

# Gretna Kids Connection

Before & After School Program

## Parent Handbook

**Gretna Public Schools Foundation  
11717 South 216<sup>th</sup> Street  
Gretna, NE 68028**

Updated 01/2023

## **Welcome**

**Dear Parents & Guardians,**

**We would like to take this opportunity to welcome your family to the Gretna Kids Connection Program. The purpose of Gretna Kids Connection is to provide before and/or after school child care in a familiar setting that offers planned activities, quality care, and excellent supervision while still having fun.**

**This program is convenient in location and competitive in pricing. Each site meets Nebraska Department of Health and Human Service standards for child care centers as well as meeting inspection requirements from the Fire Marshall and County Health Department.**

**The program attends to the educational and nutritional needs of each child. A morning breakfast and after school snack are served at no additional cost. Activities are all planned ahead of time by the Site Director. These activities vary in attempt to provide a fun child care experience. Supervised childcare will include physical activities supplemented with fine motor skill activities such as arts, crafts, & table games. Children will also have the opportunity to complete school assignments, have free choice time, and outdoor play.**

**This family policy manual outlines what you may expect from the Gretna Kids Connection Program and what Gretna Kids Connection expects from you in return. If questions arise that aren't covered in the manual, please feel free to speak to the Program Director or the Gretna Public Schools Foundation.**

**We hope that your family's partnership with the Gretna Kids Connection will be an enriching & rewarding experience.**

**Welcome to Gretna Kids Connection!**

**Sincerely,  
Gretna Kids Connection**

## **Welcome Gretna Kids Connection Families:**

The Gretna Public Schools Foundation was established in October of 1990 to enhance the school's educational quality for the benefit of students and residents of the Gretna School District. In 2009, the Gretna Public Schools Foundation Board voted to fund and implement Gretna Kids Connection, the before and after school child care program.

The Foundation is an organization whose purpose is to be the connecting link between those who wish to give of their resources for the betterment of our schools and the children of the community who would be the beneficiaries of that generosity.

The Foundation is guided by a Board of Directors. Each year the Foundation awards thousands of dollars in grants to teachers, scholarships to students and faculty, funding for the Gretna Early Education Center & Gretna Kids Connection, and recognizes excellence in teaching and service to the schools. Programs supported by the Foundation can be as numerous and varied as the mind can imagine.

The Gretna Public Schools Foundation is a tax-exempt organization legally separate from the Gretna Public Schools. The Foundation is the governing board that oversees all aspects of Gretna Kids Connection.

## **PROGRAM INFORMATION**

**LICENSING:** Gretna Kids Connection is a childcare program licensed by the State of Nebraska through Nebraska Health and Human Services. Gretna Kids Connection sites are

visited throughout the year by our Licensing Resource Specialist to maintain our licensing compliance with the State of Nebraska. The school-age child to adult ratio is 15:1. Gretna Kids Connection occupies the gym, commons area, and library at each location.

Nothing is more important than a dedicated, experienced, and well-trained staff. Staff members are selected for their experience, training, and personal commitment to the needs of children. A background check is completed through the Child and Adult Protective Service Registry for all staff of the Gretna Public Schools Foundation KidsConnection program. All Gretna Kids Connection employees are required to have documented annual in-service training, and all employees at each site are required to have CPR and first aid certification.

**CHILDREN SERVED:** The Gretna Public Schools Foundation Kids Connection Program does not discriminate in our admission policies based on race, sex, religion, place of national origin, or physical or mental abilities. Childcare is provided for children in Kindergarten - 5th grade. During regular school days, children are only able to use the Gretna Kids Connection site where their child is registered for school.

Gretna Kids Connection provides care only for children who are: toilet trained; have age-appropriate eating, dressing, and hygiene skills; able to abide by the rules of the program as outlined in the Family Policy Manual; and are able to function effectively in a setting with one adult per 15 children.

It is mandatory that parents list on the registration form at the time of registration if their child has any special needs or accommodations. Failure to comply with this request at the time of registration will result in removal from the Gretna Kids Connection Program. All information listed will remain confidential; but it is for the safety and wellbeing of your child that we request such information, so that appropriate and adequate care can be given to best serve your child's needs. Gretna Kids Connection is unable to accommodate one-on-one care. If a child's behavior requires a specialized care plan, a meeting will be scheduled to discuss acceptance into the Program.

**HOURS AND DAYS OF OPERATION:** Gretna Kids Connection is a year-round program that operates during regular school days, non-school days, most snow days, and has a full day Summer Program. However, Gretna Kids Connection is closed on all major holidays. Please check the next page for listed days Gretna Kids Connection is closed.

Gretna Kids Connection Program Office: The Gretna Kids Connection Program Office is open Monday – Friday from 8:30 A.M. – 4:30 P.M.

Kids Connection Sites (Regular School Days): Sites are open Monday – Friday from 6:30 A.M. – until school begins, and after school from dismissal – 6:00 P.M.

Kids Connection Sites (Consolidation Days/Snow Days/ Summer): Designated sites are open on consolidation days from 6:30 A.M. until 6:00 P.M.

**HOLIDAYS:** Kids Connection will be closed for the following holidays:

- New Year Eve Day
- New Years Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Friday following Thanksgiving
- Christmas Eve Day
- Christmas Day

If one of the above holidays falls on Saturday, it will be observed on the preceding Friday. If one of the above holidays falls on a Sunday, it will be observed on the Monday following the holiday.

**ONLINE INFORMATION/FORMS:** There is a Gretna Kids Connection link on [www.gretnaschoolsfoundation.org](http://www.gretnaschoolsfoundation.org). The Gretna Kids Connection Office will post important dates for our Summer and School Year Registrations/Lottery. You can also go on to access the Parent Handbook/Payment Agreement form, the DHHS brochure, and Tuition Express form. Other forms found on the website are the Authorized Pick-Up form, Change of Status form, Rate Sheet, Tuition Express form, and Gretna Kids Connection Deduction Calendar.

**FAMILY INFORMATION/CHANGES:** It is the responsibility of the parents to notify Nicole Edwards in the Gretna Kids Connection Office ([nedwards@gpsne.org](mailto:nedwards@gpsne.org)) in regards to any changes in employment, addresses, phone numbers, care and/or custody arrangements, changes of emails, and any other important information in regards to your account.

