**LIL BEARCUBS LEARNING ACADEMY**

**PARENT HANDBOOK**

**240 TRIBAL WAY**

**Phone: (406) 353-2205**

****

***DEDICATED TO KALE & HAZEL BEAR***

***MY BABIES***

***OUR FUTURE***

**Dear Parent:**

**We are pleased that you have chosen the Fort Belknap Child Care Center for your child. The Center provides quality child care services for children of the Fort Belknap Indian Community. We provide exciting, developmental appropriate learning activities for your child from 0 - 12 years old. Our staff receives a minimum of 16 hours of professional development training per year as well as CPR and First Aid Certification.**

**This parent handbook will acquaint you with the mission, philosophy, curriculum and policies of the Fort Belknap Child Care Center. We hope it will give you a clear picture of the Center and what you and your children can expect while in our care.**

**Parents are a vital part of our program. We encourage you to visit and participate in activities at the Center. Our parent committee will be all parents of the Child Care Center. Your input in your child's care is extremely important to all of us at the Fort Belknap Child Care Center.**

**We welcome you and your child to our center!!!!**

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| **Program Philosophy/Mission** |

The Fort Belknap Child Care Center is a not-for-profit day care center and is licensed by The Fort Belknap Indian Community Child Care Program and the State of Montana for children ages 0-12 years. As a licensed facility, we are committed to meet and exceed the standards set by the "Caring for Our Children Basics" and the standards set forth by the Department of Human Services Office of Child Care. The Fort Belknap Child Care Center provides care for the children on the Fort Belknap Child Care Program and will also accept 5 Child Care Slots for parents that do not meet the income guidelines of the Fort Belknap Child Care Program. The parents who do not meet the Federal Poverty Level guidelines set forth by the Fort Belknap Child Care Program will agree to contribute $200 dollars per month, to defray the cost of running the Child Care Center.

It is our intent to serve the Fort Belknap Indian Community through the delivery of innovative and quality childcare services throughout our community. The commitment of the Center is to provide an appropriate atmosphere where children of all ages experience joy, love, kindness, peace and wonderment of the world around them. We respect the children as unique individuals with the right to learn in an environment of positive reinforcement.

**The Major Goals of the Fort Belknap Child Care Center Are:**

1. To create a secure atmosphere that provides a stimulating learning experience

2. To nurture the growth and self-esteem of children by respecting them as human beings and encouraging them to value the individuality of others.

3. To provide opportunities for creative expression.

4. To aid in the development of active curiosity and enthusiasm for learning.

5. To provide personal interaction in which character and integrity are seen and developed.

**The Fort Belknap Child Care Center strives to provide an environment consistent with the mission and core values of the Fort Belknap Child Care Program and the Fort Belknap Indian Community.**

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| **Fort Belknap Child Care Dedication:** |

* **Providing a stimulating child-oriented environment.**

Learning styles in our classrooms are arranged to offer challenging play, exploration and success at the range of individual development levels.

* **Supporting our Teachers with specific and appropriate training experiences.**

Care Providers and Teachers will be given the opportunity to create unique learning experiences for our children along with providing staff with professional development skills through continuing education.

* **Positive methods of disciple.**

Our teachers are dedicated to creating a caring, nurturing atmosphere. Teachers foster each child's creativity, encouraging development of a sense of responsibility, independence and positive worth.

* **Developing and maintaining an atmosphere of mutual respect and trust between parents and teachers.**

For the benefit of the child this partnership requires open daily communication between parents and staff. The Center Supervisor and teachers are readily available to parents for conferences regarding any aspect of center operations.

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| **Enrollment** |

The Fort Belknap Child Care Center will have 4 classrooms. Classroom enrollment is determined by age of child and availability of slots per age group. The Fort Belknap Child Care Programs Adult/Child Ratio is as follows:

**Classroom #1**

Children 0-12 months 1;4

**Classroom #2**

Children 12 - 36 months 1;4

**Classroom #3**

Children 37 months - 5 years 1;8

**Classroom #4**

Children 5+ - 12 Years - 1;10

Admission and enrollment will be determined by the number of child care slots available in each classroom. Child Care Program participants will be given priority when determining the availability of slots in the classroom. All other available slots will be determined by the Child Care Centers application date regardless of child care program eligibility. These slots will be limited to 5 slots as determined by the adult/child ratio. Enrollment of the children in the Fort Belknap Child Care Center will be determined by application and personal interview with the Child Care Program Manager. To meet the requirements of the law and the individual needs of your children, it is necessary that we keep health, attendance and developmental records of your children. These forms/records will be provided by the parent at the time of the interview and must be completed and on file in the Manager's office prior to enrollment. These Forms/Records will be kept confidential. If any information should need to be shared with any other personnel or agency, we will obtain a parent's written permission before releasing the information.

