

# Seeds of Joy Child Care learning center Margaret Daycare Center LLC

Parent Handbook  
Updated 2/28/2025

Welcome to Seeds of Joy Child Care Learning Center. To facilitate greater understanding between us, we have created this handbook. It covers our childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss with us any questions that you may have.

## **CHILD CARE PHILOSOPHY**

Seeds of Joy believes that children gain a sense of security from knowledge that there are consistent, responsible limits and that these limits are designed to nurture them and protect them. We recognize that each child is an individual. We provide an environment that promotes the complete development of children preparing them to advance to a school age education program. The center will provide children with developmentally appropriate early childhood experiences that stimulate learning in all developmental areas and focus on age appropriate learning environments and individual needs. Seeds of Joy will provide an atmosphere that will facilitate a balance between child-initiated, child-directed and teacher-supported interactions. All activities are geared around individual needs of all children participating in the program.

## **COMMUNICATION**

Communication is very important to us. It is important that there is a similar child care philosophy between us. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child. Sensitive issues will be discussed in private. Parents of infants will receive a daily note, highlighting the child's day, at the time of pick up. Parents of toddlers & preschoolers will be notified about their child's day through the Procure app. Procure allows teachers and families to stay in touch and share important information about your child's day while they are in our care. All children should arrive at the center dressed, clean and prepared for the daily activities. If your child will NOT be attending on your scheduled day, please let us know ASAP for staffing reasons & meal counts.

## **ENROLLMENT POLICY**

Normal hours of operation are Monday through Friday from 6:30 a.m. to 7:30 p.m. There are several forms that we must have completed and, in our possession, before we can assume the responsibility of caring for your child. NO EXCEPTIONS. This is to ensure that your child will get the very best care possible. The forms are as follows:

- Registration Form**
- Child Information Card**
- Health Appraisal Form & Immunizations**
- Food Program Form**

You are required to keep us informed of any changes in addresses, telephone numbers, and other pertinent information listed on all forms. If you have questions regarding these forms, please let us know.

## **HEALTH APPRAISALS**

Health appraisal forms are due within 30 days of your child's start date. Health appraisals MUST be updated yearly. You will be given a reminder letter approx. 30 days before the next health appraisal is due. Additionally, any other health records received, will be reviewed every 6 months and MUST be updated annually or when change occurs before the annual update.

## LICENSING NOTEBOOK

Seeds of Joy has a Center Licensing Notebook. The licensing notebook contains all of our licensing inspections and special investigation reports and related corrective action plans since March, 2025. The licensing notebook is on file in our office and is available to parents during regular business hours. Licensing inspections and special investigation reports from at least the day of opening are available on the child care licensing website at <http://www.michigan.gov/michildcare>

## OPEN DOOR POLICY

We maintain an open-door policy for parents. You are always welcome to call or stop in to see your child at

time. Open door policy does NOT mean that the doors will be kept unlocked. We believe that it is extremely important to keep the doors locked for the safety of the children. We do not want unwanted or unexpected visitors to enter without permission. Your child's safety is our first priority.

## RATES

Infants (4 months - 12 months)	weekly \$308.50	3 days \$271.00
Toddlers(12 months/walking – 30 months)	weekly \$303.00	3 days \$251.50
OlderToddlers(30 months – 36 months)	weekly \$276.50	3 days \$234.00
Preschool(3 yrs – 5 yrs) *Potty Trained	weekly \$262.00	3 days \$210.00

Minimum enrollment of 3 days per week is required. Families receiving DHS assistance will still have co-pays due. There will be a small rate increase every calendar year on January 1st.

## PARENTS RECEIVING DHS ASSISTANCE

DHS pays a portion of day care services. Even if you are granted 100% of day care assistance it still does not match up to Seeds of Joy Child Care Learning Center's rates. You will be responsible for matching our center's weekly rate for the care provided. You will be responsible for all hours not paid at the DHS hourly rate.