**ENROLLMENT AND REGISTRATION PAPERWORK NEEDED:** In order to register into the Gretna Kids Connection Program, the following information must be completed:

- Complete the Registration Form
- Parent Handbook/Payment Agreement Form
- Complete the Tuition Express Agreement Form
- Complete the State of Nebraska DHHS Form
- Pay the non-refundable registration fee

Once the above paperwork is complete, it will be added to ProCare and you will receive a confirmation email from Nicole Edwards to confirm your start date.

**ENROLLMENT AND REGISTRATION PROCEDURES FOR CURRENT AND NEW FAMILIES IN THE GRETNA KIDS CONNECTION PROGRAM:** Registration is held each year in the Spring for current families wanting to register for the Summer and/or the up-coming school year.

**CURRENT FAMILIES:** In person registration is held at the Gretna Public School Administration Building with specific days/times to attend to get registered.

**NEW FAMILIES:** A Google Document for the lottery will be posted for Summer and the school year on the [www.gretnaschoolsfoundation.org](http://www.gretnaschoolsfoundation.org) website. The Gretna Kids Connection

office will reach out to your family by email if your child(ren) is or is not selected. With the acceptance letter, the required paperwork will be attached for you to complete.

Due to the fact that we are licensed by the State of Nebraska, our license capacity for each Gretna Kids Connection site is limited.

**REGISTRATION FEE:** A non-refundable registration fee must be paid at the time of each registration into the program. The fee is \$25.00 per child for the school year, and will be charged for each School Year registration. The registration fee of \$35 per child will be charged for Summer registration.

**ENROLLMENT CATEGORIES FOR SCHOOL YEAR:** Families have choices of enrollment categories from which to choose. Tuition charges depend upon the enrollment category that is chosen.

- A.M. and P.M. care
- A.M. Only care
- PM Only care

**ENROLLMENT CATEGORIES FOR SUMMER:** Families have two choices of enrollment categories from which to choose. Tuition charges depend upon the enrollment category that is chosen. Enrollment in the Summer program is a full summer commitment and is billed weekly.

- Full-time (5 days)
- Part-time (three day per week)

**TUITION:** The Gretna Public Schools Foundation automatically deducts tuition from either a checking/savings account or credit card (No American Express.) Charges are deducted on the first and third Fridays of the month. Charges for non-school days and snow days will be added to the regular tuition that is automatically deducted from your account. Billing statements will reflect the days your child(ren) were registered for and the amount owed. Tuition is based on the enrollment category that each family has registered for. Please review the Tuition Deduction Calendar for the scheduled deduction dates.

The Gretna Public Schools Foundation has the capability to withdraw funds out of two separate accounts. In divorce situations, the Foundation is able to split the amounts by the necessary percentage as outlined in the divorce decree. Failure of both paying parties to adhere to the conditions as stated in their divorce decree may result in termination of one or both of the accounts, and reallocation of financial responsibilities or termination from the Gretna Kids Connection program. An account will be terminated if the Gretna Public Schools Foundation receives three returned payments for a given account during one school year. Should one account no longer be valid, or if the account were terminated, 100% of the tuition would then be withdrawn from the other account. Notification will be sent to the paying party assuming 100% of the tuition detailing adjustments made regarding the other account. The Foundation will continue to withdraw 100% of the tuition out of the other account until further updated information is provided to the Gretna Public Schools Foundation office. This also applies to all other two paying parties. Failure to submit

payment for all tuition and associated fees accrued on an account will result in termination of the account and the balance being turned over to collections. Terminated accounts are subject to be reviewed for reauthorization by the Gretna Public Schools Foundation the school year following the termination and all determinations made regarding all accounts are at the discretion of the Gretna Public Schools Foundation.

**HOW IS MY TUITION DEDUCTION AMOUNT DETERMINED?** Each enrollment category has an annual amount. The annual amount is then divided into 18 deductions. Deductions will generally occur on the first and third Friday of the month, or as specified on the tuition deduction calendar. If for any reason the first or third Friday would occur on a holiday, the deduction would draft out of your account on the following Monday. Please review the Tuition Deduction Calendar for the deduction dates. Please remember that deduction amounts will differ if consolidation days or snow days are added to your regular tuition/deduction amount.

**TUITION EXPRESS:** Through Tuition Express the Gretna Public Schools Foundation Kids Connection program automatically deducts the tuition from either a checking/savings account or credit card (Not American Express.) This is a more secure way to pay your child's account rather than writing a check. Tuition Express also incorporates additional security procedures, utilizing 128-bit encryption.

**TUITION EXPRESS AGREEMENT FORM:** It is required that families registered in the Gretna Kids Connection program have their account set up on automatic tuition deductions through Tuition Express. At the time of the initial registration, families will complete a Tuition Express Agreement Form, and provide a voided check. Your current Tuition Express Agreement form will be kept on file from year to year. Changes in the account used for your Tuition Express must be reported to the Gretna Kids Connection office. By contacting the Gretna Kids Connection Office, a new Tuition Express form can be given. Changes made to an account shall under no circumstance be less than two weeks (14 days) prior to a deduction.

**RETURN PAYMENT:** The following fees will be assessed to your account if the Gretna Public Schools Foundation receives notification of a return payment from your financial institution:

- ACH (checking/savings accounts) - \$15.00 per transaction
- Credit Cards - \$5.00 per decline

If the Gretna Public Schools Foundation receives notification that your payment has been returned/declined, the Gretna Kids Connection office will notify you of the return. If the Gretna Public Schools Foundation receives more than three (3) consecutive returned payments within one school year, your child(ren) may be removed from the Gretna Kids Connection Program.

If a child(ren) is removed from the program, and the account is then paid in full, the child(ren) may be eligible for re-enrollment into the Gretna Kids Connection program, provided the school does not have a waitlist and it is up to the discretion of the Gretna Public Schools Foundation.

**OUTSTANDING BALANCES:** When a balance is over (5) business days from the billing date we will reach out to the family to discuss payment options. If the payment is not received

within (10) business days from billing date, the Gretna Public Schools Foundation has the right to terminate care until the balance is paid in full and future payments are secured with a checking account or credit card.

