

COMMUNITY CHILD

CARE CENTER

FAMILY HANDBOOK



REV. July 2012

WELCOME!

Welcome to Community Child Care Center (CCCC). We are committed to our mission of being a place “where every child feels love and success everyday”, and to excellence in early childhood education. We will strive to meet your expectations as a loving, nurturing, quality early education setting.

Here at CCCC our goal is to provide family-centered childcare that is individualized for **each** child we serve. We observe and record the children’s growth and behavior using the Creative Curriculum Gold™ evaluation tool, then with the parents’ help we develop individual goals for the children in our care. A child’s goals look at all areas of development including social and emotional development, physical development (gross and fine motor skills), cognitive development and language development (receptive and expressive). We use these goals to help plan curriculum that will encourage the child to realize his or her full potential.

As a family centered childcare, we support your child within the context of his/her family culture. Ongoing communication with the family is the key to an effective learning experience for the child. The family unit is a child’s first social experience. Through recognition, validation and celebration of children’s culture, they gain self-esteem, security, and respect. We strive to be in partnership with you on child rearing issues such as feeding, sleeping, and discipline. In the classroom, we will support and encourage dialogue about similarities and differences in various families.

Once again WELCOME! We are honored that you have entrusted us with the care of your child. We are confident that your experience here will be a positive one and we are looking forward to serving you and your child. Please feel free to visit the center at any time or call for additional information.

Sincerely,

Lynn Heibel Hoskins, Center Director

OVERVIEW

Our policies are outlined in the remainder of this booklet. Community Child Care Center (CCCC) reserves the right to apply any or all of these policies at its discretion depending on individual circumstances. The application or non-application of these policies does not alter CCCC's right to apply the policies in whole or in part, as it deems appropriate. CCCC reserves the right to change, correct, modify and/or delete sections in this handbook as deemed necessary. CCCC will provide each family with a copy of the same to enable them to keep their handbook current. It is the responsibility of each family to read and abide by the policies and procedures outlined in this handbook.

HISTORY

Community Child Care Center is a non-sectarian, early learning center opened in 1974 as an outreach mission of Richfield Lutheran Church. We are located in the church's education wing at 60th and Nicollet on the border of south Minneapolis and Richfield. The program has grown over the years from a small preschool program to a center serving up to a hundred children from infants to 10 years old. Our center serves an ethnically and economically diverse population, and we pride ourselves on meeting the individual needs of children, including those with special needs. Our financial support comes from parent tuition, government child care subsidies, and donations and fundraisers.

ORGANIZATION

Richfield Evangelical Lutheran Church (RELC) continues its sponsorship and guardianship of the Center. The Church Council is the legal board of the childcare. There is also a Parent Advisory Board that meets monthly. The Church Finance Committee, their bookkeepers and auditors monitor the financial operations of the Center.

MISSION AND PHILOSOPHY

Community Child Care Center's mission statement is to provide an environment "where every child feels love and success every day." We support our mission by providing a learning environment that focuses on acceptance and encouragement of children. We teach children to value themselves and others by embracing their differences. At CCCC the children will experience growth in cognitive and physical development, but just as importantly, they will develop the ability to succeed socially and emotionally.

Our goal is to prepare children for school, but also to help them develop the ability to be successful friends, family members, employees and citizens. We believe in the importance of building strong relationships with children and families in order to facilitate learning. We work as partners with parents, who are their child's first and most important teachers. It is our job to support our parents and give them the tools they need to be successful as well.

CURRICULUM AND ASSESSMENT

Our classroom programming is based on the Creative Curriculum, a developmentally appropriate curriculum that research has shown to be effective in providing school readiness. The curriculum starts with observation of children and setting learning goals for each child.

We use the *Teaching Strategies GOLD*© Assessment System to determine where the child is at in 6 basic areas: 1. Social Emotional Development; 2. Physical Development; 3. Language Development; 4. Cognitive Development ; 5. Literacy; 6. Mathematics

The primary purposes of the assessment system are to help teachers

- observe and document children’s development and learning over time.
- identify children’s interests and needs.
- support, guide, and inform planning and instruction
- identify children who might benefit from special help, screening or further evaluation

Results of the assessment process may also be used to improve overall center programming. Information gathered through assessment is shared with parents and other teaching staff in the child’s room on a “need-to-know” basis. Data is kept in the child’s file in a locked cabinet and is not released to others without permission from the parents.

