



2024-2025 CHILDCARE HANDBOOK

WELCOME!

We are pleased that you have chosen the Boys & Girls Club of East Providence for your childcare needs. Our mission is a simple but critical one: to inspire, enable, educate and reach out to all young people in East Providence, particularly those who need us the most, to realize their full potential as productive, responsible, and caring citizens. The goal of our childcare program is to provide affordable childcare for working parents, while assuring them that their children are cared for in a safe, healthy and learning environment.

Following for your review are our childcare policies. Please feel free to contact us at 434-6776 or email Zachary Handleman at zhandleman@epbgc.org with any questions you may have.

Registration

Club membership and child care registration is required and must be completed prior to your child's first day. All children enrolled in our child care programs must be members of the Boys & Girls Club of East Providence. The membership fee is \$20.00 per year and must be paid before your child can participate in any programs. This fee is waived for parents participating in the Childcare Assistance Program (CCAP)

Transportation is provided by the East Providence School Department. All children registered for childcare who attend an East Providence school must fill out the transportation appeal form and provide the required proofs of residency and return it to the Club. Once these documents are received, Club staff will forward them to the School Department for approval. Registration is not complete until the School Department has approved your appeal form.

Please include a recent photograph of your child and be sure that all work and emergency phone numbers are accurate.

Hours of Operation

Williams Ave: Mon – Fri, 6:30 am – 5:45 pm

Before School Care: 6:30 am – bus arrival (Middle School members should arrive by 7:00 am, Elementary students should arrive by 7:45 am)

After School Care: School Dismissal – 5:45pm.

If children need to be dropped off for After School Care by a parent because they were dismissed from school for an appointment, they cannot be dropped off until 2:30 pm.

Waddington: Mon – Fri, 7:00 am – 5:45 pm

Before School Care: 7:00 am – start of school

After School Care: School Dismissal – 5:45pm.

Oldham Pre-K: Mon- Fri School Dismissal – 5:45PM

Parents/guardians who do not pick up their child by 5:45 pm will be charged a **late fee of \$15.00 for every 15 minutes** or portion thereof

Weekly Childcare Fees

School-age After School Childcare: \$125-\$205 per week based on family size and income

Pre-K After School Childcare (Oldham School Students Only): \$150 - \$230 per week based on family size and income

School-Age Before and After School Childcare: \$135-\$215 per week based on family size and income

School-Age Before School Childcare Only: \$50 per week

The weekly fee for childcare must be paid the Wednesday before services are rendered. We are requiring all families to have a credit or debit card on file. That card will be charged the weekly childcare rate each Wednesday morning. If the transaction fails for any reason, you will be contacted to make the payment. If payment is not made by Thursday at 12:00PM, your child will be removed from the program and their spot will be filled with someone from our waiting list.

By registering for the Out of School Childcare program, you are committing to a minimum of 10 weeks of childcare. Your card on file will be charged weekly on Wednesdays for the 10 weeks regardless of whether your child attends or not. No refunds will be given for days or weeks that your child does not attend. Exceptions will be made only in the case that your child is out with a medical note from a doctor.

After 10 weeks, if you decide to continue in our program after 10 weeks, you will commit to another 10 weeks and your card on file will be charged as outlined above.

If you choose not to continue with the program you must inform us in writing by the end of the 8th week. If you do not inform us that you will be withdrawing from the program, we will assume you want to continue and we will renew your registration for the next 10 week cycle.

The first 10 Weeks will be from September 3, 2024 to November 8, 2024

October 25, 2024 is the last day to opt out of the 2nd 10 week session.

AUTHORIZED PICKUP

Childcare regulations allow us to release children only to 1) The parent/guardian, 2) an adult individual who has been authorized, in writing, by the parent/guardian to pick up the child, and whose identity can be verified by a photo ID. There will be no exceptions to this policy, so be sure that anyone you may want to pick up your child is listed on the Pickup Authorization section of your Daxko Account and be prepared to provide identification even if they have picked up before. **Additions, corrections or deletions must be done in person by the parent/guardian.**

Parents/guardians, who have a protective or no contact order, against any individual shall notify and provide a copy to childcare staff. If the person upon whom the order has been placed attempts to remove a child from the program, we will call the East Providence Police Department and notify you, as soon as possible.