**TITLE 20:** The Gretna Public Schools Foundation accepts Title 20 from qualifying individuals. Title 20 is a child care subsidy program provided by the State of Nebraska, and is set up through Nebraska Health and Human Services. In order for the Gretna Public Schools Foundation to accept Title 20, families must have a current provider authorization form on file, complete a Tuition Express form, and provide a voided check from an approved bank account. If Title 20 authorization expires, Gretna Kids Connection services will be suspended beginning the day following the authorization expiration date. Families that are suspended can reinstate childcare services by contacting Nicole Edwards in the Gretna Kids Connection office with an active authorization date. If re-authorization is not received, immediate removal from the program will occur, unless they declare their intent to activate their account as self-pay (see below). It is the families' responsibility to contact their caseworker for re-authorization of services. If your authorization includes a family fee to be paid to Gretna Public Schools Foundation, families are required to pay all monthly fees in order for continued use of care. The Gretna Public Schools Foundation assumes no responsibility in setting up services or for continued service. Title 20 does not pay for registration fees (unless specified in your contract), late fees, family fees, or extra activity fees. Should you declare your intent to activate your account as self-pay, you must do so by contacting the Gretna Kids Connection office, and supplying us with written notification of this request upon approval. Families are responsible for any charges accrued on their account in the event that Title 20 authorization is expired and services are rendered as self-pay. All charges for self-pay services rendered are non-refundable, as the Gretna Public School Foundation will not honor backdated Title 20 authorization requests. Failure to secure Title 20 reauthorization or submit a request assuming the responsibility of full self-pay, beginning with the first day of suspended services, will result in the family being removed from Gretna Kids Connection. Once a family is removed from Gretna Kids Connection, should they want to re-enter the program, it will be up to the discretion of the Gretna Public Schools Foundation, the Board that oversees Gretna Kids Connection.

**LATE PICK-UP FEES:** All children are to be picked up by 6:00 pm. Families will be charged for late pick-up at a rate of \$20.00 per child for the first 15 minutes, and \$15.00 per child for each additional 15 minutes of care provided.

The clock located on the parent table computer at your site is the clock used to determine drop-off and pick-up times. Site Directors will complete and supply families with a form indicating all late pick-up fees assessed and a date specifying when these fees will be deducted from their account. Families will not be able to use the program until they have signed the form presented to them by the Site Director detailing the late-pick up. All late pick-up fees will be deducted from your account in addition to tuition fees. Families accruing three late fees in a school year will result in immediate removal from the Kids Connection program. If a family is removed from Gretna Kids Connection due to 3 late pick-up fee violations in one school year and if they would like to return to the Program, it will be up to the discretion of the Gretna Kids Connection office. Late fees begin at 6:01 pm: 6:01 pm – 6:15 pm an initial \$20.00 late fee per child is imposed; 6:16 pm – 6:30 pm an additional \$15.00 late fee per child fees is imposed; At 6:31 pm, if we have been unable to



contact parents, guardians or other persons authorized to pick-up, authorities will be notified and we will report child(ren) as abandoned.

**FEDERAL TAX ID NUMBER:** The Federal Tax ID number of the Gretna Public Schools Foundation Kids Connection program is 36-3754393.

**ALL STATEMENTS & YEAR-END TAX STATEMENTS:** Gretna Kids Connection offers the use of myprocare.com for parents to access all statements and year-end tax statements for each calendar year. When using myprocare.com, you will be able to access this information using the email that you have provided on the registration form. If you request the Gretna Public School Foundation to provide you a year-end tax statement, a \$2 fee will be charged per statement requested.

**STATUS CHANGES:** Any change in registration status for your child, such as changing from full-time to part-time, must be provided by completing a 'STATUS CHANGE FORM' obtained from and returned to the Site Director at your site or by request from the Gretna Kids Connection office. Not all status changes will be granted due to our license capacity and may require being placed on a wait list until a spot becomes available. Status Changes may take up to two-weeks (14 days) to go into effect before billing changes occur. The two-week period begins when the Site Director receives the signed Status Change Form.

**WITHDRAWAL FROM THE KIDS CONNECTION PROGRAM (By the family):** Families who wish to discontinue childcare services with the Gretna Kids Connection program must give a two-week (14 days) written notice of withdrawal completed on our "STATUS CHANGE FORM". This form is available from the Site Director at your site or by the request from the Gretna Kids Connection office. The two-week period begins from the time the Site Director receives the completed form. Parents are obligated to continue payment of any tuition or fees to meet the requirement regardless of the child's attendance. Any charges incurred during this time are nonrefundable.

**WITHDRAWAL FROM THE KIDS CONNECTION PROGRAM (By the Foundation):** Reasonable steps will be taken to avoid termination; however, if we can no longer provide care we will give a two-week notice. The two-week notice is null and void if the child is being removed for disciplinary reasons (please see "Disciplinary Policy"). You are responsible for payment for those two weeks even if your child does not attend. Gretna Kids Connection may terminate services for any of the following reasons (but are not limited to):

- Failure to honor obligations listed in the Kids Connection Parent Handbook, or in any other written policies provided.
- Any offensive actions or language by parents or children that adversely affect the program.
- Harassment to Staff.
- Lack of parental cooperation.
- Failure to complete required forms.
- Inability to meet the child's needs without one-on-one care.
- Failure to maintain a current account balance.

## **Your Child's Day**

**PROGRAM PLANNING:** Site Directors and staff at each site are responsible for planning their weekly activities. Site Directors and their staff try to plan activities that are age-appropriate. Gretna Kids Connection offers a variety of structured and unstructured activities for the children. The following areas will be a part of the daily schedule:

### ***Gross Motor activities***

Children will have an opportunity to participate in organized games led by staff and/or free-play activities either indoors or \*outdoors.

\*Weather permitting, the children will play outdoors. All children who are well enough to be at Gretna Kids Connection will be expected to participate in this activity. Your child should be dressed for the existing weather conditions. If your child is unable to participate in outdoor play, please notify your Site Director.

### ***Fine Motor skills***

Children will have an opportunity to participate in a variety of age appropriate table games, arts, and crafts.

### ***Free Choice Time***

There may be times when children are able to select their activity and engage with peers independently. This allows children to make decisions and learn to interact with others.

**SUPPLIES AND MATERIALS:** Each Gretna Kids Connection site has a variety of developmentally appropriate supplies and materials for each child to be engaged in an activity. Supplies and materials are inspected on a regular basis to ensure that they are in good condition. Supplies and materials not in good condition will be removed from the site immediately.

**ITEMS FROM HOME:** Children are discouraged from bringing ANY items from home. Gretna Kids Connection has ample equipment and supplies to meet the needs of the children while they are in attendance at Gretna Kids Connection. If a child brings an item from home, Gretna Kids Connection will not assume any responsibility if the item is lost, stolen, or broken. Please do not send your child to Gretna Kids Connection with a cell phone. They will not be allowed to use it. In the event that you need to contact your child at Gretna Kids Connection, please call the Site Director. Electronic/technological devices are prohibited unless permission is otherwise granted from the Site Director.