We write our lesson plans using the areas of the classroom environment to provide learning activities to help children meet their individual needs. Through the use of different topics of study, we provide children with the knowledge of the world around them while giving them the opportunity to practice the skills they need to be successful in school and in life. The children learn these skills with the help of caring adults guiding their development.

NON-DISCRIMINATION POLICY

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, age, sex or disability. To file a complaint, write USDA, Director of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue SW, Washington, D.C. 20250-9410 or call (202) 720-5964 or (800) 795-3272(voice) or(202)720-6382(TTY). USDA is an equal opportunity provider and employer.

STAFF AND LICENSING

The Center’s staff consists of a Director, an Assistant Director, Supervising Teachers, Assistant Teachers, Experienced Aides, Aides, Full Time Substitutes, and a Cook. All teaching staff members meet or exceed the Minnesota Department of Human Service’s licensing standards. CCCC is state licensed to serve children from 6 weeks to 12 years of age:

<u>Age</u>	<u>Licensed Capacity</u>	<u>Room(s)</u>	<u>Staff Ratio</u>
Infants 6 wk.-16 mos.	10	Cubs	1:3
Toddlers 16 mo.-33 mos.	28	Teddy Bears	1:5
		Tigers	1:6
Preschool 33 mos. -5 1/2 yr.	58	Love Bugs	1:8
		Happy Faces	1:9
		Cool Cats	1:9
School Age K-3 rd Grade	28	Rainbows	1:12

TRANSITIONS

We believe that consistency of caregiver is very important for children. As such we have regularly scheduled subs who know the children covering in the classroom when someone is sick or absent. We also believe in giving children time to develop a relationship with his/her caregiver before moving to another classroom. We do our best for children who are continuously enrolled in infants or toddlers to keep them in a classroom for 9 months. This is not always possible due to the child's age at entrance into the program but we work toward this whenever possible.

Many factors enter into a decision to move a child to a new room:

- Age and developmental level of the child
- Licensing requirements for the age group
- Number of children enrolled in a particular classroom
- Ability of a child to function in the new classroom
- Stability of outside environment i.e., new baby, new home, etc.

When a child is scheduled to move to a different room we will have a transition conference with you and an exit conference if your child has not recently had an assessment. Your child will have a visiting schedule for the child's new room with a minimum of 2 weeks transition.

PARENTAL INVOLVEMENT

You are welcome to visit the Center at anytime. We encourage parent involvement in the classroom and will always welcome volunteers for field trips and special events. Through our collaboration with Minneapolis Early Childhood Family Education (ECFE) we have a monthly event during the school year called Family Fun Nite, where families get together for food and parent support. Parents are also encouraged to become members of our Parent Advisory Board.

PARENT ADVISORY BOARD

The Parent Advisory Board is composed of parents of children enrolled in the program, a member of RELC, the CCCC Director, and a staff representative. All parents are invited to join the Advisory Board, and we welcome families of all backgrounds and family types to be a part of the group. The Board assists the Center in determining and meeting the needs of the community and in providing the best possible program, staff, and facility for the benefit of the children enrolled. The Parent Advisory Board is actively involved and influential in policy and programming decisions as well as strategic planning and fundraising.

CCCC PROGRAM PLAN

Parents may review our Child Care Program Plan located in the office and in each classroom at any time. The staff and director review it annually.

ADMISSION AND WITHDRAWAL

In order to be enrolled, parents must visit the Center, then complete an enrollment card providing requested data and payment of the registration fee.

No child will be denied admission based on race, religion, sex, creed, color, national origin, etc. Upon enrollment, it is assumed that a child will attend until the Director is officially notified IN WRITING AT LEAST 2 WEEKS IN ADVANCE that the child is to be leaving. Therefore, tuition is payable until two weeks beyond such notification.

HOURS OF OPERATION

The Center is open year round Monday through Friday from 6:30 a.m. to 6:00 p.m. No children will be accepted prior to 6:30 am, and families not picked up by 6:00 pm will be subject to a late fee. We are closed for the following holidays/staff training days:

- New Year's Day
- Martin Luther King Jr. Day (staff training)
- President's Day (staff training)
- Good Friday (staff training)
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

In the event that the holiday falls on a weekend day, the Center will be closed on the nationally accepted observance day.