MEALS

All children must have a current Meal Benefit Application on file. The meal benefit application can be obtained on our website <https://epbgc.org/our-programs/childcare/>

Please see the USDA non-discrimination statement at the end of this handbook.

Depending on Club location, a healthy dinner or snack will be provided daily upon arrival from school.

Williams Avenue: Breakfast will be served daily from 6:30 AM – 7:45 AM as part of the Child and Adult Care Food Program (CACFP).

On days that there is no school and the Club provides full day care, lunch will be provided instead of breakfast. Lunch is also provided as part of CACFP

Dinner will be provided daily upon arrival from school. Dinner will be provided by the RI Community Food Bank.

Waddington and Oldham Schools: A healthy snack will be provided upon school dismissal as part of CACFP.

Health Policies

Illness Policy- please note the additional policies listed above

- Parents will be contacted to pick up their children, **within 30 minutes**, if any of the following conditions exist:
 1. Fever (temperature of 100° or above).
 2. Abdominal pain, breathing difficulty, or other pain, which is persistent, lasting at least 30 minutes.
 3. Indications of a contagious disease.
 4. Other symptoms (i.e. vomiting, diarrhea, rash) which the staff feels warrants such action.
- Children may return to the program under the following conditions:
 1. Children must be symptom free and fever free without the use of fever reducing medications for 24 hours before returning to the program
 2. Antibiotic treatment has been given for at least 24 hours.
 3. Lesions (chicken pox) have dried and crusted.
 4. If seen by a doctor, child has been cleared to participate in regular activities.
- Parents will be notified in the case of any communicable disease such as Mumps, Measles, or Chicken Pox.

Emergencies

Emergency information should be kept up to date. Staff must be able to contact parents in case of an emergency. If changes occur, please notify the membership secretary in writing or via email at mchristmas@epbgc.org.

In the event of a medical emergency staff will:

1. Call 911
2. Call parents
3. Call emergency contacts if the parents cannot be reached

*Depending on the urgency of the situation, parent may be contacted prior to initiation of EMS (911)

Procedures for Using and Maintaining First Aid Equipment

Location of first aid kit - Each room will have a first aid kit. Its location will be marked by a red cross on the front of the container. The first aid kits are stored out of the reach of children but easily accessible in case of emergency.

Who maintains the first aid kit? - The first aid kit is kept supplied by the Unit/Site Director. First aid kits will be inspected monthly, but supplies will be replaced as needed. Staff should report missing items to the Unit Director.

Staff certified in first aid and in accordance with the recommended procedures will use all first aid supplies and/or equipment. All staff must be first aid certified within six (6)

months of employment. One staff member certified in CPR must be on the premises during all hours of operation.

Contents of first aid kit

Band-aids	Disposable non-latex gloves
Gauze pads	Gauze roller bandage
Adhesive tape	Instant cold pack
Compress	Scissors
Thermometer	

MEDICATION POLICIES

Prescription Medication

1. Prescription medication must be brought to the program in its original container and include the child's name, the name of the medication, the dosage, the number of times per and the number of days the medication is to be administered. This prescription label will be accepted as the written authorization of the physician.
2. The Center will not administer any medication contrary to the directions on the label unless so authorized by written order of the child's physician.
3. The parent must provide written authorization for the Club to administer any medication.

Non-prescription Medication

1. Non-prescription medication will be given only with the written consent of the child's physician. The Center will accept a signed statement from the physician listing the medication(s), the dosage, and criteria for its administration.
2. Along with the written consent of the physician, the Club will also need written parental authorization.

All Medications

1. The first dosage must be administered by the parent at home in case of an allergic reaction.
2. All medications must be given to the Childcare/Site Director or other Full Time Staff member directly by the parent.
3. All medications will be stored out of reach of the children. All medications that are considered "controlled substances" must be locked and kept out of reach of children.
4. The Childcare/Site Director will be responsible for the administration of medication. In his/her absence, the Associate Director or other designated Full Time Staff member will be responsible.
5. The Club will maintain a written record of the administration of any medication which will include the child's name, the time and date of each administration, the dosage, and the name of the staff person administering the medication.

- This completed record will become part of the child's file.
6. All unused medication will be returned to the parent.

Allergies

- 1.) Allergies should be identified by the parent on the registration form, so that known allergens can be avoided.
- 2.) An allergic child may be removed from the environment causing the allergic reaction, or the allergen is taken out of the child's space, as appropriate to the situation.
- 3.) Food allergies are noted to the appropriate staff and a special diet may be posted for the child.