**LOST AND FOUND:** If your child is missing articles of clothing or personal property, please inquire at the Site as soon as possible. Unclaimed items will be put in the school's lost and found. Gretna Kids Connection is not responsible for lost items.

### **SCHOOL DAY GRETNA KIDS CONNECTION DAILY SCHEDULE:**

#### **Morning Schedule:**

6:30 Site Opens

6:30 Cartoons

7:00 Breakfast / Restroom / Hand washing

7:30 Gym time or Table Activities

8:00\*Dismiss for school

#### **Afternoon Schedule**

3:10-3:45\* Attendance and Restrooms/Hand Washing

3:45 Afternoon Snack

4:00 Outside or Gym Time

4:30 Planned activities for the day

5:30 Free Choice Time in commons area or gym

6:00 Site Closes

\*Dismissal times for programs in A.M. and P.M. differ per each school.

Kids Connection will only show movies with a G or PG rating. If you prefer your child not view a movie, please let your Site Director know.

### **ATTENDANCE:**

#### **Arrival**

It is a Child Care State Regulation that your child(ren) be walked into the building and checked in at the parent table for the morning program by a parent, guardian, or person specified on the child's authorization list. Gretna Kids Connection is not held responsible for your child(ren) until they are walked into the building and checked into the program. If a parent/guardian continues to violate this Regulation, Gretna Kids Connection will terminate care.

#### **AM Attendance**

Children are checked into Gretna Kids Connection when parents/guardians walk them into

the building. All sites are open at 6:30 A.M. and children are dismissed to the school no later than 8:00 A.M.

### PM Attendance

Your child(ren) will be checked into the Gretna Kids Connection program within 10 minutes of the dismissal bell ringing in the school. Any child who is scheduled to attend in the afternoon and is not accounted for, the Gretna Kids Connection staff will implement the “Missing Child Procedures,” which is stated under the “Supervision and Safety” section of this Handbook.

It is requested that any changes to your child’s dismissal attendance be made known to your Site Director by 2:00 P.M. If a parent fails to communicate to the Site Director a change in their child(ren) attendance, Gretna Kids Connection CANNOT be held responsible for the whereabouts of your child(ren). The classroom teacher and school office staff are not responsible for informing Gretna Kids Connection of your child(ren)’s attendance.

### Departure

Children leaving the Gretna Kids Connection site must be signed out by a parent, guardian, or a person specified on the child’s authorization list. Parents cannot call and request their child to be signed out by another individual who is not on the authorized pick up list or walk home. This policy is outlined in more detail in a later section.

### Hand-Washing/Restrooms

Gretna Kids Connection has designated times that the restroom is used as a group. Children can use the restroom at other times. They are required to ask a Gretna Kids Connection staff member for permission to use the restroom. Children and staff are to always wash and dry their hands thoroughly before handling or consuming food, and after the use of the bathroom facilities.

### Breakfast Program

Monthly menus are available at each site. All menus are subject to change due to inventory or inclement weather. The breakfast will meet guidelines set forth by the State. Please check with your Site Director as to the times when breakfast is served.

### Afternoon Snack Program

Children will be served a snack during afternoon attendance. Monthly menus are available at each site. The snack will meet guidelines set forth by the State. Substitution snacks are provided for children who have special dietary needs on days when the scheduled snack is not appropriate. Any dietary needs have to be listed on your registration at the time of registering.

### Food Service/Food Safety

As a licensed childcare center, we are required to provide nutritious snacks that meet all the required components set forth by the State. There are no additional fees charged to families for breakfast, morning snack (if applicable), or afternoon snack.

## **SUPERVISION & SAFETY AT THE SITES**

**PROVIDING APPROPRIATE CARE AND SUPERVISION:** Staff members of a childcare program are the most important element in successful operation of the program. It is the staff that is responsible for creating and maintaining a safe, healthy environment. The staff shall assume responsibilities for providing adequate and appropriate supervision at all times children are in attendance. Every situation will differ; however, it is expected that childcare staff will use good judgment in assessing proper supervision while children are in our care. Appropriate supervision is provided by adhering to the following guidelines:

- Two staff members remain in the same room as the children.
- Children shall never be left unattended.
- Staff will try to eliminate distractions and interruptions.
- An accountability plan will be in place for children who need to use the bathroom or drinking fountain during outdoor play.
- Staff will be visible and available at all times.

**ATTENDANCE AND ABSENCE PROCEDURES FOR CHILDREN ENROLLED:** One goal of the Gretna Kids Connection program is to provide a safe environment for each child. Knowing all children scheduled to be present is part of this goal. Attendance is taken promptly after school dismissal as the children arrive in the gym. If a child is scheduled to attend Gretna Kids Connection after school and the child does not arrive the parent/guardian will be notified by Gretna Kids Connection Site Director and he/she will initiate the 'Missing Child Procedure'. If your child is not going to attend the P.M. session of Gretna Kids Connection, please let the Site Director know by 2:00 P.M. You do not need to call if your child is not attending the A.M. session.

**MISSING CHILD PROCEDURE/POLICY:** If a child is scheduled to attend Gretna Kids Connection after school, and the child does not arrive, and a parent/guardian has not notified Gretna Kids Connection, the following procedure will be followed:

1. Check with the school Secretary to see if the child left school or has gone home ill.
2. Check with classroom teacher.
3. Call parent/guardian or emergency contact person if parent/guardian does not answer.
4. If unable to reach parent or emergency number, the Gretna Public Schools Administration Building will be called for assistance.

If a family continues to have a lack of communication with Gretna Kids Connection in regards to their child's attendance, a meeting may be requested.

**DROP OFF & PICK-UP PROCEDURES:** When arriving or departing from Gretna Kids Connection, children must be accompanied by a parent, guardian or person listed as an authorized pick up. The child(ren) will be checked in/out at the parent table under the name of the authorized person who is with them. Gretna Kids Connection staff members cannot sign a child in or out of the program. Failure to walk your child(ren) into the building in the mornings or check them out in the afternoons may result in the removal of the child(ren) from Gretna Kids Connection. Gretna Kids Connection will not be responsible for children left unsupervised before our official opening time. A photo ID may be requested to verify anyone who is there to pick a child up.