**The required forms for admission are:**

1.Day CareApplication

2 Parent work/training schedule

3. Emergency Contact & Parent Release

4. Certificate of Immunizations

5. Over the Counter Medication information

6. Child and Adult Care Food Program Application

7. Legal child custody and child pick up information

**The Center must have completed paper work returned three working days prior to a child's start date.**

It is the parent's responsibility to notify the Manager in writing of any changes of; employment, address, phone number(s), hours of work, care and/or custody and other pertinent information regarding the family. **For the safety of the children, all records must be kept up to date.**

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| **Waiting List** |

A waiting list, according to priority, will be maintained by the Fort Belknap Child Care Center. Consideration will be given to Child Care Program Applicants that qualify for the Fort Belknap Child Care Program, Office of Child Care, when a slot becomes available. In the event, a slot becomes available and there are no child care program applicants to fill the slot, The Program Manager will select from a list of center applicants who do not qualify for the Fort Belknap Child Care Program not to exceed the 5 slots allocated to over-income applicants. These 5 slots will have a required family contribution of $200 Dollars per month, payable to the Fort Belknap Child Care Program's Finance Office located at the FB Tribal Building. This payment will help defray the cost of the Fort Belknap Child Care Program.

Enrollment in the Fort Belknap Child Care Center is made available to families enrolled with the Fort Belknap Indian Community, Descendants of Tribally enrolled members or enrollment in another federally recognized Tribe. Our service area includes; Fort Belknap, Harlem and Dodson. Our program, facilities, services and methods of communication are accessible to individuals with disabilities in so far as this can be accomplished without fundamentally altering the nature of the program or resulting in any undue financial and/or administrative burden. Please notify us of any special needs your child might have.

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| **Hours of Operation/Attendance** |

**Operating hours and Attendance:** The Child Care Center is licensed by the Fort Belknap Indian Community Child Care Program and the State of Montana and will operate from 7:45 to 5:15 Monday through Friday. We will be closed most holiday's. Parents will be notified 24 hours in advance of any other closure days.

Any child remaining after these hours will be brought to the office area where staff members will try to locate the child's parent or contact person. If a parent or other authorized adult cannot be reached within 30 minutes after closing, Center staff will contact the Social Service Department or Police.

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| **Scheduling**  |

Parents are required at the time of applying to turn in a schedule prior to using the Child Care Center. The schedule is required at the time of the interview.

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| **Admission Policies/Procedures** |

**Use of the Center:**

Subject to slot availability, the Fort Belknap Child Care Center will welcome drop-ins. The parent must notify center staff in advance for permission to bring their children to the center on days when child care is needed.

Parents will not leave their child at the Child Care Center past center working hours. Hours of operation will be 7:45 am to 5:15 pm on Monday - Friday. Parents will be charged a late fee of $1 per minute, at the expense of the parent. If this fee is not paid, the child may lose their slot in the center program.

**Logging in and out:**

It is important that parents log their children in and out each day. When you leave your child at the Child Care Center you are entrusting us with the guardianship of your child for that time. It is important, for record purposes, that your child's attendance be recorded each day. Your child's recorded attendance is used to determine reimbursement for meals served and child care provider payments.

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| **Parent Communication**  |

Parents are an important part of the Fort Belknap Child Care Center. We encourage parents to talk with their child's teacher/provider, the supervisor or manager at any time concerning his/her child.

The center staff takes the responsibility of caring for your children very seriously. We realize that you have given us guardianship of your children for the entire time they are at the Center. Please consult with the Teacher/Provider on the daily basis on the activities of your child.

Mothers who are nursing may continue to do so at the center. Please let the staff know if you intend to do so.

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| **Parent Obligation**  |

**Medical Exams and Immunization Records:**

The parent is responsible for assuring that the child (under the age of 2 yrs. old) has a medical examination by a licensed physician prior to enrollment. Immunizations recommended by the local health authorities and/or *Minimum Health and Safety requirements for Child Care Programs,* are required before enrollment may take place. This information will be provided on a form provided by the local health provider. For enrollment purposes immunization must be kept current.

**Current forms and Telephone Numbers:**

Enrollment forms must be updated as necessary regarding all information contained on the form. Any changes in address, emergency information, work telephone numbers, message phones and cell phone.