Injury Prevention

- 1.) The Site Coordinator/Program Director will make a daily safety check of the Club/sites to ensure the removal and/or repair of potentially hazardous items or conditions.
- 2.) All toxic and hazardous substances are disposed of immediately or kept in locked closets out of reach of the children.
- 3.) No smoking is allowed on the premises.
- 4.) An injury report for any incident which requires first aid or emergency care will be maintained in the child's file. The injury report includes the name of the child, date, time, and location of accident or injury, description of injury and how it occurred, name(s) of witness (es), name(s) of person(s) who administered first aid, and first aid required. Staff will use the Injury Report form to record the above information. Staff will submit the completed form to the Program Director for review.
- 5.) Once the Site Director has reviewed the Injury Report form and has signed it, it will be given to the parent. The parent will be allowed to review it, sign it, and then be given a copy. Please note that parent signature is required to document that the parent has been notified of the Injury
- 6.) Only staff who have a current First Aid certification will be allowed to administer first aid, no matter how minor the injury.

Injury Reports

- 1.) Injury reports must be filled out within 24 hours, a copy placed in the child's file, and a copy given to the parents.
- 2.) Parents are notified immediately if any injury requires emergency care or for any injuries involving the head or neck.

Managing Infectious Diseases

- 1.) Staff will take extra special precautions when children who are ill are diagnosed at the Club and when children who are mildly ill remain at the Club.
- 2.) Children who exhibit symptoms of the following types of infectious diseases, such as gastro-intestinal, respiratory, and skin or direct contact infections, may be excluded from the Club if it is determined that any of the following exist:
 - The illness prevents the child from participating in the program activities or from resting comfortably
 - The illness results in greater care need than the child care staff can provide without compromising the health and safety of the other children;
 - The child has any of the following conditions: fever, unusual lethargy, irritability, persistent crying, difficult breathing, or other signs of serious illness:
 - diarrhea
 - vomiting two or more times in the previous 24 hours at home or once at the Club
 - mouth sores, unless the physician states that the child is non-infectious
 - rash with a fever or behavior change until the physician has determined that the illness is not a communicable disease
 - purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow discharge, often with matted eyelids) until examined by a physician and approved for re-admission, with or without treatment
 - tuberculosis, until the child is non-infectious
 - impetigo, until 24 hours after treatment has started or all the sores are covered
 - head lice, free of all nits or scabies and free of all mites
 - strep infection, until 24 hours after treatment and the child has been without fever for 24 hours
 - chicken pox, until last blister has healed over
- 3.) A child who has been excluded from childcare may return after being evaluated by a physician, physician's assistant, or nurse practitioner, and it has been determined that he/she is considered to pose no serious health risk to him or her or to other children. Nevertheless, the Club may make the final decision concerning the inclusion or exclusion of the child.
- 4.) When a communicable disease has been introduced into the Club, parents will be notified immediately in writing by the Childcare/Site Director. Whenever possible, information regarding the communicable disease shall be made available to parents.

Infection Control

- 1.) All staff and children should practice a strict hand washing schedule. At minimum, hands should be washed:
 - before handling or eating food
 - after toileting or assisting children
 - after contact with bodily fluids (blood, mucous, feces, and vomit)
 - after cleaning areas contaminated with body fluids
 - after handling pets or their equipment
 - after returning from outdoor play

- 2.) Hands should be washed with running water and liquid soap using friction for 15-20 seconds and dried with paper towels.
- 3.) Disposable gloves are provided to be used for cleanup of bodily fluids and blood spills. Used gloves shall be thrown in a lined, covered container.
- 4.) Bloody clothes shall be sealed in a plastic container or bag, labeled, and returned to the parent at the end of the day.

Child Abuse and Neglect Policy and Procedure

1. All staff members are mandated reporters according to the Rhode Island General Law. This means that if a staff member has a reasonable suspicion of abuse or neglect of a child he/she must file a report with the Department of Children , Youth & Families.
2. The following procedure will be followed:
 - o A staff member who suspects abuse or neglect must document his/her observations including the child's name, date, time, child's injuries, child's behavior, and any other pertinent information. The staff member may discuss this information with their site director.
 - o The staff member, with assistance if requested from the site director will make a verbal report to DCYF. In Rhode Island, all adults are mandated reporters; in the event that a site director disagrees with a staff member regarding their suspicion of child abuse/neglect, that staff member should still call DCYF but also alert the Club's senior management team.

