

## **Communications**

### **Newsletters and Menus**

Parents/guardians will receive a menu and newsletter which covers news of the Center, individual classroom happenings, important messages, upcoming events, etc. Much of this information can also be found on our website ([www.alchildrenscenter.org](http://www.alchildrenscenter.org)).

### **Conferences and Meetings**

Head Teachers will schedule parent conferences twice a year. Parents will receive a notice of their conference. Teachers complete a written developmental assessment of each child that they will share with the parents at these conferences. From these conferences, teachers and parents gain insight into such areas as:

- Cognitive development
- Motor development
- Personal/social development
- Adaptive development
- Communication development
- Fundamental development

Other meetings between staff and parents may be called from time to time. Individual conferences/meetings are available whenever children need additional support from parents and teachers alike. Willingness to get a child added assistance for any identified concerns is a key to a strong working relationship for everyone. Our goal is to help the child.

### **Announcements**

Weekly postings of curriculum will be available in each classroom. Occasional daily postings of activities and news will also happen. Additionally, critical information such as health warnings, etc. will also be posted in each room. Lastly, infants and toddlers will receive daily correspondence noting individual attention given to their child each day.

### **Affirmative Action Statement/USDA**

This facility is operated in accordance with the United States Department of Agriculture, our policy does not allow discrimination in hiring, or enrollment procedures because of race, creed, color, religious affiliations, sex, disability, public assistance status, national origin, age, sexual preference or individual needs. This policy applies to all phases of enrollment, recruitment and selection. Any person who believes they have been discriminated against should write to the Secretary of Agriculture – USDA Programs, Washington D.C. 20250.

### **Grievance Procedure**

Parents are invited to address concerns at any time. Concerns should not be discussed with the children present. Remember... the only way to address and respond to concerns is to share them with the appropriate people. Voicing your concerns to family, friends and neighbors will not help to make a better situation for your child.

So that you may receive the best and most timely response, please make your concerns known to the following persons in the following order:

#### **1. Head Teacher in your child's classroom**

Please share your concern immediately with your child's Head Teacher.

## **2. Lead Teacher**

If you are still concerned after discussing the problem with your child's Head Teacher, please feel free to discuss the matter with the sites Lead Teacher. The Lead Teacher will try to solve the problem within two weeks following direct contact with concerned parent/guardian. The Lead Teacher or parent/guardian should feel free to request a conference.

## **3. Executive Director**

If the parent/guardian feels the problem has not been resolved after following the above procedure, please call or meet with the Executive Director of The Children's Center.

Working together, parents/guardians and staff will meet to resolve your concerns and ensure the best action for your child.

The Center will attempt to honor the concerns and wishes of families and children, but reminds families that the Center cannot be put into any compromising situation due to stressful or strained family relationships. Our actions need to reflect the well being of children, families, and the overall status of the Center. Families are asked to keep this fact in mind when making day to day arrangements at the Center.