## PAYMENT POLICY

Specific rates will be outlined in your Contract and Rate Agreement. Payment is payable in advance and is due no later than drop off time on the first contracted care day of each week, unless another arrangement has been agreed upon. If this day is a holiday, payment is expected on the previous day. If you go on vacation, payment is due BEFORE you leave. We accept automatic withdrawals from your checking account, cash, checks and money orders. Payments can also be made over the phone during normal business hours. In cases of illness, your payment is still expected unless other arrangements have been previously made. There is a \$10.00 per day late fee applied if payment is not paid on the due date. All non-sufficient fund checks will be charged a \$20.00 fee and will be due upon notification, in cash or credit. We may cease child care services if payment is not made at the time on or before your next regular payment.

## HOLIDAYS & VACATIONS POLICY

Seeds of Joy will be closed on the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, the Friday after Thanksgiving, Christmas Eve, Christmas Day and the day after Christmas. YOU ARE ONLY RESPONSIBLE FOR PAYMENT FOR THE LEGAL HOLIDAY. When a Holiday (listed above) falls on a Saturday, Seeds of Joy will be closed the preceding Friday, when a holiday falls on a Sunday, Seeds of Joy will be closed the following Monday. You will pay for these Mondays and Fridays taken off that would be a normally scheduled day for your child. Each child enrolled will receive 5 FREE days per year. This will be based on your child's start date. Payment will be required for any other time off that is taken. No vacation days will be allotted during the first three months of child care services. Any vacation days not used within your one- year period will be forfeited. Vacation days may not be applied to your final two weeks of childcare nor may they be applied to any outstanding child care debts you may owe such as late pick up or late payment fees, etc. You may not use any of your vacation days for days when your child is in attendance. We will keep

a record in your folder of your vacation days used; however, it will not be our responsibility to remind you how many days you have left before the end of the year.

### **LATE PICK UP POLICY**

It is your responsibility to have your child picked up on time. If you know you will be unavoidably late, it is your responsibility to have an authorized alternate person to pick up your child. Failure to pick up by 7:30pm is 100% avoidable. If you sign your child out at 7:31pm or later, the fee is \$5.00 per minute until you exit the building.

### **TAXES**

We will keep a detailed record of all the payments you make throughout the calendar year. This record should be picked up in our office every year for your tax purposes. They will be available anytime after January 5th. You may also request a printed statement any other time during the year.

Page 2

### **SIGNING IN & OUT**

We require all parents to sign in and out for drop offs and pick ups each day. You will be signing in/out on the computer in the main lobby. Upon enrollment, each family will create a PIN code that is linked to their child's account. The Procure software stores all of your child's/children's information. This gives us a record of the child's attendance, their hours in care and maintains a record of the person who dropped off/picked up the child each day. When a sign in/sign out is performed correctly, the Procure system unlocks the door granting access beyond the lobby. The door will remain unlocked for approx. 8 seconds before it resets to the locked position.

### **ITEMS PARENTS ARE RESPONSIBLE FOR PROVIDING**

**PARENTS OF INFANTS** are responsible for supplying ready to use formula/breast milk, baby food, diapers, wipes, a pacifier(if applicable) a full change of clothing appropriate for the weather and any other supplies that your child's teacher deems necessary. Bottles **MUST** be labeled with the child's first and last name, date you are providing it and if it is breast milk, it must also include the date it was expressed. Packages or boxes of diapers and wipes may be brought in and stored in your child's locker. Please make sure all items are clearly labeled with the child's full name. \*\*\*We support and encourage breastfeeding your child. Breastfeeding has numerous benefits for both babies and their mothers. Staff are trained on the importance of breastfeeding as well as safe handling and proper storage. We offer a private comfortable area outside of your child's classroom within the center for any mother(Parent/Teacher) choosing to either breastfeed or express milk throughout the day.

**PARENTS OF TODDLERS & PRESCHOOLERS** are required to provide a full change of clothing (including socks and underwear) appropriate for the weather, an afternoon snack and a blanket for your child to use throughout the week. All blankets will be washed every Friday at the daycare for continued use. Packages or boxes of appropriate diapers and wipes(for toddlers) may be brought in and stored in your child's locker. Please make sure all items are clearly labeled with the child's full name.