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| **Health and Safety Policies** |

**Illness/Mediation:** The Center cannot accept any child if the child has the following:

1. An oral temperature more than 101 degrees unless the fever is immunization related. In which case, you need to let the teachers know. (The child must be free of elevated temperature for 24 hours without fever reducing medication before returning to the center).
2. Any signs or symptoms of possible severe illness, such as; lethargy, difficulty breathing, uncontrolled diarrhea, vomiting (two or more episodes in 24 hours), rash with fever, mouth sores with drooling, wheezing, behavior changes, or other unusual signs until medical evaluation indicates that the child can be included in the Center’s Activities. Three consecutive episodes of loose, watery stools occurring within one hour constitutes diarrhea. Children with diarrhea may return to the center when diarrhea has subsided for 24 hours.

1. The illness prevents the child from participating comfortably in Center activities.
2. The illness results in greater need for care than the staff can provide.

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1. The child has been diagnosed with a communicable disease, until medical evaluation determines that the child is no longer communicable and is able to participate in the Center’s activities.
2. Any generalized rash, including those covering multiple parts of the body, must be evaluated by a physician. The Child may return with a note from a physician stating the child is not contagious.

If any of the above occurs while at the center, the parent will be called and the child will be admitted to the designated sick room located within the center to await parent pick-up. The parent will pick up child within one hour of notification.

A child may return to the center after 24 hours without fever (without fever reducing medications) or prior symptoms. In the event of communicable illness a child may return to the center with the written consent of a physician stating that the child is no longer contagious or when symptoms no longer persist.

The parent should notify our staff when a child has been exposed to a contagious disease.

**Accidents or Emergencies.** In case of a medical emergency, parents will be notified. Center staffs are trained in basic First Aid including infant and child choking and CPR for infants and children.

**Incident Reporting.** An Incident/Accident report will be filled out in incidents/accidents that happen at the Center. The parents or other person authorized by the parents will be notified will be notified as quickly as possible if the child has an injury that places him/her at risk.

**Medication.**  A designated center staff member may give medication if the following occurs.

1. Medication must be in the original container, have child’s name, current date, frequency to be given, and amount to be given.
2. These requirements also apply to age appropriate over-the-counter medications such as Tylenol or cough medicine.
3. A medication Authorization form must be on file for each medication to be administered whether prescription or non-prescription. A new form must be filled out daily unless otherwise stated on prescription.
4. Non-prescription medications without specific dosage instruction for young children must be accompanied by a physician’s written statement of authorization.

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 **Guidelines for parents and staff to follow when a child becomes ill:**

***Fever.*** Anytime a child runs a temperature of 101° or greater, the child must be picked up and sent or sent to the sick room located in the Child Care Center. No other symptoms need be present. For fevers of an unknown origin, the staff will not give any fever reducers. The child shall be fever free for a period of 24 hours before returning to the center without the aid of fever reducer.

***Diarrhea.***Any child with diarrhea accompanied by either (1) running a fever of 100° or higher or (2) vomiting or (3) three or more episodes of uncontainable diarrhea should not be in the Center. Parents will be called to pick up their child should this occur. Diarrhea must have subsided for a period of 24 hours before the child can return to the Center.

***Vomiting.*** One occasion of vomiting may indicate the need for the child to leave the Center. In the event of two or more incidents, or accompanied with a fever of 101° or higher, the parent will be notified to pick up the child. Vomiting must have subsided for a period of 24 hours before the child may return to the Center.

***Impetigo.*** Any indication of impetigo, the parent will be notified to pick up the child. The child may return 24 hours after treatment is started and there is no discharge.

***Hand, Foot and Mouth.*** Any indication of Hand, Foot and Mouth the parent will be notified to pick up the child. Normally the child will be able to return to the Center after 3 days.

***Conjunctivitis (Pink Eye).*** Any recognition of Conjunctivitis, the parent will be notified to pick up the child. The child may return 24 hours **after treatment is started and there is no discharge.** A physician’s note will be required before the child may return to the Center if Conjunctivitis is not determined.

***Chicken Pox.*** A child may return to the Center after lesions have crusted, but no sooner than seven days after the onset of the rash.

***Thrush.*** Any signs of thrush, the child must be picked up and seen by a physician before returning to the Center.

***Rash.*** Any signs of rash of unknown origin, the child must be picked up and seen by a physician before returning to the Center.

