Parent Handbook for Classroom



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Badger, MN 56714

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www.nwcaa.org

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WELCOME TO HEAD START

Northwest Community Action's (NWCA) Head Start program has been serving families in Northwestern Minnesota since 1965. Our Head Start and Early Head Start programs can serve more than 117 children annually in Roseau, Lake of the Woods, Kittson, and Marshall Counties. Head Start programs throughout Minnesota serve approximately 11,000 families annually, and more than one million children are served nationally.

Northwest Head Start is a family-oriented program that provides classroom services to children who are three to five years old and/or information in the areas of education, health, mental health, nutrition, disabilities, parent involvement, and family services. Head Start believes parents are the most important influence in a child's life. Parent involvement in all aspects of the program is essential. Your participation is needed for a successful year with Head Start.

MISSION STATEMENT

NWCA Head Start assists children in achieving appropriate physical and developmental growth. We also increase self-confidence and expand each child's ability to think, reason, and communicate. Head Start assists parents and families in improving their parenting skills, self-sufficiency, and the conditions in which they live, learn, and work.

HEAD START OFFICE STAFF

Head Start Director – Sara Lee

Education Manager – Crystal Peterson

Assistant Education Manager-Melissa Kostrzewski

Early Head Start Manager- Brittany Carpenter

Health Manager – Jo Christian

Assistant Health Manager – Monica Byre

Family Services Manager – Jackie Stinson

Family Service/IT Support-Aubrey Johnson

Instructional Coach-Emily Kuznia

Office Assistant – Natasha Lee

The Head Start office is open Monday through Friday,
8:00 a.m. to 4:30 p.m.

If you have questions about any aspect of the Head Start Program,

School Readiness

School Readiness Goal:
Children will have an internal motivation to learn.

School Readiness Objectives:
80% of children will show growth in each indicated measure from Fall to Spring each program year and
82% of children transitioning to kindergarten will meet MNHSA School Readiness target scores, indicating Kindergarten Readiness.

Approaches to Learning	Children will persist in tasks. Children will demonstrate initiative and independence. Children will show an interest in and curiosity about the world around them.
Social-Emotional	Children will show an interest in, interact with, and develop personal relationships with other children. Children will show confidence in their own abilities through relationships with others. Children will express confidence in their own skills and positive feelings about self. Children will engage in and maintain positive interactions and relationships with other children.
Language/Literacy	Children initiate non-verbal communication and language to learn and gain information.

	Children understand and respond to increasingly complex communication and language from others.
Cognition	Children will actively explore people and objects to understand self, others, and objects. Children will ask questions, gather information, and make predictions.
Perceptual, Motor, and Physical Development	Children will demonstrate healthy behaviors with increasing independence as part of everyday routines. Children will demonstrate knowledge of personal safety practices and routines.

Parent and Family Engagement
Early Learning Outcome Framework

1. Family Well-Being

Families are safe and healthy. They also have opportunities for educational advancement and economic mobility. NWCA ensures families can access physical and mental health services, housing and food assistance, and other support services.

2. Positive Parent-Child Relationships

Beginning with the transition to parenthood, parents and families develop warm relationships that nurture their child's health, development, and learning.

3. Families as Lifelong Educators

Parents and families observe, guide, promote, and participate in the everyday learning of their children at home, school, and in their communities.

4. Families as Learners

Parents and families learn about their child's personality, development, and learning style. They also advance their own learning interests through education, training, and other experiences that support their parenting, careers, and life goals.

5. Family Engagement in Transitions

Parents and families encourage and advocate for their child's learning and development as they transition to new learning environments within and between Early Head Start, Head Start, early childhood services, early elementary grades, and beyond.

6. Family Connections to Peers and Community

Parents and families form connections with peers, mentors, and other community members in formal and informal social networks. These networks are supportive and educational. They honor and are inclusive of families' home languages and cultures. They also enhance families' social well-being and community life.

7. Families as Advocates and Leaders

Parents and families advocate for their children and take on leadership roles in Head Start. They participate in decision-making, policy development, and organizing activities in communities and states to improve children's safety, health, development, and learning experiences.

CENTER INFORMATION

NWCA Head Start offers a range of options for children and families throughout our service area. The number of center sessions and home visits offered varies among communities due to space availability and the individual needs of children and families. The Head Start program makes every effort to meet the needs of all enrolled children. Federal Head Start Performance Standards ratio for preschool children ages 3-5 is 10 to 1, with a maximum capacity of 20 children per class, offering full-day sessions.