### **AFTERNOON SNACK**

An afternoon snack **MUST** be provided for all children **EXCEPT** infants. All snacks **MUST** be labeled with first and last name, date provided, and if it is not in the original container, the snacks needs to be labeled with what it is. MDC is a peanut free facility. We encourage healthy snacks to be brought in such as fresh fruits, veggies, yogurts, Please DO NOT send the following items: Candy, fruit roll ups/fruit snacks or any food that might be considered a choking hazard.

## **MEALS & SNACKS**

Seeds of Joy Child Care will follow the USDA CACFP dietary standards and nutrition guidelines. We will provide a nutritious breakfast, lunch, and morning snack. Parents **MUST** provide an afternoon snack if your child will be attending between the hours of 2:00pm to 3:00pm with the exception of school-age children who will be provided a snacks by the center. Some examples of snacks to bring would be: banana, apple, snack packs, crackers, yogurt, pudding, etc. Menus are provided weekly and are created with children's tastes in mind. Well balanced meals are necessary for children to meet their daily energy needs and develop healthy bodies and strong minds.

Every breakfast includes: a grain, a fruit and milk.

Every snack includes: a grain & 100% juice

Every lunch includes: a protein, a fruit, a vegetable, a grain & milk.

Parents of infants must provide **READY TO USE** formula and/or breast milk. Bottles must be prepared in advance of your child's arrival at the center. Solid food must be in the original unopened container. Food and formula will be heated using bottle warmers. Baby cereal may be brought in the box and we can mix it according to directions. Older children are provided breakfast, morning snack, and lunch. We will practice proper table manners. The teachers will encourage the children to taste every food item. Picky eaters usually eat better at school because they see the other children eating. All foods are talked about in a positive way. We celebrate holidays and birthdays during afternoon snack time. You are welcome to share party cookies, cupcakes, or some other food. If you plan to bring treats in celebration of your child's birthday, please schedule the date with your child's teacher. No favors or gifts please.

## **HEALTH, ACCIDENT & INJURY POLICY**

At Seeds of Joy, we only want what is best for all the children and staff within the school. Staff

and volunteers will be excluded for illness.

This policy is to protect other children and teachers. A child who is not feeling well at day care is typically miserable and therefore requires more attention leaving an unbalanced setting. Furthermore, we do not want to get other children and or teacher's sick. At the 1st sign of any of these symptoms, parents will be notified via a phone call to let them know the child may not be feeling well. If the child's symptoms meet the criteria for being sent home, we respectfully ask that parents pick their child up within 30 minutes. If for any reason the parents are unavailable, we will refer to the emergency contact page of the Registration Form and the child will be excluded from the group until picked up by parents.

### **Children will be sent home for the following reason(s):**

- Fever of 100 degrees or higher regardless of teething or shots. (A child with a fever in most cases means an infection is present).
- The child is in pain & is uncomfortable. A child may signal pain by crying, pulling at the ears, refusing to eat or drink

and saying that areas of the body hurt.

- Vomiting – 1 instance of vomiting.
- Diarrhea – 2 bowel movements that are runny or watery.
- Rash – anywhere on the body.
- Pink eye.
- A child who has lice AND/OR eggs present in their hair. ● A change in behavior – a happy, active child becomes tired, irritable and refuses to play.

**A child is well enough to return to child care when:**

- A child has been seen by a doctor and a doctor note is provided with the exact reason the child was seen and treated.
- A contagious disease is no longer communicable.
- Fever free without medication (MUST BE OUT THE FOLLOWING DAY, AFTER BEING SENT HOME) ● Pink eye, on medication 24 hours with no drainage.
- A child feels well enough to participate in group activities.
- A child has been on an antibiotic for at least 24 hours and has no fever.
- Vomiting, diarrhea and rashes have not been present for 24 hours.
- Lice and their eggs have been completely removed.

\*\*\*Owner/Director has the discretion to make changes at any time. Owner/Director also has the discretion to not accept a doctor's note, if there is reason to believe that the doctor's note could negatively impact the health and safety of the center.

**ACCIDENT, INCIDENT, INJURY NOTIFICATION POLICY**

Anytime there is a minor accident, incident or injury you will be notified at the end of the day with our report. You will need to sign the form and it will be placed in your child's file. We are more than happy to make a copy of the report so you have a record of the accident, incident or injury. When it comes to any accident, incident or injury we will use our best judgment to determine if a phone call needs to be made to the parents. If we determine that a phone call needs to be made, it will be done so immediately. Generally, the Lead Teacher will call to notify you but occasionally it may be the Director or Assistant Director. If for any reason neither parent is available, we will refer to the emergency contact page of the Registration Form.

