have a backup care plan in place if you are not able to take off work/school.

A child with any of the following symptoms will be immediately isolated and discharged to the parent or emergency contact.

- Temperature of 100 or above
- Diarrhea- more than 2 abnormally loose stool within 24 hours
- Sever coughing
- Difficult or rapid breathing
- Yellowish eyes or skin
- Redness of the eye or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Evidence of untreated lice, scabies or other parasitic infestation
- Vomiting more than once or when accompanied by other sign of illness
- Sore throat or difficulty swallowing

Any child demonstrating signs of illness not listed above will be isolated and carefully observed for symptoms. The parents will be notified. If a child does not feel well enough to participate in center activities the parent will be called to pick-up the child. Anytime a child is isolated they will be kept within sight and hearing of a staff member. The cot and any linen used will be washed and disinfected before being used again. A sign on the door will notify parents if children have become exposed to a communicable illness. Children will be readmitted to the center after at least 24 hours of being free of fever and other symptoms. If they are not symptom free a doctor's note will be required stating that the child is not contagious.

Vaccinations-ALL children must be up to date on shots and have a current medical form (JFS 01305) on file. Children will not be enrolled unless all shots are up to date unless there is a medical reason that shots are not administered. Form JFS 01305 must be completed updated yearly.

Medications: The center will administer medications to a child ONLY after the parent completes a Request of Medication form. All proper sections must be completed and the medication handed to the teacher each day. Medication will be stored in a designated area inaccessible to children. Medication may NOT be stored in a child's cubby or book bag.

Prescription medication: Must be in their original container and administered in accordance to instructions on the label. Over the counter medication must also be administered in accordance to label instructions. If parents request any different dosages or uses, a physician must provide written instruction on the Request for Medication form. Over the counter medication will not be administered for more than three days without instructions from a physician.

Food Supplement or Modified Diets: If your child requires a food supplement or a modified diet, you must secure written information from your physician regarding this. Please speak with the administrator for more details regarding this.

Emergency Transportation and treatment- Parents of ALL children enrolled MUST grant permission to transport in the event of an emergency. This is located on the child enrollment form on page 3

Outdoor Play

Research has shown that children stay healthier when they have daily outdoor play. Based on this information and state requirements, outdoor play will be included in our program on a daily basis. The center shall provide outdoor play each day in suitable weather for preschool and school age children in attendance for four or more consecutive daylight hours. We will limit the amount of time outdoors when the temperatures are very warm or very cold. Children will not be taken outside when the temperature (heat index and wind-chill factored in) drop below 20 degrees or rises above 90 degrees. If the situation requires it we will also adjust outdoor time to rain, threatening weather, heat emergency, ect. On days that outdoor play is not provided due to these conditions, we will include a time for indoor gross motor activities. Please send your children with the proper clothing so that they may be comfortable and safe when we are outside. This includes snow pants, hats, mittens, and boots in the wintertime.

Parent Participation

Parents are encouraged to participate whenever possible in the activities at the center. Parents have unlimited access to all areas of the building used for childcare during hours of operation. Parents may wish to attend fieldtrips, class parties, special luncheons, or simply stop in to join the daily fun. Teachers are available to discuss a child's progress or needs at anytime. However, due to staff responsibilities and schedules, parents are asked to make appointments with staff when it is necessary to engage in any lengthy conversations. Teachers want to be able to focus on you and your child at the times.

Parents, Guardians and Staff please feel free to bring concerns up with the administrators when they occur. Often, they can be addressed when they are little problems, before they grow into bigger problems. Staff fully realizes that you trust us with your little ones and we want our relationship to be a good one.

Appendix C to rule 5101:2-12-07

Center Parent Information

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

free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center. The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency. Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence. The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review. The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services. It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>