**SIGN IN & OUT RECORDS:** Sign in/out records will only be on file for the current school year.

**RELEASE OF A CHILD: CUSTODY/DIVORCE/UNAUTHORIZED INDIVIDUALS:** It is our policy to release a child to either parent unless we have a copy of a court order/divorce decree prohibiting one of the parents from having custody of the child. The school may have a copy of this, but because we are a separate entity from Gretna Public Schools we require a copy for our records. For the safety of your child(ren), it is imperative that this information is supplied and discussed with your child's Site Director and the Program Director. The Gretna Public Schools Foundation will not assume responsibility for children released to unauthorized individuals if we do not have the proper documentation on file.

## **HEALTH & SAFETY**

**Illness policy:** Gretna Kids Connection cannot accept any child(ren) who has a contagious illness. The list below is the Gretna Kids Connection **EXCLUSION** Policy:

1. Temperature of 100°F orally, or 99°F axillary or temporally, or higher.  
(Free of fever for 24 hours)
2. Temperature of 100°F orally, or 99°F auxiliary or temporally, or higher, plus one of the following: a) severe cold with yellow-green nasal discharge b) cough c) sore throat d) sneezing or e) swollen glands or f) skin rash
3. Headache, dizziness, or seizure.
4. Red, watery or draining eye(s) and if all drainage has not ceased. A note is required from a physician or nurse practitioner stating that the child is not communicable.
5. Drainage from the ear(s) or if drainage from the ear(s) has not ceased.
6. Skin lesions, i.e., impetigo, ringworm, scabies, or skin sores that haven't healed. A note is required from a physician or nurse practitioner stating that the child is not communicable.
7. Free of upset stomach and vomiting for 24 hours.
8. Diarrhea (2 or more loose, watery stools per day). Diarrhea free for 24 hours.
9. Head Lice: If head lice or nits are found on your child, the child may return as long as they are "nit free".

If any of the above occurs at Gretna Kids Connection, parents will be called to pick up their child. The child must be picked up within 1 hour of being notified. If we cannot reach the parents, we will contact the authorized individuals you have provided to Gretna Kids Connection.

Please let the Site Director know if your child(ren) has been diagnosed with a contagious illness. Notice will be posted/emailed to all families within the site, letting them know that their child has been exposed to a contagious illness/disease. For confidentiality reasons, the name of the child with the confirmed illness will never be released.

Common colds and allergies should not, unless causing the child to feel too uncomfortable, prohibit attendance. It is our policy to have conditions that encourage cleanliness and good health practices among both staff and children.

**CHRONIC AND SPECIAL HEALTH NEEDS:** At the time of registration, parents are expected to indicate on their child's registration form if their child has chronic or special health needs that require special attention. Parents will be required to have a meeting with the Site

Director and Program Director to discuss if procedures or accommodations can be met to meet the needs of the child.

**STORING AND ADMINISTERING MEDICATION:** Medication can be stored and administered at Gretna Kids Connection under the guidelines which are set forth by the Nebraska Health and Human Services Regulation and Licensure division. Gretna Kids Connection requires that all medication, in the original medication box, be delivered directly to Site Directors and that proper documentation, including the Gretna Kids Connection Medication Authorization form and a doctor's note be included in order for medication to be administered. Expired medication will not be kept on site, as it is a violation of our licensing agreement with the State of Nebraska. All expired medication will be returned directly to a parent/guardian. It is the responsibility of parents/guardians to supply Gretna Kids Connection with non-expired medication, accompanied with the documentation listed above in order to administer any prescription or non-prescription medication on site.

Gretna Kids Connection is a separate entity for the Gretna Public Schools, and have different State regulations in regards to medication and use. If you indicated on your Registration Form that your child needs any medication, you will be responsible for supplying said medication to Gretna Kids Connection. Please note that we cannot share any medications with Gretna Public Schools. The following are Regulations that have been set forth by the Nebraska Department of Health and Human Services Licensure of School-Age-Only Child Care Centers:

· 4-006.24A Delivery of Medication: Any child care provider, center, or preschool staff person who gives or applies medication shall do so in accordance with the "5 Rights" as required in Nebraska Statutes 4-006.24A through 4-006.24I. The "5 Rights" are:

1. The right drug;
2. The right recipient;
3. In the right dose;
4. By the right route;
5. At the right time;

· 4-006.24B Parental Responsibility: Parents or any licensed health care professional shall determine if center staff are competent to give or apply medication. Center Directors have the responsibility to assess the ability of staff to give or apply medication.

· 4-006.24C Confidentiality: Any center staff who gives or applies medication shall not disclose information about a child's medication or physical or mental health unless such information is needed to protect the health of other children or staff. The use of a medication log sheet does not violate confidentiality if the parent has been advised in writing that the parent has the option of using a private method of informing center staff of the child's medication needs.

· 4-006.24D Written Permission and Instructions: Any staff who gives or applies medication, both prescription and non-prescription, only with prior written permission and written instructions from a doctor. All staff shall comply with the instructions provided by the parent. Medication shall be in the original container, stored according to instructions, clearly labeled for a named child, and returned to the parent when no longer needed. The

dosage will not exceed that which is printed on the label. Expired medication shall not be given or applied to a child and shall be returned to the parent. Any error in the giving or applying of medication shall be reported to the parent.

· **4-006.24E Unusual Circumstances:** There must be a written statement from the licensed health care professional who prescribed the medication allowing the center staff to give the medication when:

1. Any prescription medication is given or applied as needed (PRN); or
2. By route other than oral, topical, inhalant, or instillation.

· **4-006.24F Hand washing:** All individuals must properly wash hands before giving or applying any medication. If handling any bodily fluids is involved, individuals must also wash hands after giving or applying medication.

· **4-006.24G Medication Storage:** All medications are kept on site and stored in an area that can be locked at all times.

· **4-006.24H Record-Keeping:** Gretna Kids Connection uses medication log. Each site has a designated medication binder for children enrolled receiving medication. The information within the binder is kept confidential. For each child receiving medication there must be a completed medication log sheet signed by a parent or guardian which includes a competency statement permitting Gretna Kids Connection to administer medication to your child. Medication log forms are required to be updated each summer, at the beginning of each school year, and at any time medication type, dose, route, and/or time of administration is modified.