**MEDICATIONS**

Both nonprescription and prescription medications, ointments, and creams can be given to your child if needed. Parents are required to fill out the proper forms and to supply all medications in their original containers. All written instructions shall be valid for no more than 30 days unless a shorter time period is designated by the physician, dentist, or parent. These medications either prescription or over the counter must be labeled with the child's name, physician's name (if applicable), date, instructions and strength of medication to be given. NO EXCEPTIONS! We may not exceed the manufacturer's recommended dosage unless with written physician's instructions when administering nonprescription medication.

## **MEDICAL EMERGENCIES**

Seeds of Joy Child Care Learning Center will contact the parents of a child in case of an emergency. In the event parents cannot be reached we will refer to the child information card for other emergency contacts. If any emergency contact is not available and emergency treatment is needed, the child will be taken to Bronson Methodist Hospital or Borgess ER Hospital because it is only a few miles away, unless otherwise noted on the child information card. The medical section of the information card is critical in making these decisions.

It is the responsibility of the parent for any medical treatment expenses. Parents have the primary responsibility in transporting their children for medical services unless an ambulance is necessary. A written incident/accident report will be filled out in the case of an emergency with a copy given to the parent. All Lead Teachers at Seeds of Joy Child Care Learning Center are fully trained in CPR and First Aid.

## **CLEANLINESS & HYGIENE**

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed with antibacterial soap throughout the day but mostly importantly before and after meals and after toileting. Infants sleep in separate cribs, with clean sheets used only by them. All cribs and mats are sanitized between uses. Children use separate cups, plates, bowls and eating utensils. Tables, toys, etc. are disinfected with a bleach water solution after each use.

## **TOILET TRAINING**

Toilet training will be done in a relaxed manner with the cooperation of the family. If potty training begins when your child is ready, the task is quick and easy. In addition, your child must have a complete change of clothes (don't forget the socks!) The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps, zippers, belts, overalls, and onesies. These are difficult for children to remove in a hurry.

## **NAPS & QUIET TIME**

The State of Michigan requires all children in child care to have a designated rest period each day. All children must nap, rest, read or play quietly during this period. Rest time gives everyone a much-needed break during the day. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not really happy when they go home in the evening. Infants will sleep in State Approved porta-cribs while toddlers and preschoolers sleep on cots. Children over 12 months are required to have a blanket. Please see "Items Parents Are Responsible For Providing" on page 3 of this handbook for more information. Children must arrive for the day no later than 11:00am. This is to ensure routine & consistency with both staffing and the other children in care. We DO NOT allow parents to drop off during nap time without prior approval. This disrupts the entire classroom and children do not get the rest that they need. Please keep in mind that staff take their lunch breaks during nap time and the classroom must continue to maintain a ratio. Extra teachers are not available to be with a child outside of the classroom. Therefore, dropping off a child may not be approved until 3:00pm.

## **TYPICAL DAILY ROUTINE**

The below daily routine will vary between the classrooms but this will give you a good idea of a daily schedule.

- 6:30am-8am arrivals and free play
- 8am-9am clean up, hand washing, breakfast, hand washing
- 9am-10am circle time, group activities, music & outdoor time, bathroom/diapers & hand washC
- 10am-11am snack, art activities, computers, reading & gym time
- 11am-12pm clean up, bathroom/diapers & hand washing
- 12:00-12:30 pm put out nap mats,bathroom/diaper & handwashing
- 12:30pm-2:30pm Nap time
- 2:30pm-3:30pm lunch time
- 3pm-3:30pm put clean up after lunch, bathrooms/diapers,tooth brushing & hand washing
- 3:30pm-4pm snack, hand washing. Transition to afternoon activities
- 4pm-5pm table toys, group activities, outside time
- 5pm-5:30pm gym time, clean up, bathroom/diapers & hand washing, departures

## **SOCIAL/EMOTIONAL HEALTH**

Social-emotional health in young children is a vital aspect of their overall development, encompassing their ability to understand and manage their emotions, feel and show empathy for others, establish positive relationships, and make responsible decisions. Nurturing social-emotional health during the early childhood years can lead to better educational outcomes and help establish patterns for mental well-being throughout life. We help support this through consistent and caring interactions with adults, structured yet flexible learning environments, and opportunities for children to express themselves and engage with peers.