The following components are part of a typical center day:

- Opening
- Large and small group activities
- Gross motor and small/fine motor activities
- Story/Music/Creative Arts
- Hygiene: Hand washing throughout the day and tooth brushing (once a day per center)
- Nutritious Meals and Snacks: Head Start contracts with area schools to provide meals for our enrollees. They follow the USDA Guidelines. Head Start discourages snacks high

in sugar, salt, and fat. If you wish to bring treats for a holiday or special occasion, you are encouraged to bring a nutritious snack (such as fruit, crackers, cheese, or yogurt). *No homemade food items are allowed at the center.*

- Rest
- Free-play/Learning Stations
- Closing

Attendance

Regular attendance at Head Start helps your child build essential skills, routines, and friendships that support lifelong learning. We understand that children may occasionally need to be absent due to illness, family emergencies, or other vital matters.

If your child will be absent, please notify their teacher before the start of class or within the first hour of the day. If we haven't heard from you, the teacher will reach out to check in with primary adults listed on emergency contact lists. If a child's primary adults can not be reached, the teacher may utilize other emergency contacts listed in the child's records to follow Head Start procedure to ensure child safety.

Information about the benefits of consistent attendance will be shared during orientation and throughout the program year through parent meetings and newsletters. If a child is absent for two consecutive days without explanation, the teacher will notify the Family Advocate. The Family Advocate will contact you by phone or conduct a home visit to learn more about your situation and offer any support you may need.

The Family Services Manager monitors attendance monthly. If a child is absent for two or more days in a month, the teacher or Family Advocate will work with your family on an Attendance Support and Success Plan to address any challenges and help your child return to regular attendance. If after efforts to re-engage you and your child or you decide not to continue in the program, your child's spot will be offered to the next eligible child on the waitlist. In extreme cases, such as family crisis or extended illness, individual solutions may be considered.

Transportation

At Head Start, your child's safety is our top priority. To help us ensure that only trusted adults pick up your child, we ask parents and guardians to complete a **Release of Authorization** form. This form lists the people, besides parents or legal guardians, who are authorized to pick up your child from the classroom. Copies are kept in both the classroom and the main office.

The Release of Authorization form will be updated at conferences or whenever changes occur. You may also add someone by providing a handwritten, signed note. For safety reasons, we can't accept phone calls, texts, or emails for these changes. If someone who is not listed on the Release of Authorization form comes to pick up your child, they will not be

released to them. If a legal parent or guardian is not permitted to pick up your child, we need to have legal documentation on file at both the center and in your child's main Head Start file.

Busing and Drop-off

Local school districts provide busing for Head Start children on existing routes. Since each district has its own system, please consult with your district for specific bus procedures.

If you are bringing your child to the center, please sign them in upon arrival in the classroom and sign them out when you pick them up. This helps us keep track of everyone's safety and ensures smooth transitions. Update the school office in the event their need for busing changes. Note: All other attendance needs are directed to your child's teacher.

Absences and Weather Closures

If your child will be absent, please notify both your classroom and the school office. In the event of bad weather, tune in to your local radio or TV station for updates and announcements. If your local school is closed or delayed due to weather, Head Start will also be closed or delayed.

Field Trips

If the class is going on a field trip off-site and/or using school transportation, you will be given a permission slip that must be signed and returned to the teacher. If your child does not have a signed permission slip for the field trip, they will stay in the classroom with a staff member. Parents or guardians, as well as family members, are encouraged to accompany their child on field trips whenever possible.

EDUCATION INFORMATION

Developmental Screening

As part of the Head Start program, each child will receive a developmental screening, either through the local school district or by Head Start staff. This helps us better understand your child's strengths and support their growth.

Parents, teachers, and Head Start staff will collaborate to determine if a referral for further assessment may be beneficial.

If you ever have questions or concerns about your child's development, please talk with your child's teacher or a Head Start manager. We are here to listen and support you. All

information shared with Head Start is kept confidential, and any information from your child's file will only be released with your written permission.

Educational Tools We Use to Support Children and Families

At Head Start, we utilize a range of research-based tools to deliver high-quality learning experiences, foster social-emotional growth, and maintain close partnerships with families. These tools help us tailor education to each child's needs and keep families connected and informed.