Procedure for Identifying and Reporting Child Abuse/Neglect while in the care of the Club.

- 1.) It is the Club's commitment to protect all children in care from abuse and neglect. The following are procedures for reporting suspected child abuse/neglect while the child is in the Club's care.
 - o Any report of suspected abuse or neglect of a child will be immediately reported to the Department of Children, Youth & Families.
 - o If appropriate, other law enforcement agencies will also be contacted.
 - o Club senior staff will alert the Chair of the Board as well as the Safety Committee Chair.
 - o The staff member in question will be immediately suspended from the program with pay pending the outcome of the DCYF investigations.
 - o If the allegations of abuse and neglect are substantiated, the employee will be immediately terminated.
 - o The incident will be reported to Boys & Girls Clubs of America as a critical organizational incident.

BOYS & GIRLS CLUB OF EAST PROVIDENCE RULES & REGULATIONS

At the Boys & Girls Club of East Providence, the safety of our members is our primary concern.

Therefore, we have the following rules and regulations in place:

- DO show respect for staff and other children at all times.
- DO follow the rules of play listed for each activity in the games room.
- NO hitting, pushing, shoving, kicking or any other type of contact is allowed between children.
- NO throwing of anything, except balls or other sports equipment during organized games.
- NO swearing.
- NO gum chewing.
- NO running in the building, except during structured athletic activities.
- NO weapons of any kind are allowed at the Club. Violation of this policy is grounds for immediate expulsion.
- NO tobacco, alcohol, or other drugs are allowed at the Club. Violation of this policy is grounds for immediate expulsion.

In addition, specific spaces may have established group norms and rules that pertain to their specific programs.

BEHAVIOR SUPPORT

One of the major objectives of the Boys & Girls Club of East Providence is to help children grow into responsible individuals. In cooperation with home, school and community, we can best fulfill our role in this area by providing a constructive daily program that emphasizes honesty, respect and responsibility.

Behavior support begins with safety. When people do not feel physically and emotionally safe they may react to experiences from a place of survival (fear) rather than logic. Often this can lead them to make reactive decisions that are motivated by strong emotions, rather than behavior choices that are safe, healthy, and build relationships.

Behavior is an observable action and form of communication; behavior support is a process of understanding what youth are communicating with their actions and using that information to adjust their environment and teach skills that promote positive behavior.

The 5 Guiding Principles of Behavior Support

- All behavior is communication.
- All youth are in the process are learning about their own behavior. As youth learn to meet expectations they will often act in ways that are challenging or concerning.
- People interpret behavior based on culture, upbringing and experience.

- Behavior is an opportunity to learn how youth respond to their environments, and the skills they are working on in those spaces.
- Behavior support is a team approach that should include the youth, parents, mentors, elders, or other caregivers, and supportive adults in the youth's life.

At the Boys & Girls Club of East Providence

Positive Behavior Support:

- Understands that youth do well if they can, not if they want to
- Takes into account equity and cultural differences
- Understands individual youth needs (i.e. responds to individual differences among youth with insight and sensitivity), providing reasonable accommodations when able
- Is explicit, reasonable and timely
- Is logical, consistent, developmentally appropriate, and considerate of the circumstances
- Relies primarily on supportive environments, staff relationships, and positive youth development as prevention
- Ensures parent and youth voice in the creation of management plans
- Increases the youth's awareness of the impact of their behavior and provides an opportunity to take full responsibility for it
- Builds a sense of community and its capacity for resolving conflict and maintaining a positive culture
- Teaches youth responsibility, regulation, and how to solve their own problems
- Tries to get at the root of the need behind the behavior
- Utilizes Trauma Informed Care by prioritizing: Physical and emotional safety, stability and predictability, equity, empowerment and choice, and connecting with the positive adult mentor
- Recognizes that staff and Clubs need to examine, with a TIC lens, our environments, expectations, and communication to ensure we are truly setting our youth up for success

Club behavior support and response procedures take into consideration:

- Impact on the youth expressing behavior (loss of dignity, extreme emotional duress, threat of harm to self)
- Impact on others (physical harm, emotional harm, loss of property)
- Impact on the program (loss of ability to run programs, maintain safe and positive culture)
- Duration
- Frequency
- Age and developmental level of youth
- Individual circumstances
- Does the youth have a documented disability that impacts their behaviors or responses
- The Club's ability to provide reasonable accommodations
- The experience of the individual youth, including ACEs, as well as their strengths
- The experience of the larger Club community

Behavior responses or practices that are never acceptable at the Club:

- Restraint and seclusion
- Withholding of basic needs (food, water, bathroom use)
- Any form of physical punishment, including push-ups or running laps
- Verbal abuse (berating, taunting, name-calling)
- Emotional Abuse (belittling, threatening, shaming)

Levels of Behavior Response

Level 1

Minor behaviors with low impact to Club community, including running in the hallway during transitions, minor verbal conflicts, arguments over toys, not respecting personal space, not using supplies as intended, etc.

Consequences will be led by program staff and may include reminders and redirection, re-teaching expectations, written or verbal apology, temporary loss of privileges, or similar minor behavior corrections.

Level 2

Moderate impact on the Club community. Behavior has potential to cause emotional or physical harm, property damage or disruption of the Club environment if continued. Examples include pushing someone in like, throwing items, ripping up someone's artwork, disrupting program activities, refusing the follow staff member's reasonable requests.

Consequences are led by site directors in consultation with leadership staff, and may include restorative practice strategies, logical loss of privilege, developmentally appropriate logical consequence, potential parent conference or phone call.

Level 3

Major impact on the Club environment, behavior causes physical or emotional harm, property damage and/or provides a major disruption to the Club environment. Examples include intentional physical aggression (hitting, biting, kicking, etc), running away/eloping outside the current program space without staff permission, stealing, serious threats of harm to other, technology misuse (intentionally searching inappropriate topics), strong emotional response (kicking, yelling, emotional distress) that cannot be resolved or redirected by staff, causes major program disruption.

Consequences will be decided in consultation with club administrative staff and may include: immediate pick up by parent/guardian, suspension, expulsion, and loss of Club privileges.

Level 4

Behavior is very dangerous, illegal, had the potential to cause very serious threat of harm to self or others, and/or potential to cause major property loss. Examples include: possession of a weapon, use or a weapon and weaponized object that has the potential for serious harm; use or possession of alcohol or drugs, physical

aggression that results in medical treatment, arson, intentionally touching someone else's genitals/genital area, running away to a dangerous area (off the bounds of the property, into a street, etc).

Consequences will always include input from senior Club leadership and will include suspension or expulsion. As appropriate, Club staff will also engage with emergency services for assistance with these behaviors.

Incident report will be written and given to parents to review and sign for all behaviors that are at level 2 or above. Parents are required to sign the incident report. Signature will provide proof that the parent was notified of the incident. If a parent disagrees with what happened on the incident report, they can make a note on the form and the Childcare/Site Director or their supervisor will review the issue, however the parent must still sign the incident report. If the parent refuses to sign the incident report their child will not be allowed back into the program until the report is signed and a conference with the Childcare/Site Director is held.

BULLYING POLICY

Examples of bullying behavior include:

- Punching, shoving and other acts that hurt people physically
- Spreading rumors about people
- Keeping certain people out of a group
- Teasing
- Getting certain people to gang up on others
- Making negative comments about someone's appearance

The Boys & Girls Club of East Providence has adopted the following bullying policy, separate from our discipline policy outlined above.

1. The first time a child acts as a bully, they will be sent to the office. S/he will be given a written warning by the unit director and as a consequence will either sit in time out in the office or by doing some community service acts at the Club. The site director will contact both the victim and the accused bully's parents/guardians by phone to discuss the situation.

2. The second time a child acts as a bully, the child will be sent home from the Club for the day and will not be able to return until a behavior contract is drafted and signed by their parents and the staff.

3. If the behavior contract is violated by future acts of bullying, the child will be expelled from our program.

HATE SPEECH POLICY

The Boys & Girls Club of East Providence has a zero-tolerance policy for hate speech, definite organizationally as any form of expression through which speakers intend to vilify, humiliate, or incite hatred against a group or a class of persons on the basis of race, religion, skin color sexual identity, gender identity, ethnicity, disability, or national origin.