Teachers will use behavior logs to track children's actions, recording incidents like disruptions or exemplary behavior. This helps in understanding patterns, planning interventions, and communicating with parents about a student's conduct specifically looking for mood changes, symptoms and/or triggers. Analyzing these behavior logs can be helpful in showing progress, help identify areas where a child might benefit from minor changes within the classroom or if outside intervention is needed with "Early On". Parents will be notified of the behavior log through our Procure App as well as during pick up at the end of the day. All behavior logs are signed by the teacher, the Director and copied for both the parents and the child's file.

## **ANTI BIAS POLICY**

We believe that every child has the right to develop physically, mentally, morally, spiritually and socially regardless of race, color, gender, language, religion, or other status. We believe that all children and their families should feel welcomed, respected and valued. We believe that children and staff should embrace diversity and open themselves up to others in their world.

Therefore we:

- Value our children, families and staff
- Share diversity through reading stories
- Play food from different cultures
- Enjoy songs, games and music from different cultures
- Incorporate language and practices from families' home culture
- Promote the development of empathy
- Provide professional development for our educators
- Work in partnerships with families

### **CHILDREN WITH DISABILITIES OR DELAYS**

The activities and materials used in most early childhood classrooms are designed to meet the needs of many children with or without disabilities. When they do not meet the specific needs of a child, they can be adapted or expanded to accommodate that child's individual needs. It is important to assess the child's abilities and the classroom environment. Goals and objectives can then be identified and then expectations can be set up for the child's participation in the classroom by creating adaptations and accommodations that address those needs. Once implemented, their effectiveness will be assessed on a regular basis, shared with the family and revised, as necessary.

Some accommodations may include but not limited to:

- Welcoming Early On services
- Staff using basic sign language
- We are a Peanut Free center
- Epi-Pen use when necessary
- Allow reasonable accommodations in the classroom
- Longer transition times between classrooms to allow for adjustment
- Wheelchair access ramp at 2 exterior doors to help assist children, staff and/or families •

These are just a few examples. All reasonable suggestions will be heard and implemented

## **PARENTAL INVOLVEMENT**

There will be times and ways you can get involved in your child's child care experience. You are

welcome and

encouraged to participate in any or all of these. Some examples of ways to be involved include:

- Lending objects for units of study
- Visiting and talking about your job
- Helping your child at home with the concepts we are studying here
- Helping your child prepare for "Show and Tell"
- Helping to provide treats or other items for our parties
- Volunteering at our classroom parties
- Chaperone on a field trip

All parents are encouraged to attend and participate in holiday parties and special events.

## **TRANSITIONS**

Seeds of Joy feels it's very important to support your child and your family during the transitions between/among classrooms, agencies, and schools. When your child is ready to transition to the next classroom, your child's teacher will show you the classroom, introduce you to the teachers and discuss any expectations that you have. Teachers in both classrooms will communicate and work together to ensure your child's best interests are met. To help prepare your child to transition to kindergarten, Seeds of Joy child care invites hearing and vision specialists from Kalamazoo County into the center to perform routine screenings twice per year starting at the age of 3 years old. On the day of the test, you will receive a letter stating the findings of the test performed. Another way we help prepare children to transition to kindergarten is through reading and sharing stories. Seeds of Joy has many books that will be read during circle time as well as placed in the reading area of the classroom. These books will help relieve some stress and anxiety that children may have as they approach the transition to kindergarten.

Seeds of Joy learning center has a resource guide in the office with information regarding local schools. We will also notify you of upcoming Kindergarten Round Up meetings, beginning Kindergarten events, immunization clinic events and more as that information becomes available throughout the year.

## **FIRE & TORNADO SAFETY**

We have a written fire evacuation plan and practice a fire drill with the children every quarter throughout the year. In addition, we incorporate fire safety into our curriculum. The center is inspected regularly for fire safety. We also keep a written tornado plan and perform drills in the spring, summer and fall months.