***Teething.*** *Teething medication provided by the parent will be given to the child with written permission that details amount and specific time to be given*

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| **Safety Policies** |

1. A staff member in charge of a child or a group of children will be responsible for their safety.
2. No child will ever be left alone or unattended.
3. Staff is aware of fire and weather emergency procedures.
4. Fire drills are held each month
5. Infants are placed in evacuation cribs for removal to designated areas.
6. Anyone suspected of abusing or neglecting a child will be reported as required by law to the Child Abuse reporting hotline.

**Safe Arrival and Department:** Children may arrive after 7:45 am. An authorized adult, at least 18 years of age, MUST accompany the child into and out of the building. The adult will take the child to the proper area and make sure the provider is aware of the child’s arrival. Children will not be released to leave the building without a parent or authorized adult coming into the building to pick up child. Children will not be allowed to leave the Center unsupervised or with a sibling who is younger than the age of 18.

Any restrictions on the rights of a child’s parent or relative to visit at the Center or pick up a child at the Center must be provided in advance to the Supervisor with the proper supporting documentation. This must be in the form of a written restriction from the custodial parent.

If an adult arrives to pick up a child and appears to be intoxicated or is exhibiting questionable behavior, such behavior may result in the notification of the Fort Belknap Social Service Department or the Fort Belknap Police Department. All entering and exiting of the building must be through the east entrance of the Fort Belknap Child Care Facility.

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| **Emergency Procedures** |

In the event of an accident or emergency every effort will be made to notify the parent. The *Emergency Contact Parental Consent Form* enables the Center to seek immediate care for a child should a parent not be reachable. It is for the child’s benefit that the parent keeps all phone numbers up-to-date.

Children in need of emergency treatment by a physician will be taken by the Manager or designated staff member to the Emergency Room of the Indian Health Service. If the situation warrants, 911 will be called. Fort Belknap Child Care Center will not be held responsible for any medical bills received due to an accident that occurs at the Center

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| **CURRICULUM INFORMATION** |

The children at the Center will participate in a program designed to meet the needs of every child. We will combine developmental readiness activities that will utilize concepts designed **to** enhance c**hild Independence, intellectual abilities and spiritual well-being. Lesson plans will be completed by Center staff.**

**Child-Staff ratios:**

**Group size:**

**Ages of children Child to Staff ratio**

**0 weeks to 3 years 4;1**

**36 years to 5 years 8; 1**

**5 years to 12 years 10; 1**

**Infants**

**Schedule: The infant program follows a “demand”, schedule in which children eat, sleep and play according to their schedule. Simple activities will be scheduled according to developmental age to encourage; attachment, eye-hand coordination,**

**Feeding: The Center will not be able to provide Infant Formula for babies. The parent will provide the formula for the babies. Breast milk will be encouraged and welcome. Breast milk must be clearly marked with the babies name and date. Parent of infants must provide baby food. A snack will be provided to those infants if they are able to eat table food.**

**Diapers: Parents of infants must provide diapers, diaper wipes, and any medication, including diaper ointments. If a child wears cloth diapers, it will be necessary to provide a sanitary diaper container with a lid and plastic bags for proper storage. All items must be marked with the child’s name.**

**Sleeping:** The Center will follow the recommendations of the American Academy of Pediatrics that infants will sleep on their backs until they are able to turn over on their own. Any other sleep position will need the approval of a physician. Please visit the ftbelknap.org website for the program’s Safe Sleep Policy.

**Clothing:** Once the infant is mobile, outside time will be encouraged. Parents must provide shoes, socks, and weather appropriate attire for outside play.

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**Personal Belongings:**

With the exception of blankets/security objects for nap time, cribs item for infants, we ask that parents do not send personal toys and belongings from home with the child. The center will not be responsible for lost or damaged belongings.

**Nap Time:**

An adequately supervised rest period on mats or in cribs is required. The Fort Belknap Child Care Program has set forth a Safe Sleep Policy that will be followed in our center. This policy can be found on the ftbelknap.org website or upon request. Infants, less than one (1) year of age, will always be placed on their backs in a supine position to sleep. Infants and children who can easily turn from their stomachs to their backs and from their backs to their stomachs shall be allowed to adopt whatever positions they prefer for sleep.

**Outdoor Play:**

Outdoor play is necessary for the healthy development of children. Weather permitting, outside playtime is scheduled for each group daily. Parents are asked to not request children “stay inside” due to illness. Parents are advised to keep their children at home in the case of illness.