· **4-006.27F First Aid Kit:** A first aid kit must be available on the premises. It must be inaccessible to children. If any poisons or any medications are stored in the kit, it must be in locked storage. The kit must contain:

1. Fever thermometer and covers
2. Soap
3. Bandages
4. Sterile gauze pads
5. First aid tape
6. Scissors
7. Disposable gloves (non-latex)

**EPI-PEN:** If your child has an allergy that may require the use of an Epi-pen, Gretna Kids Connection will require his or her own Epi-pen kept on site which will be provided by the parent or guardian. If your child would require the use of the Epi-pen while in attendance the following steps will be taken:

1. The Epi-pen would be injected by a staff member.
2. 911 would be called after the Epi-pen is injected.
3. The parent or guardian would then be contacted and given further information.

**SUNSCREEN:** It is not our standard procedure to use sunscreen during the school year. If a parent requests that sunscreen be administered to their child(ren) during Gretna Kids Connection hours, it is the responsibility of parents/guardians to communicate that with the



Site Director and provide the sunscreen that is labeled with the child's name.

**MINOR AND SERIOUS ACCIDENTS:**

**Minor Accident:** If a child has a minor accident or injury while in attendance at Gretna Kids Connection, first aid will be administered and parents or guardians will be notified.

**Serious Accidents:** If a child has a serious accident at Gretna Kids Connection, emergency first aid will be administered and parents or guardians will be notified. If the Site Director is unable to reach the parent or guardian, emergency phone numbers will be used.

An emergency unit will be called only in extreme cases. These units are dispatched by city or county officials according to the location of the school and are usually required to take patients to the nearest hospital. An adult staff member would accompany any child being transported to a local hospital, and remain with the child until the parent or guardian has arrived. At the time of enrollment parents give the Gretna Kids Connection program permission to transport and treat in the event a medical emergency arises. A copy of the child's emergency contact information will be brought to the hospital with the adult staff member.

***General Guidelines Used for Administering First Aid***

1. Staff will not move the child until we determine the extent of the injury.
2. Any mild cut or abrasion will be washed with warm water and a Band-aid will be applied. Salves, ointments, or creams will NOT be applied or kept on site, unless a prescription is provided by a licensed health care professional and the parent or guardian has supplied the medication.
3. In case of deeper cuts possibly requiring sutures, staff will call the parent or guardian immediately. If we are unable to reach the parent or guardian, we will contact another authorized person on the child's registration form, or notify the child's listed physician for medical advice.
4. If a limb is visibly distorted we will contact the parent or guardian immediately. The parent or guardian can then make the recommendation as to having 911 dispatched, or if the parent would prefer to transport. If we are unable to get in contact with the parent or guardian, staff will call 911 immediately. If a child is transported to a local hospital, an adult staff member will accompany the child to the hospital, and remain with the child until the parent or guardian has arrived.
5. If a child becomes unconscious, 911 will be called immediately.
6. In case of a head injury of any kind, staff will apply a cold compress to the injured area, and notify the parent or guardian.

**CPR/FIRST AID:** ALL staff members are CPR/First Aid certified.

**MANDATED REPORTING:** According to law, all Gretna Kids Connection staff are required to notify Child Protective Services and law enforcement officials if they suspect a child has been subjected to abuse or neglect.

**FIRE AND TORNADO DRILLS:** Fire drills are conducted once a month and tornado drills are conducted 4 times during the months of March through September. Fire and tornado drills are completed during Gretna Kids Connection hours, so all children are familiar with evacuation procedures. A written record of fire and tornado drills, along with a map showing proper evacuation routes, is posted at each Gretna Kids Connection site.

## **HOLD/SECURE/LOCKDOWN/EVACUATE/SHELTER:**

**Hold – In your room or area. Clear the halls.**

**Students – Clear the hallways and remain in room or area until the “All Clear” is announced. Do business as usual.**

**Staff – Close and lock the door. Account for students and adults. Do business as usual**

**Secure – Get inside. Lock outside doors.**

**Students – Return inside, business as usual**

**Staff – Bring everyone indoors. Lock outside doors. Increase situational awareness. Account for students and adults. Do business as usual.**

**Lockdown – Locks, lights, out of sight.**

**Students- Move away from sight. Maintain silence. Do not open the door.**

**Staff- Recover students from hallway if possible. Lock the classroom door.**

**Turn out the lights. Move away from sight. Maintain silence. Do not open the door. Prepare to evade or defend.**

**Evacuate- (A location may be specified)**

**Students – leave stuff behind, follow instructions**

**Staff – lead safety strategy, account for students and adults, take**

**Emergency bag and Information, notify if missing, extra or injured students or adults.**

**Shelter- Hazard and Safety strategy.**

**Tornado- Evacuate to shelter area (See Tornado Map)**

**Hazmat- Seal the room**

**Earthquake- Drop, cover and hold**

**Tsunami- Get to high ground**

## **BEHAVIOR MANAGEMENT**

**DISCIPLINE GUIDELINE: Abusive language, signs or expressions, talking back, disrespect, not listening and obeying the rules, hurting another child or staff by fighting, biting, hitting, and/or kicking, self-harm, and repetitive negative behaviors will not be tolerated.**

**If any of the above behaviors occur, the discipline guidelines below will be followed:**

- **The child will be immediately separated from the situation and given a thinking or calming down period (generally 3-5 minutes, but some children may require more time)**

**The goal is for the child to regain enough self-control to rejoin the group or activity.**

- **Isolating the child in any area where the child cannot be seen and supervised by an adult staff member is prohibited.**
- **Depending on the behavior, it may be necessary for the Site Director to complete A**

### Note Home or a Child Disciplinary Report.

- o A Note Home will be used to communicate to the parent(s) when their child does not listen and obey the rules, talks back, is disrespectful, or uses any abusive language, signs or expressions.
- o A Child Disciplinary Report will be used to communicate to the parent(s) if a child physically hurts another child or staff by fighting, biting, hitting, kicking, any self-harm, or repetitive negative behaviors.
- In some situations, it may be necessary to contact the parents or guardians to come pick up their child because the child is unable to get their behavior under control. If a parent or guardian is called due to their child's behavior, the child will need to be picked up within one hour of being called.

**DISCIPLINE POLICY:** If an inappropriate behavior does occur, we will use a positive approach by encouraging the child's good behavior and redirecting his/her activity. If the behavior continues, the child will be removed from the situation for a thinking or calming down period.

After the thinking or calming down period, the Site Director or Assistant Director will discuss the situation with the child and determine if A Note Home or Child Disciplinary Report is needed. If A Note Home or Child Disciplinary Report are necessary for the situation that has occurred, the parent(s) will be notified and given a copy of the Note or Report.