- **TSG Creative Curriculum for Preschool**
  A developmentally appropriate, classroom-based curriculum that forms the foundation for daily activities. Lessons build on each child's interests and strengths to meet individual and group learning goals.
- **Conscious Discipline**
  A brain-based, social-emotional curriculum that builds resilience in children, families, and educators. It is used both in the classroom and as part of our parenting education program.
- **SmartTeach (Teaching Strategies GOLD)**
  A comprehensive, research-based assessment system that supports effective teaching and promotes children's development and learning.
- **SWIVL**
  An audio and video coaching tool that helps staff receive ongoing coaching, professional development, and support for continuous program quality improvement.
- **Learning Genie**
  A digital resource that allows two-way communication between teachers and families, supports family engagement, and provides automatic translation when needed.

Nap and Rest Time

We understand that young children need time during the day to rest, recharge, and prepare for more learning and play. For children in programs lasting six hours or longer, we provide a regular daily rest period. While children are encouraged to rest, they are never forced to sleep.

What to Expect

- Tell us about your child's rest habits and needs.
- We create a calm, quiet environment with low lighting and soothing surroundings to help children relax.
- Before rest time, we allow about 15 minutes for children to transition from active learning to quiet time.

- Rest time is typically about 30 minutes, giving children's minds and bodies a chance to refuel.
- Mats or cots are placed directly on the floor for easy access and spaced to help reduce the spread of illness.
- Teachers offer comfort and reassurance to children who need help settling—this may include sitting nearby, gentle back rubs, or soft arm brushing.

Health and Safety

- Each child may bring one blanket from home for rest time, or the program will provide a blanket. Blankets will be washed weekly or whenever they become wet or soiled. Blankets brought from home will be sent home at the end of the program year.
- Staff always remain within sight and hearing of children to ensure their safety
- Children who wake before the rest period ends are offered quiet learning activities.
- Children who sleep longer may continue to nap if time allows. If a child needs to be woken, we do so gently and calmly.

Child Protection

The Administration for Children, Youth, and Families (ACYF), Department of Health and Human Services, Transmittal Notice 77.1, requires that all Head Start program staff report all incidents of suspected abuse and neglect to their local child protective services agency. All NWCA Head Start staff are mandated reporters of any suspected child abuse or neglect.

Health Information

Health Information

At Head Start, your child's health is a vital part of their overall success and well-being. We work together with families to ensure children receive the medical, dental, and preventive care they need to thrive.
Physical and dental exams are annual expectations (for example, if your child's physical was in December 2026, they will need another physical by the end of December 2027). If your child has already had these exams within the past year, they will count toward meeting this requirement; please provide us with the documentation.

Medical Services

Each child is expected to undergo a comprehensive physical examination, including laboratory tests, such as a Well Child Checkup. This can be done at one of our Head Start Health Screening sites, with your family doctor, or within 90 days of your child's start date.
If you require financial assistance for any medical services, including follow-up care, please get in touch with Head Start management for **prior written approval**. Head Start forms will need to accompany your child to all referred visits. In some cases, basic expenses for out-of-area referrals may be reimbursed.

Dental Services

A dental exam should be completed within 90 days of your child's entry into the program. As with medical services, **prior written approval** from Head Start management is required for financial assistance, and Head Start forms must be taken to all referred visits.
A qualified, calibrated dental hygienist may complete an assessment of your child's teeth. This is a helpful screening, but it does **not** replace your child's regular dentist visits.

Immunizations

Immunizations, or written documentation of your choice to decline them, must be up to date by the end of the program year. Health clinics are held throughout the four counties served by NWCA Head Start, making it easier for families to stay up to date.

MENTAL HEALTH INFORMATION

We care deeply about the well-being of children and families in our program. A Mental Health Consultant is available to support parents and Head Start staff with any concerns. The consultant can meet with you in person at our Badger office, connect via video, or provide on-site visits if needed. They can also offer training for staff and parents.

If you would like to contact the consultant, let your Teacher or Family Advocate know. Referrals can be made at any time.

Ages & Stages Questionnaire: Social Emotional (ASQ: SE) Screening

As part of your child's developmental screening, you will complete a social-emotional questionnaire during Health Screening or one of your first Home Visits. This tool helps us understand how your child is developing socially and emotionally.
We work closely with local school districts and county nursing services to review results and ensure families have the resources they need.

Conscious Discipline

Our program utilizes Conscious Discipline, a social-emotional learning approach that focuses on:

- Positive interactions
- Understanding and accepting different feelings and learning styles
- Building healthy ways to manage strong emotions

Conscious Discipline helps children and adults develop the skills to respond to challenges in constructive, supportive ways, setting the stage for success in all areas of life.