The Center is open for 11½ hours each day to fit the varied schedules of our families. Our rates are based on a 10-hour day because we find that most children have a difficult time being in group care for longer than 10 hours. Care for more than 10 hours per day is only permitted with special permission of the Director, and may be subject to an increased rate. Parents must sign their child in and out each day on the sign in sheets located by each classroom door.

POLICY REGARDING TUITION PAYMENT

CCCC requires families to pre-pay for childcare. A minimum payment of one week's tuition in advance is due from enrollment until official withdrawal. Payment is considered late if not received by the Monday of the week that service is incurred. The registration fee is assessed each time a child is re-enrolled. Our Parent Board actively seeks to have all outstanding accounts paid in full. Outstanding accounts may be referred to a collections agency, or brought to small claims court with service charges being added to the balance. **NO REFUNDS or reduction in payments will be given for absences, holidays or the enrollment fee.**

FINANCIAL ASSISTANCE

CCCC accepts subsidies from the Child Care Assistance Program (CCAP). These subsidies are administered by Hennepin County for families that live in Minneapolis. Contact Hennepin County Intake at 612 348-5937 for information. The Center may sometimes offer limited scholarships for families not otherwise eligible for financial assistance. Contact the office for more information.

LATE FEES

The Center officially closes at 6 p.m. each week day evening. If it is necessary for CCCC staff to stay beyond 6 p.m. to care for your child(ren), there will be a late fee charge. The office will bill you for payment of this fee. Late fee rates are posted by the office door. If we are unable to reach you or your emergency contacts by 7pm, we will call the police who will transport the child to St. Joe's shelter. If you become aware that you will be unavoidably late in picking up your child, please call and let us know. We will be unable to accommodate repetitive late pick-ups. If you are unable to consistently meet the 6 p.m. closing time, you may be asked to find other childcare that can accommodate your needs.

MEALS/SNACKS

CCCC participates in the USDA food program. Breakfast, lunch, and afternoon snacks are prepared and served in our Center. Bottles are only given to children in our infant care program.

Weekly menus are posted in the classrooms and meet or exceed the State requirements. We serve a variety of foods and aim to expose the children to foods from many cultural heritages. Eating is intended to be a relaxed and pleasant part of the day. Children are encouraged to taste new foods, but are not forced to eat them.

Dietary modification because of special dietary needs shall be made under the direction of a licensed health care provider. Written permission from the child's parent/legal guardian and the child's licensed health care provider is required.

Dietary modifications for religious reasons require only written parent/guardian permission.

In compliance with State regulations, homemade foods are not accepted at the Center. Please notify staff if you choose to bring in a treat to celebrate your child's birthday.

CLOTHING

Children should be dressed in comfortable, washable play clothes. We recommend clothing that the child can easily and independently unfasten in the bathroom. All clothing should be labeled with the child's first and last name. Tennis shoes are recommended for outdoor and active play.

Since accidents and spills do occur, please send an extra change of clothes for your child. Put these labeled clothes in a plastic drawstring bag with your child's name on the outside. If you take home soiled clothes, please remember to return a change of clothes the next day.

TOYS AND PETS

Personal belongings such as toys from home, gum, or candy should not be brought to the Center. The childcare staff will not be responsible for these items. Some classrooms may have designated "toy days" or "show-and-tell" when children can bring an item from home. Unclaimed recovered items are placed in the Lost and Found box that is located outside the office. The box is emptied at the end of winter and summer and the remaining articles are donated.

Pets from home cannot be brought into the center. If classrooms have a pet, parents will be notified.

OUTDOOR PLAY

Outdoor play is scheduled every day. If it is raining or there is a wind chill temperature below 20°F or a heat index above 91°, the children will play in the gym or large muscle room. Please send outerwear appropriate for the season every day (e.g. winter - hats, mittens, coats, snow pants, & boots; sun hats and light colored clothing in the summer) and dress the children in layers to keep them appropriately warm or cool.

All children are expected to participate in all scheduled daily activities including outdoor play. If a parent or guardian does not want their child to participate in an activity, then the child should not be in attendance until they are ready to fully participate. We do not have extra staff to accommodate the individual care of non-participating children.

REST TIME

Children have a quiet rest time following lunch. Most young children still need naps, so until children are school-age we encourage them to sleep. Once a child is asleep, we allow that child to complete their nap and do not wake children until 3pm. School-age children will have a quiet time. Children who rest quietly for 30 minutes but do not fall asleep will be allowed to do quiet activities.