#### **A Note Home:**

- After a child receives (3) A Note Home as a disciplinary action for non-physical behavior (as stated above) during a school year or summer program, the child will receive a Child Disciplinary Report.

#### **Child Disciplinary Report:**

- Once a child receives their first Child Disciplinary Report due to receiving (3) A Note Home, the parents will be requested for a sit-down meeting with the Site Director and Program Director to discuss the child's behavior.
- If a child receives their first Child Disciplinary Report as a result of physical behavior (as stated above) during the school year or summer program, the parents will be requested for a sit-down meeting with the Site Director and Program Director to discuss the child's behavior.
- After a child receives (3) Child Disciplinary Reports, the child will be suspended from the Gretna Kids Connection program for (3) school days. Suspended means the child is not allowed to attend the Gretna Kids Connection program for the amount of time given.
- Upon returning to the program after the suspension, the parents will be required to have a meeting with the Program Director to discuss the expectations of the child's return.
- Depending upon the severity of the behavior, it is at the discretion of the Program Director and Gretna Kids Connection Administration to terminate care without going through the above stated guidelines.

**INAPPROPRIATE FORMS OF DISCIPLINE:** The following are inappropriate forms of discipline that will not be used by staff at the Gretna Kids Connection program:

- Restraints (unless necessary to protect the child or others)

- Profane or abusive language
- Isolation without supervision
- Placing a child in a dark area
- Inflicting physical pain
- Forced physical activity, such as running laps, doing push-ups, etc.
- Verbal abuse or loud voice tones directed in a derogatory manner

**BEHAVIOR MANAGEMENT:** The above discipline guideline and policy has been established to provide consistency throughout the Gretna Kids Connection program. The lists below are other appropriate procedures that the Gretna Kids Connection program has in place to aid in behavior management:

- Children within the program will have a clear understanding of the rules and expectations of the program.
- A variety of daily activities and routines are established that allow children to make choices.
- Praising acceptable and appropriate behaviors.
- Actively listening to children about their feelings and frustrations.
- Redirecting negative behaviors and suggest appropriate behavior.
- Employ staff that model appropriate behavior to the children.
- Allow children to resolve conflicts with staff supervision.

**STANDARDS OF BEHAVIOR:** We find it helpful to provide an outline of the expected standards of behavior for families enrolled in Gretna Kids Connection. Please take a few minutes to review these statements with your child:

1. The rights, property and dignity of each person in and around the school are to be safeguarded at all times.
  - No abusive language, signs or expressions will be allowed.
  - No theft of any kind will be tolerated.
2. Authority in the program is established for the health, safety and well being of all members of the program. No child will be allowed to undermine that authority.
  - Conditions do not exist which allow for continued “back talk” from students when reasonable requests are made. Abusive language or signs will not be acceptable.
3. School facilities are the property of all residents in the Gretna School District. Day to day abuse of any part of the facility cannot be allowed to occur.
4. Each child needs a few minutes to “cool down” after an exciting day in school. Children should put belongings in designated areas, sit in their mid-line, take attendance and be served after school snack.
5. Children are expected to demonstrate a responsibility of respect for: themselves, other children, Gretna Kids Connection staff, parents, and for the space and materials we utilize for operations.

## **All Day Care & Summer Gretna Kids Connection**

**NO-SCHOOL DAYS:** The program will operate no-school days and early release days. Sometimes, due to maintenance work, repairs or low child(ren) attendance in one building,

a site may need to be closed. If that situation occurs, parents will be notified as to what school their child(ren) will attend.

For No School days, parents will be sent a Google form to their email for registration. The Google form give information about the no-school days(s) and when the deadline is to sign-up. Children will not be allowed to attend the no-school day(s) unless pre-registration is complete and submitted through the Google form by the due date. After the registration deadline, days cannot be added, changed or removed. Charges are based on the days that you pre-register for, regardless of attendance, and charges are non-refundable. Please refer to the Gretna Kids Connection Rate Sheet for the current rates of a Full Day Care. No-school day charges are in addition to your regular tuition deduction and are added to the next billing cycle. Each child is required to bring a sack lunch if they attend a no-school day.

**AN EXAMPLE DAILY SCHEDULE FOR NO-SCHOOL DAYS/SNOW DAYS:**

6:30- Site Opens  
6:30-7:30 Cartoon/ Table Activities/ Free Gym  
7:30-8:00 Breakfast  
8:00-9:00 Gym Game  
9:00-9:30 Snack Time  
9:30-11:30 Planned Rotation  
11:30-12:00 Lunch  
12:00-1:00 Outside (weather permitting) or Gym Time  
1:00-3:00 Planned Rotation  
3:00-3:30 Snack Time  
3:30-4:30 Outside (weather permitting) or Gym Time  
4:30-6:00 Table Activities/Coloring/Free Gym (gym closes at 5:15)  
6:00- Site Closes

**Planned Rotations:** Each site plans rotations for the children, usually by grade level. The rotations can include, but are not limited to: group games, table activities, coloring, arts & crafts, science experiments, STEM activities, brain games, activity packets, reading activities, cooking activities, small group activities, movies/cartoons, and dramatic play.

**SUMMER GRETNA KIDS CONNECTION:** The Summer Program requires a separate Registration from the school year. Gretna Kids Connection operates from 6:30 A.M. to 6:00 P.M. at selected sites. Summer rates will apply. Children are only able to attend the Summer site where their home site is assigned, unless combining of sites are necessary. Children must have completed their first year of Kindergarten before being eligible to attend the Summer Gretna Kids Connection Program. Summer enrollment is a commitment and families are charged accordingly unless specified parenting plan includes parental visitations.

**AN EXAMPLE DAILY SCHEDULE SUMMER:**

6:30- Site Opens  
6:30-7:30 Cartoon/ Table Activities/ Free Gym  
7:30-8:00 Breakfast  
8:00-9:00 Outside Time

9:00-9:30 Snack Time  
9:30-11:30 Planned Rotation or Field trip  
11:30-12:00 Lunch  
12:00-12:30 Outside Time  
12:30-1:00 Quiet Time  
1:00-2:00 Daily Rotation  
2:00 – 3:00 Planned Rotations  
3:00 – 3:30 Snack Time  
3:30-4:30 Outside (weather permitting) or Gym Time  
4:30-6:00 Table Activities/Coloring/Free Gym (gym closes at 5:15)  
6:00- Site Closes

**DAILY ROTATIONS:** Each site plans a daily rotation for each grade level. The daily rotation may include, but is not limited to: Activity packets, Reading/Writing Activity, Gym or Outside time, table activities, and Wii and electronics time (only on assigned day).