Health Rules at the Center

At our center, your child's health and safety are our top priorities. We work together with families to maintain a healthy environment where children can learn and thrive. The following guidelines help protect all children, families, and staff:

- **When your child is sick:** If your child is showing signs of illness or has a contagious infection, please keep them home so they can rest and recover, and to help prevent the spread of illness.
- **Classroom illness notifications:** If a contagious illness is identified in the classroom, we will notify parents and guardians through Learning Genie.
- **If your child becomes ill at the center:** They will be cared for away from the group but always within sight and hearing of staff. A teacher will contact you promptly to arrange for pickup.
- **Medication policy:** Only prescription medication can be given at the center. Please administer any necessary medicine to your child at home whenever possible. If medication must be given at the center, it must be in the original prescription bottle, labeled, accompanied by a doctor's note, and a consent form.
- **Special diets or allergies:** If your child has food allergies or a doctor-prescribed diet, inform your teacher right away. Please provide a written copy of the diet, including a doctor's note, with details on any foods to avoid and any other important information.
- **Emergency procedures:** Medical and dental emergency procedures are posted in each classroom. We encourage you to review them during your visit to the center.

Procedures for Administering First Aid:

- All staff will be trained in first aid within 90 days of their first day of work.
- An individual trained in pediatric and infant first aid will be present in the center during all hours of operation and on field trips.

- Children will always be supervised by staff.
- First aid will be administered for minor injuries.
- In the case of a significant but non-life-threatening medical or other emergency, parents will be notified immediately. Parents will be offered the following options:
    - They may pick up the child immediately and transport them to a medical facility
    - If parents/ guardians/ emergency contacts cannot be reached or when a delay may jeopardize the child's health, staff members may call 911 and request emergency responder assistance, depending on the severity of the injury.

Nutritious Meals

Head Start follows the Child & Adult Care Food Program, administered by the U.S. Department of Agriculture, which enables the center or school to provide no-cost meals and snacks to the children.

PARENT, FAMILY, and COMMUNITY ENGAGEMENT

Center Volunteers
We love our volunteers—they make a big difference! Parents are encouraged to volunteer at least once a year (and more often if you can). It's a great way to see what your child is learning and to join in the fun.

Upon arrival, please check in with the teacher to review the day's plan. You might help welcome children, read a story, assist with coats and boots, or join small group activities.

A few important guidelines:

- Be positive and friendly with all children.
- Physical discipline is never allowed.
- Keep all family and child information confidential.
- Please refrain from using your cell phone while with the children.
- **No personal photography**—please refrain from taking pictures of children.

If you need childcare while volunteering, reimbursement is available (up to $30/day per child—ask your teacher for a form).
Pets are only allowed to visit with prior approval and following school policy.

We hope you enjoy your time in the classroom; your presence means a great deal to us.

Home Visits

Home visits are an essential part of how we connect with families. Teachers, Family Advocates, and other Head Start staff may visit your home to support your child's learning and your family's needs.

The number and structure of visits vary by community and are tailored to each family's requests and needs. Your child's teacher will make at least two home visits each year. Home visits can also provide extra family support, such as parenting education or help during challenging times.

Our goal is to build a warm, caring, and respectful partnership with you. The guidelines below help make visits safe, comfortable, and productive for everyone:

- Rescheduling: Please let Head Start know if you need to reschedule.
- Minimizing distractions: Keep phone calls, texting, TV, and other interruptions to a minimum.
- Respectful interactions: Everyone present will be respectful.
- Safety measures: Weapons should be locked or stored safely.
- Sobriety: All adults present should be free from alcohol or non-prescribed mood-altering drugs.
- Appropriate dress: All adults should be fully and appropriately dressed.
- Limiting visitors: Please limit the number of non-family members present.
- Intervening if needed: If any inappropriate behavior occurs, parents/caregivers will step in.

If concerns arise, we'll work together to find a better time or place for the home visit.

Conferences

Family conferences are held three times per year. Conferences will offer a written assessment of the child's intellectual, physical, social, and emotional development.

Parent Reimbursement Rates

Mileage is reimbursed at the current government rate. Childcare will be refunded at a maximum of $30 per day per child. Reimbursement forms are available from your classroom teacher, family advocate, or the Head Start office.

Parent Meetings

Throughout the Head Start program year, each center holds parent meetings, providing parents with the opportunity to discuss issues affecting their community and participate in parenting education activities, such as the Conscious Discipline parenting curriculum. Mileage and childcare may be reimbursed at the standard rates at parent-only meetings.

Family Partnership Agreement (FPA)

Each family is encouraged to develop a Family Partnership Agreement. The FPA includes identifying family strengths, setting family-identified goals, requesting information, and discussing information received.