EXTRACURRICULAR ACTIVITIES

Extracurricular activities such as dance and computer lessons may be offered by outside agencies. These are available to CCCC students as optional activities for an additional fee. Please check with the office regarding availability and scheduling of these activities. The center provides a weekly music program nine months a year for all of the children without cost.

FIELD TRIPS

Field trips offer an excellent means of enriching and expanding our classroom curriculum. Children can begin to integrate much of the knowledge from school into a real world context by traveling with a group of their friends.

Small outings within the neighborhood of CCCC are planned several times a year. These would include such things as walks around the neighborhood, and trips to local parks. They are included in the weekly plans prior to the outing.

A permission slip for the parents' signatures will be hung in each room to cover all the neighborhood trips throughout the year. We must have WRITTEN PERMISSION for any other field trip that is offered. We cannot take permission over the phone. The center will charter a school bus for transportation for preschool and school age children. School age children may take a city bus for transportation. Infants and toddlers do NOT take field trips which require transportation.

Parents are welcome to accompany their children on field trips so long as there is space available on the bus. Non-enrolled children are not allowed to attend.

CONFERENCES

Individual parent conferences are scheduled at least twice during the year to discuss your child's intellectual, physical, social, and emotional development. At the conferences we plan individual educational goals and go through the formal assessments. Please let us know how we can make this time comfortable for you—arranging for an interpreter, inviting additional family members, meeting before or after the center opens, phone conferences, etc. Three months after each conference we will provide you with a written update on your child's goals and set new goals if needed. Staff are always available for brief conversations daily, but feel free to arrange for a conference whenever you like.

HEALTH RECORD INFORMATION

Two health record forms must be completed:

Immunization Record: This record must give the dates (month, day and year) of immunizations your child has received. It must be current and is due on admission. Records must be updated whenever your child receives additional immunizations.

Health Record/Summary: This information must include the date of the child's most recent physical exam (within six months) and be signed by the child's source of licensed health care. This form is due within thirty days of admission. If you do not have a completed Health Summary on enrollment you may be asked to sign a form documenting a doctor's appointment for your child.

Reexamination: a new health record/summary is required for children already admitted to the program at least annually for children under 24 months of age or upon advancing to an older age category.

SPECIAL NEEDS

Parents/guardians have the responsibility to inform the center when their child has any **special medical condition, needs or allergies** so that we can provide appropriate care and support.

If your child has a special need and is:

- Under the care of a licensed physician for asthma or breathing difficulties, allergies or any other medical condition;
- Eligible for case management through the state and has an Individual Service Plan (ISP) or Individual and Family Service Plan (IFSP);
- Receiving services through the local school district and has an Individual Educational Plan (IEP);
- Determined by a licensed physician, psychiatrist, psychologist or consulting psychologist to have a condition related to physical, social, or emotional development;

You will be asked to share the ISP, IFSP or IEP with us. In addition, state licensing regulations require us to develop an Individualized Child Care Plan (ICCP) with you that will assist us in meeting your child's needs. This plan must be signed by you and your child's source of health care and be reviewed annually to assure that necessary modifications are made to the plan of care. If the special need requires that our staff be trained to perform a new skill we will ask your help in arranging this training.

MEDICATION

Prescription medication may be administered to children at CCCC following the procedures outlined in the medication policy given to parents at enrollment. We administer medications only with a doctor's authorization. All medication, prescription or over-the-counter medicines, will be administered according to the doctor's orders (prescription label). Parents must fill out a medication form to accompany the medication. Extra copies are available in the office. Sunscreen, diaper wipes, and diaper cream can be administered with written parental permission. Our nurse consultant provides training on medication administration. Please inform staff if your child is taking medication at home. They will help you look for side effects from the medication and will let you know if any are seen.

SICK POLICY

Community Child Care Center contracts with the Minnesota Visiting Nurse Agency for monthly consultation and onsite visitation to monitor and maintain health standards. In accordance with licensing regulations, a child with any of the following conditions listed in the Health and Safety Policies for Parents is a sick child and must be excluded from a center not licensed to operate a sick care program. If the child becomes sick while at the center, the child will be isolated from other children in care and the parent will be called immediately to pick up the child.