## **DISCIPLINE POLICY**

Seeds of Joy Child Care Learning Center has established acceptable methods of guiding the behavior of children for their protection and growth. These guidelines will be administered in a way that will help each child develop self-control and assume responsibility for his or her actions through clear and consistent rules

and limits appropriate to the ages and development of children in care. All discipline will relate to the child's action when

possible and will be handled without prolonged delay on the part of the staff, so that the child is aware of the relationship between his or her actions and the consequences.

The staff uses acceptable techniques and approaches to help children solve problems. These techniques include, but are not limited to, redirecting a child to an alternate activity, rewarding acceptable behavior, encouraging children to talk about their feelings and providing an example for children by speaking and interacting with children in a positive manner. Seeds of Joy Child Care Learning Center will discipline in the following manner:

- The staff will first talk to the child about their behavior.
- The staff will redirect the child to another activity.
- For a child under the age of 3 years old, instead of a time out, the child will be encouraged to "take a break" or "cool off" on a bean bag in the classroom. The child will not be forced to stay on the bean bag and can

come and go as he/she pleases. Also, the child may be given an activity on the bean bag such as books or puzzles. ● Time outs will be 1 minute for the age of the child beginning at 3 years old.

- A child may need to be removed from the classroom to offer some relief to the classroom or themselves. This could result in visiting the office or going for a walk down the hallway until his/her behavior is under control. Oftentimes children can become overstimulated and will benefit from a change in environment for a few minutes. Depending on the behavior, a phone call may be placed to the parents.

- **Behavior logs** will be provided when repetitive negative behaviors persist. Behavior logs are filled out by the child's teacher, signed by the Director and shared with the parent. A parent must sign the log and will be placed in the child's file. Behavior logs are used to document the behavior and communicate regularly with parents to ensure consistency in guidance between home and school. These logs will help foster a collaboration between the child care staff and parents to determine what discipline/redirection techniques help the child be successful. Behavior logs will be used to determine if expert resources are needed such as a referral to "Early On" services. Both the center and/or the parents can make a request for services through "Early On".

- Seeds of Joy Child Care Learning Center will provide parents with the names of local services that may be contacted for guidance concerning disruptive behavior or behavior delays.

- If after exhausting all of the above possibilities, the child's disruptive behavior continues and this behavior puts other children/staff in danger, there will be a formal meeting between parents, teachers and the Director to discuss if Seeds of Joy is the right fit for the child's daily needs.

All of the following means of punishment are prohibited: (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment. (b) Placing any substances in a child's mouth, including but not limited to, soap, hot sauce, or vinegar. (c) Restricting a child's movement by binding or tying him or her. (d) Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child. (e) Depriving a child of meals, snacks, rest, or necessary toilet use. (f) Excluding a child from outdoor play or other gross motor activities. (g) Excluding a child from daily learning experiences. (h) Confining a child in an enclosed area, such as a closet, locked room, box, or similar enclosure. (i) Time out must not be used for children under 3 years of age.

## **TERMINATION POLICY**

We reserve the right to terminate for the following reasons (but not limited to):

- Failure to pay
- Failure to complete the required forms
- Lack of parental cooperation
- Physical or verbal abuse of any person or property
- Lack of compliance with handbook regulations
- Serious illness of child or provider
- False information given by parent either verbally or in writing

The center reserves the right to terminate a child if we are unable to meet their needs.

We appreciate as much advance notice as possible when terminating. You are required to give two-week's written notice when you decide to terminate child care. The two weeks must be paid in full either at the time the notice is given or at the start of the final 2 weeks, regardless of whether or not your child is in attendance. Seeds of Joy will give two-week's written notice of termination for which full tuition is due, whether or not your child is in attendance. We reserve the right to give written notice of immediate termination where there are extreme circumstances that affect the wellbeing of staff and/or other children in attendance. In this situation, the two-week's payment is not required.

## **REVISIONS TO HANDBOOK AND CONTRACT**

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified in writing of any changes that may occur. Every attempt will be made to give at least two-week's notice of changes.

## **Non-Discrimination Statement**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov). Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.