If a youth member of the Boys & Girls Club of East Providence is reported to have used hate speech directed to any club members, staff or volunteers, said individual will be placed on immediate in-house suspension pending an investigation into the matter. Following the investigation, the matter will be referred to a review committee, which will be comprised of five staff members, including 1 -2 members of the Club's senior leadership team; 1 – 2 program or site directors; and 1 youth development professional or administrative professional. If the review committee is unable to meet on the same day of the incident, due to the timing of the event, then the member will be suspended the next program day pending the completion of the review.

If this review committee finds evidence that hate speech was used, the member must be picked up immediately and then serve a two-day suspension from Club activities. When they return to the programs, they will do so on a behavior contract thus that future incidents of hate speech will result in immediate expulsion.

TOYS/ELECTRONIC DEVICES FROM HOME & LOST AND FOUND POLICIES

Toys & Electronic devices from home will not be permitted at the Boys & Girls Club. This includes Cell phones, tablets, video game devices and any other electronic devices. School issued chrome books and headphones will be allowed to use for completing homework and may be allowed at certain scheduled times.

Each EPBGC location maintains Lost & Found at the office if your child has misplaced an item. Found items are kept for TWO WEEKS after which time they are donated to charity. Prior to items being donated, we will make every effort to determine the owners of found items. Please label your children's items, especially coats, hats, gloves, swimsuits, and towels, so that we may return misplaced items easily to their proper owner.

The Boys & Girls Club of East Providence is not responsible for lost or stolen items.

SCHOOL CANCELLATIONS/EARLY RELEASE

As we recognize that childcare is critical to those families enrolled in our programs, our sites make every effort not to close for weather-related circumstances, however severe weather may cause the Club to close (i.e. hurricanes, etc.). Generally speaking, the EPBGC will follow the East Providence School Department's decisions regarding closing our sites.

Closing Notifications: All official announcements regarding the Boys & Girls Club of East Providence will be made through the Rhode Island Broadcasters Association, which shares this information with all local media outlets. Additionally, we will send an alert to all families through Class Dojo. **Please refer to these sources for updated information – during a weather emergency, it is often difficult for us to answer the volume of parent calls asking about our schedule, therefore calling the Club may not provide the most updated information.**

Due to our already-discounted fees, there will be NO REFUNDS based on weather-related closings.

CONTACT INFORMATION

Williams Ave Childcare Director – Zach Handleman – zhandleman@epbgc.org

Waddington Site Director – Janice Sanchez – jsanchez@epbgc.org

Oldham Pre-K Site Director – Tracy Jones – tjones@epbgc.org

Billing – Membership Coordinator – Amanda Wheeler – awheeler@epbgc.org

Associate Director – Martin DeCosta – mdecosta@epbgc.org

HOLIDAY SCHEDULE

The Boys & Girls Club of East Prov. will be closed on the following days:

Summer/Fall Transition (Aug 26-
August 30)
Labor Day (Sept. 2)
Indigenous People's Day (Oct. 14)
Veterans' Day (Nov. 11)
Thanksgiving Break (Nov. 28– Nov. 29)
Christmas Eve (Dec 24)
Christmas Day (Dec 25)
New Year's Day (Jan 1)
Martin Luther King Day (Jan. 20)
Memorial Day (May 26)
Last Day of School (June 16)

Please be sure to make arrangements for your child's care on these days.

The following are days that there is no school, but the Williams Ave Club will be open for School-Age childcare only. Pre-K program will be closed on these days. Children from our Waddington School Program will be allowed to attend Williams Ave on these days but please note that transportation will not be provided.

We will monitor the school calendar and add or subtract days as appropriate. Please note that we reserve the right to close on these days if we do not have the demand for service for these days:

Primary Day (Sept 10)
Election Day (Nov 5)
Parent/Teacher conference ½ day (Nov 14)
Day before Thanksgiving (Nov 27)
Holiday Recess (Dec 23, 26, 27, 30, 31)
Professional Development Day (Jan 10)
Winter Recess (Feb 17-21)
Spring Recess (April 14-18)

USDA NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#), and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.

Americans with Disabilities Act

The ADA (Americans with Disabilities Act) requires that childcare providers not discriminate against persons with disabilities on the basis of disability, that is, that they provide children and parents with disabilities with an equal opportunity to participate in the child care center's programs and services.