Parents must inform the center within 24 hours when a child is diagnosed with a contagious or reportable disease or condition. Parents will be notified when their child has been exposed to a communicable disease. CCCC will notify the health department as necessary within 24 hours of receiving notice of a communicable disease

MINOR AND MAJOR ACCIDENTS

Minor accidents will be recorded and reviewed by the office staff. The report is to be signed by the parents. One copy is provided for the parent and one copy will be filed in the office.

If a medical emergency arises the staff will contact the local emergency agency for treatment by calling 911. Authorization for treatment forms will be signed by the parent upon enrollment and kept in the office and the child's room. Staff will not transport the child for treatment.

FIRST AID / CPR

If a child is injured, the first person on the scene will start first aid and will stay with the child. The next person will call 911 if necessary. All teachers, assistant teachers and any staff person who may be alone with children will be trained in First Aid and CPR.

SAFETY AND EMERGENCY PROCEDURES

In addition to our monthly fire and tornado drills, the Center has developed a “code blue” emergency plan that designates leadership, lines of communication, and both an evacuation plan as well as a safety in place plan. In the event of an emergency, information will be communicated to and broadcast on WCCO radio and television. If Minneapolis Public Schools are closed due to weather, then CCCC will also be closed.

We must ALWAYS have current phone numbers and emergency contact people. If your phone number or contact people change, please notify us immediately.

BUILDING SECURITY AND NON-PARENTAL PICK-UP

We enforce a strict pick-up policy regarding children in our care. Permission for non-parental/guardian pick-up must be received in writing. The alternate pick-up person must have picture ID and be at least 16 years of age. Permission can be taken over the phone only for emergency contacts listed on file. If we are unable to contact a parent/guardian in case of emergency, your child may be released to any person that you have designated as emergency contacts.

Our staff is trained to maintain building security at all times. Parents of infants are given a key card for entrance to the building; the main child care entrance has a number code which is given to parents upon enrollment. Please do not give out building security information to others.

BEHAVIOR GUIDANCE

We are committed to providing a safe environment for all children and staff. Quality early childhood care, by its very nature, reduces the incidence of unacceptable behaviors through a well planned curriculum and environment. Discipline difficulties arise more infrequently when the children are actively engaged with materials, one another and the staff. Under no circumstances are physical, harsh or threatening methods of discipline permitted or utilized at the Center.

Each staff is trained to use the following behavior guidance methods:

- 1 Children will be provided with positive role models exhibiting age appropriate and acceptable behaviors. Teachers **model** the expected behavior as opposed to explaining, such as sitting at the table, and walking in the hall.
- 2 Communication about feelings and logical consequences may be used to help guide behavior.
- 3 As a last alternative, a child (over the age of thirty-one months) may be removed from the situation in order to protect themselves or others from harm. Such removal will never extend beyond the time that the child stops the inappropriate behavior.

Persistent Unacceptable Behavior Although we make every attempt to help children to have successful behavior in the classroom, there are occasions where we need to involve the family in the behavior process. If we do have difficulty with your child, we will first attempt to communicate with you. This may be an informal verbal communication, a note, or a call to you. We will document behavior, and if difficult behaviors persist, we will have a meeting with parents and staff and create a behavior plan. Classroom staff will use the behavior plan and review it as necessary.

Occasionally, we are unable to accommodate behaviors that we deem unsafe or unacceptable; we may in extreme situations recommend more appropriate care for your child.

BITING POLICY

Biting is a normal but unacceptable behavior in young children. Bites that break the skin can cause permanent scars and have the potential for spreading disease. When biting occurs, the following steps will be taken:

1. Biting incidents will be recorded on an accident report. The biter's family will also be notified.
2. When a child receives a bite that breaks the skin, the child's parents will be notified as soon as possible so that they have the opportunity to seek medical attention.
3. When a child engages in serious and/or repetitive biting, we will arrange a conference with the child's parents or guardians.
4. The child's teacher and parents will develop an appropriate written plan regarding this behavior and they will continue to stay in communication until the behavior subsides.
5. The Center has the right to terminate a contract with any parent whose child persists in serious and/or repetitive biting.

INFANT AND TODDLER SPECIFIC POLICIES

Diapering Procedures are posted in each room. Children will be kept dry and comfortable at all times. There are flexible plans for diapering and toileting based on room and individual children's schedules. At least one change of clothing must be brought from home. Only disposal diapers are allowed at the Center and must be provided by the parents. We do not use pull-ups at the Center. Parents will be asked to provide unscented wipes to be shared among the group.