**PLANNED ROTATIONS:** Each site plans rotations for the children, usually by grade level. The rotations can include, but are not limited to: group games, table activities, coloring, arts & crafts, science experiments, STEM activities, brain games, activity sheets, reading activities, cooking activities, small group activities, movies/cartoons, and dramatic play.

**FIELD TRIPS:** Field trips are planned each week during the Summer Program. A calendar for the field trips and at site activities will be provided to families. All costs of field trips are included in the tuition rate. For added safety, the staff to child ratio is lowered for field trips. The following is a list of field trip safety procedures that is used for staff and children within the program.

#### **FIELD TRIP PROCEDURES:**

##### **Staff Procedures:**

- Prior to a scheduled field trip, staff is informed of important details of the trip (example: meeting locations, times, cell phone numbers, etc.)
- Staff will wear a designated Gretna Kids Connection T-shirt.
- Each staff member will keep a list of children's names in their designated group.
- Each adult staff member will carry a first aid kit.
- Staff will accompany children to and from the bathroom.
- During the field trip, staff will count their group before moving to another designated area.
- Fifteen minutes prior to the scheduled departure time, staff will meet at a designated location. The Site Director will then complete an initial attendance and an additional headcount prior to departure.
- One staff member will be assigned to complete a final check of the bus after arrival back at the site. This will serve as added safety to make sure all children and belongings have departed the bus.

##### **Procedures Established for the Children:**

- a. Children will be put into groups or a buddy system will be established.
- b. Prior to departing the site, the following will be reviewed with the children:
  - Bus rules and safety

- Field trip rules and safety procedures
- A staff member must take them to the restroom
- What to do if they get lost or separated from their group

**TRANSPORTATION FOR FIELD TRIPS:** The Gretna Kids Connection program uses Gretna School District for field trip transportation.

**BUS RULES:** The following are bus rules that children are expected to follow:

- Children must stay seated and facing front at all times.
- If windows are down, hands must remain inside the bus.
- Feet must be kept out of the aisle.
- Voice levels must be kept to a minimum while on the bus.

In conjunction with Nebraska Licensing the following standards will be met:

1. Children are not left alone in any vehicle or bus
2. Smoking does not occur in the vehicle
3. Door(s) are locked when vehicle is in motion
4. Driver is age 18 or older
5. Documentation of current and valid driver's license issued by DMV available
6. Documentation of current and valid driver's license for type of vehicle available
7. Vehicles are properly registered
8. Vehicles are insured
9. Vehicles have first aid kit
10. Vehicles have parent contact information for each child transported
11. Number of children transported does not exceed manufacturers seating capacity
12. Children are properly restrained in vehicle
13. Written parental permission to transport is available for review

**LUNCH PROGRAM:** Gretna Kids Connection does provide a lunch program during the Summer. The lunch program offers choices from all five food groups. The cost of the lunch program is included in the weekly tuition rate. Lunch is provided for the children Mondays, Tuesdays, Wednesdays, and Thursdays. On Fridays, children will need to bring a sack lunch from home. A menu for each month is provided for the families so they know what is planned for lunch. A sandwich option is also available if your child does not like what is offered for hot lunch. If your child has food allergies or special dietary needs, please make sure you speak to your Site Director. If we are gone on a field trip during lunch, a sack lunch will be provided by the Program. Children always have the option of bringing a lunch from home.

**SNOW DAYS:** If school is canceled due to weather conditions, Gretna Kids Connection will make every effort to open, however there are many factors we must take into consideration. First and foremost is safety, the district's ability to remove snow at the designated sites, or other conditions that could pose a danger to the children, staff, or facility.

If school is closed due to weather conditions, the decision will usually be made by Gretna

Public School District officials before 6:00 A.M., and announced on local radio and television stations. Parents will receive an email from the Gretna Kids Connection office stating whether the designated sites will be open or closed.

If the decision is that Gretna Kids Connection is open, the hours of operation would be from 6:30 A.M. until 6:00 P.M. Please know that if the weather conditions continue to decline during the day, an email will be sent to the parents of children who are in attendance requesting the child(ren) be picked up at an earlier time. Snow days are the only days that parents or guardians do not have to pre-register. Breakfast, A.M. snack, and P.M. snack will be provided as part of the full day rate. You would be responsible to bring a sack lunch for your child(ren). The full day rate will apply on snow days and will be added to the next billing cycle.

Please know that if your child(ren) is asked to attend a school for a snow day that is not their home site, Gretna Kids Connection does their best to schedule staff from their home site at the designated snow day site from 6:30 A.M. to 6:00 P.M., so the child(ren) have familiar faces to see.

**\*Medication Needs –** Please know that if your child is not attending their home school for a snow day, the parent will need to provide the needed medication from home OR if the needed medication is in the possession at the home Gretna Kids Connection site, awareness would need to be given to the Site Director or Assistant Director on duty so that the medication could be retrieved from the home site. If you have any further questions in regards to your child’s medical needs, please speak to your Site Director or the Gretna Kids Connection Office.

## **Partnership with Families**

**PARENTAL INVOLVEMENT:** Parental involvement is a very important part of our program. Parents and children working together with staff members is an important element in a quality childcare program. A solid relationship with the Gretna Kids Connection employees at your school, built on mutual trust and respect, is key in making your child care arrangement work well for everyone. Keep these tips in mind as you begin to build your relationship:

- Keep the lines of communication open at all times. Let your Site Director know if there is something going on in your child’s life that may be affecting behavior.
- Be aware of program policies and honor them. Respect drop-off and pick-up times, and call if you are going to be late for any reason.
- There are bound to be certain topics or situations that may arise that are difficult to discuss. Our goal is to develop an honest, open way of communicating with our families. Discussing issues with parents as they arise will make communication less difficult. The following are some examples of communication to consider:
  - Issues regarding your child when they first develop.
  - It is preferred that we speak privately, in person, or over the phone.
  - If you have concerns or observations, be prepared to give specific examples in regards to your concerns.



- o Situations will not be discussed if a parent is unable to control their emotions, but we will always be willing to meet at another time.
- o Remember that conflicts are normal and part of most relationships. They can usually be resolved when both parties can see the other's views and are willing to compromise.
- o Ask questions if you don't understand our policies and procedures.