To provide adequate supervision of children on the playground, all staff members must be able to oversee their activities. Please be prepared for sudden weather changes by having a jacket or sweater available in the fall and spring.

Outside play is an important part of a child development program. Children will not go outside when the temperature drops be 25° for ages 2 and under, or 15° for children 3 years and older.

**Nutrition Guidelines:**

* 1. Each child will be served breakfast, lunch and an afternoon snack.
	2. Breakfast will be provided at 8:30am, Lunch will be provided at 11:30am, snacks at 3pm.
	3. Menus planned and provided will be approved by the nutritionist at the Indian Health services of the Fort Belknap Indian Community.
	4. Food is not allowed to be brought in and served from other sources in lieu of meals provided by the center without documentation from the child’s physician stating food allergies or restrictions, or unless there are religious restrictions.
	5. Menus are posted in the kitchen and copies will be available for parents upon request.

Children are encouraged to taste all foods and feed themselves. Special snacks will only be allowed if previously arranged with the care provider. If a child is in a room with another child with a food allergy, that child may not bring any foods for which the child is allergic.

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| **Kindergarten – School Age Children** |

For some children, Kindergarten will be the first experience away from home. Our Kindergarten program will help the child develop a comfortable, secure feeling of belonging through teacher-guided and self-directed activities. The Kindergartener should develop independence, responsibility, and attitudes of sharing and habits of fair play. Through planned experiences, our curriculum style Kindergarten program should build a foundation for successful future learning by developing the ability to listen attentively, to observe carefully, and to communicate orally. Our program is staffed with qualified teachers who are trained in curriculum development methods to better serve the children enrolled in our program. Our class will begin at 8:00 am to 5:00 pm. Meals and snacks will be provided.

Our before- and after-care programs go well beyond homework help. We support children in becoming the kindest, most capable, and most resilient version of themselves. That means giving each child the space, encouragement, and materials they need to follow their passions. No matter where their talents take them, we create positive communities of friends with games, STEM projects, creative arts, and plenty of play-time to keep kids happy, bright, and healthy. Our program, with parents input, will support and enhance school curriculum provided by the school program they are enrolled in.

**Classroom Management:**

Because children are children, and discerning right from wrong is a continual learning process, we will first talk to the child when unacceptable behavior occurs. If it is a recurring problem, we may temporarily, with adequate supervision, separate the child from the group in the classroom. We hope this will encourage the child to understand the importance of acceptable behavior patterns and will result in an early return to the group.

The child will be asked to think about what he or she has or has not done and then decide when he or she is ready to return to the group. If the problem cannot be resolved between the teacher and the child, or if the unacceptable behavior continues, the teacher may call the parent and share what is happening. Disciple and guidance must be consistent, and are based on an understanding of individual needs and development, promoting self-discipline and acceptable behavior.

**Class Assignments:**

When enrolled, a child will be placed in a classroom on the basis of age and developmental needs of the child. Transition to the next classroom will take place according to age and developmental needs of the child as well as available openings in the next classroom.

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**Daily Schedules:**

Daily schedules and activities will be planned according to the developmental needs of the children. The daily schedule will be displayed in each classroom. Lesson plans will be incorporated into the activities of each classroom. The center director will assist the provider/teacher in the development of the individualized class schedule. Parents and the local school district will be encouraged to provide input in the class schedule. The care providers and center director will work closely with the parents and local school district in the preparation of class schedules.

**Toys, Candy, Gum Money & Toy Weapons:**

Please do not allow your child to bring toys, candy, gum, money or toy guns to the center. Items that are a “must have” may be permitted if it is okayed by the Center Director.

**Communication:**

Please communicate with the office or your child’s teacher by a note or phone call when dropping off and picking up children. The teachers cannot take time to visit, as their attention must be on the children in the classroom. Please do not engage them in lengthy discussions that can be handled with a phone call during their breaks or a scheduled conference.

The Center Director will take calls to teachers and will be unable to transfer your calls into the classroom. The Director will take messages and deliver them to the classrooms. In cases of an emergency the director will give the messages immediately to the providers. The Director will schedule parent/provider conferences.

**Walking Field Trips:**

1. Notices will be posted on the classroom door or a message will be left at the office when children will be away from the center on a walk.

2. Parents are welcome to accompany us as chaperones on walking trips. We will post on our activity board of the times for our scheduled walks.

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**Financial Payment Policies**

The Fort Belknap Child Care Center will operate from the Fort Belknap Child Care Program’s Child Subsidy payments. The child subsidy payments will be paid directly to the Fort Belknap Center by the Fort Belknap Child Care Program. These subsidy payments will pay the salaries of the Child Care Center Director and 4 teachers. The subsidy payment will also cover the costs of school supplies used by the center.