Food and Formula Procedures are posted in the infant kitchen. The center will provide Enfamil and Isomil. If other formula is used the parents must provide it. All formulas will be prepared in the infant kitchen. Procedures for preparing and sending breast milk to the center and included in the Health and Safety Policies for Parents and will be reviewed at the infant intake conference.

Infant Walkers: As per the recommendation of the Department of Human Services Division of Licensing and the American Academy of Pediatrics, the center does NOT use infant walkers and discourages parents from their use.

SUDDEN INFANT DEATH SYNDROME AND SHAKEN BABY SYNDROME

This program follows the Sudden Infant Death Syndrome (SIDS) risk reduction practices recommended by the American Academy of Pediatrics and the *Back to Sleep* Program. All staff are trained in SIDS risk prevention and receive annual reviews on Shaken Baby Syndrome as required by licensing.

PARENTAL PERMISSION

Parents will be notified and must sign written permission before their child participates in any research, experimental procedure or public relations activity.

GRIEVANCE PROCEDURE

Informal:

Any parent who has a grievance may bring it to the Center Director's attention orally or in writing. The parent may discuss the issue with the Center Director in an attempt to reach a satisfactory resolution. The Center Director will investigate the grievance.

Formal:

To initiate a formal grievance, the grievance must be put in writing along with the facts upon which it is based, and submitted to the Center Director. The Center director will investigate the grievance and will respond, either orally or in writing, within ten (10) days of receiving the formal grievance.

If, in the opinion of the parent, the recommended resolution is not satisfactory, the parent may appeal the grievance to the Parent Advisory Board.

The Center Director will attempt to maintain confidentiality in the investigation of grievances as much as possible. Any disciplinary action of an employee as a result of a parent grievance is to be treated as confidential and may not be discussed or disclosed by the parent to any other staff.

DATA PRIVACY STATEMENT

Records concerning your child are considered confidential information and will only be accessible to you, administrative and teaching staff, the licensor, and the public health nurse. Information will not be given to others without written consent from a parent/guardian. This includes information gathered by the staff for purposes of assessment and goal planning.

All data collected for USDA will be used strictly for the purpose of determining the reimbursement rate that the Center receives from the Child Care Food Program.

Additional income information, may be required if you are applying for a scholarship or other assistance. If you refuse to provide information required by this Center for determining eligibility to receive a scholarship or other financial assistance, you will not be considered eligible.

POLICY ON CONFIDENTIALITY

It is absolutely necessary, when working with families, that staff keep all information learned through forms, conversations, and conferences confidential. A breach of confidentiality is grounds for immediate dismissal of the staff person involved.

If a parent or guardian shares confidential information with a staff member that seems pertinent to better understanding a child's behavior, the staff member will confirm with the parent whether or not he or she wants that information shared among the staff members who are directly involved with the child. If the parent says no, then the staff member will keep the information confidential, except to the extent that revealing that information is necessary for the safety of the children in the center.

BASIC STATEMENT OF NEED

Children need a safe, nurturing environment that assists them to grow, learn, and feel loved by their caretakers. In order to grow and learn, children's minimum needs for good nutrition, shelter, medical care, bathing, clean clothes, intellectual stimulation, appropriate discipline, love, and a feeling of importance must be met. When these are not met a child cannot grow and learn as easily.

Community Child Care Center expresses a commitment to provide an environment that encourages the child's growth and learning. If you feel that our staff is not meeting your child's needs, we encourage you to talk to the Director.

If you are temporarily unable or unwilling to meet your child's minimal needs, as described above, our staff is mandated by Minnesota State Law to file a report with Hennepin County Child Protection. It then becomes the role of the Child Protection Unit to work with you.

If you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for our help. Our staff can help you find community resources that can offer assistance. Please keep us informed of any changes in your family circumstances that may affect your child's needs.

Here are some basic resources:

Hennepin County Crisis Connection	612-379-6363
Hennepin County Child Protection	612-348-3552
Greater Minneapolis Crisis Nursery	763-591-0100
Department of Human Services	651-296-3971
Minnesota Visiting Nurse Agency	612-617-4600
CLUES (Comunidades Latinas Unidas En Servicio)	612-746-3500
CAPi (Immigrants and Refugees)	612-721-0122

Please sign and return to the center:

I have read and understand the policies in the Family Handbook.

Parent/Guardian Signature

Date