The Fort Belknap Child Care Center will allow 5 private pay slots for parents that do not qualify for the Child Care Program’s subsidy program. The parents that do not qualify for child care subsidy will agree to pay $200.00 per month. This will be paid directly to the finance office and will be receipted into the child care fund to subsidize the Child Care Center. Payment will be expected the first week of every month. Non-payment for private pay slots may result in termination.

The Child Care Program will pay child subsidy to the Child Care Center regardless of attendance. It is important that the parents notify the center if their child will be absent. Numerous un-excused absences may result in termination of that child’s slot in the Child Care Center.

The Fort Belknap Child Care Program will pay child care subsidy for Tribal Vacation Days and days the Fort Belknap Indian Community deems Administrative Leave.

**Termination of Child Care Services:**

1. The Center reserves the right to proceed with termination of a child if the child care fees are not paid.

2. The Center reserves the right to terminate a child if that child becomes a danger to other children and the supervisor deems other children at the center are unsafe in the presence of that child, or if the staff is unable to meet the needs of the child in a group setting.

3. The Center reserves the right to terminate a child when parents become aggressive toward staff members.

4. The Center supports the parent’s decision of whom will care for their children. The Center will terminate the Childs services upon request from the child’s parent.

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**Parents Responsibility**

**Infection Control:**

The Fort Belknap Child Care Center follows these guidelines for proper cleaning of the Center, as well as, proper infection control techniques. If a child contracts a contagious illness, the Center Director will contact the Fort Belknap Public Health Nursing Department at the Indian Health Services.

**Basic guidelines;**

* Hands are washed upon arrival and after each diaper change and toileting
* Staff and children wash hands before and after meals
* Staff will wash hands after wiping noses or handling bodily fluids
* Toys will be washed on a regular basis in all rooms.
* Janitors will clean facility on a daily basis
* Rugs will be cleaned monthly

**Clothing;**

* All personal belongings must be marked with the child’s name
* An extra set of season appropriate clothing, including; underwear, socks, pants and a shirt should be at the center in case of an accident. This should be kept at the center from the first day of attendance.
* Please dress you child comfortably, washable clothing that can be easily removed by the child. Please dress your child appropriately for the weather
* Slippers or inside shoes must be kept at the Center for your child to change into when they arrive for the day. Outdoor foot attire is not to be worn inside the classrooms.

**Toilet Training;**

Toilet training is an important part of your child’s physical development and is included in the daily practice of the two and three year old room. Toilet training can only begin when there are definite signs and the child has the ability to communicate this to the parent and staff. This training should be a cooperative effort and consistent effort between the home and the Center. At least six pairs of training pants must be at the Center at all times during this stage.

**Arrival and Departure;**

Three years old will be moved to the pre-school room when they are developmentally ready for

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the next level of care and there is room for them. Before your child moves to the pre-school room the parents will have the opportunity to meet with staff to discuss routine, procedures and programming.

Four year olds will be moved to the K-13 room when they have graduated from the Fort Belknap Head Start program or reach the age of five and will depend on if there is room for them.

**Pick up and Drop Off**

Upon entering the building children must be accompanied by a parent at all times. Each Parent will sign their child in on the “Child Sign in Sheet Form” located at the entryway of the building. While dropping your child off it is encouraged that specific problems not be addressed with staff at this time. Staff need to devote this time for greeting the children in their classroom. Please set up a time with the child’s teacher when you may call and discussed those things privately.

Upon pick up of child, children must be picked up by the parents, guardians or designated persons. Again the Center encourages parents, guardians or designated person not to engage the attention of staff, this time is reserved for safely delivering your child to your custody. The Center values your input and will set up a time for you to meet with your child’s teacher privately.

**Grievance Procedure**

**All Grievances will be directed through the following channels;**

1. Discuss the matter with the appropriate teacher within one week. Usually the concern can be met through an informal conference.
2. If resolution cannot be obtained, the parent and teacher will schedule a conference with the Center Director.
3. If the grievance is unresolved, a written grievance will be directed to the Fort Belknap Child Care Director, who oversees the Fort Belknap Child Care Center.
4. Ultimately decisions will be the responsibility of the Human Resource Department.
5. Should the Human Resource Department be unable to resolve the issue, it can be brought to the attention of the General Service Committee of the Fort Belknap Community Council.

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