Family Outcomes Assessment

The Family Outcomes Assessment is a tool that enables families to identify their needs and measure their growth. Head Start uses this program-wide assessment tool to measure our effectiveness in helping enrolled families in community connections, family well-being, parenting skills, and being leaders, educators, and advocates for their child.

Policy Council

Policy Council consists of Head Start parents from each center site and Early Head Start parents from each county location. Meetings are held monthly to discuss program issues and to make decisions about how the program operates. Each site's parent group may elect one Representative and one Alternate Representative to attend Policy Council meetings. Becoming the Policy Council Representative for your site requires commitment to attending monthly meetings. Meetings will be held both in person and via Zoom. Parents who are members of the Policy Council are reimbursed for childcare and mileage at the standard rates. Policy Council members also receive a monthly connectivity reimbursement of up to $50.00. A meal will be provided following in-person meetings.

Health and Mental Health Services Advisory Committee

Each year, Head Start forms a Health and Mental Health Services Advisory Committee consisting of area healthcare professionals, Head Start parents, and Head Start staff. This

Committee meets twice yearly to review all aspects of Head Start health requirements. Committee Members are reimbursed for mileage and childcare at the standard rates.

Minnesota Head Start Association Parent Affiliate Member (MHSA)

The Policy Council elects the MNHSA Parent Affiliate Representative. This position is offered out-of-area travel up to 3 times yearly to attend MNHSA Meetings. Reimbursement rates are the same as Policy Council.

Other Parent Activities

Special events, parent workshops, and other training courses are held throughout the year on topics of interest to Head Start parents. Parents who attend workshops may be reimbursed for mileage and childcare at the standard rates.

In-Kind

Parents and the community provide in-kind support to the Head Start program. The Federal Government grants funds to a Community Action Agency, stipulating that the local community contributes 20% of matching funds. In-kind raises these funds.

The following activities qualify as In-Kind contributions:

- Time spent volunteering at the center.
- Time spent doing teacher-assigned family home activities.
- Time and materials used to make things for the center or children.
- Time spent attending Policy Council Meetings.

You will complete an In-Kind sheet for your family each month. Please keep track of the time you spend doing Head Start activities with your child. Your teacher will help you with this process.

GRIEVANCE PROCEDURE

If a parent or community member feels a Head Start staff person has mistreated them or acted in a disrespectful manner, he or she may implement the following grievance procedure.

1. Present, in writing, the reason and circumstances surrounding the specific incident to the Head Start Director. The Head Start Director will attempt to resolve the issue within five working days of the action.
2. If unsuccessful in Step One, the complaint can be sent to the Executive Director. The

Executive Director will attempt to resolve the issue within five working days of action.

3. If unsuccessful in Step Two, the complaint can be sent to the chairman of the Agency's Board of Directors, who will attempt to resolve the issue to the satisfaction of the parent or community member.

MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR PROGRAMS

Who Should Report Child Abuse and Neglect

Any person may report abuse or neglect voluntarily.

If you work with children in a licensed facility, you are legally required to report. You cannot shift the responsibility of reporting to your supervisor or anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years, you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

a. If you know or suspect that a child is in immediate danger, call 911.

b. Reports concerning suspected abuse or neglect of children occurring in a licensed child foster care or family childcare facility should be made to county child protection services

c. Reports concerning suspected abuse or neglect of children occurring in all other facilities licensed by the Minnesota Department of Human Services should be made to:

County	Social Services	Police Dept.
Roseau	(218) 463-2411	(218) 463-3129
Kittson	(218) 843-2689	(218) 843-3535
Lake of the Woods	(218) 634-2642	(218) 634-1143
Marshall	(218) 745-5124	(218) 745-5411

Department of Human Services, Licensing Division's Maltreatment Intake at (651) 431-6600.

d. Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency or local law enforcement:

e. If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call:

    I. Department of Human Services Licensing Division at (651) 431-6500.

What to Report

a. Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
b. A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
c. An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, excluding weekends and holidays.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be severe or recurring may be disqualified from employment in positions that allow direct contact with persons receiving services from programs licensed by the Department of Human Services and the Minnesota Department of Health, as well as unlicensed Personal Care Provider Organizations.

Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child concerning whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- related policies and procedures were followed;
- the policies and procedures were adequate;
- there is a need for additional staff training;
- the reported event is like past events with the children or the services involved; and
- there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and Secondary Person or Position to Ensure Internal Reviews are Completed

The internal review will be completed by the Head Start Director, with final responsibility with the NWCA Human Resources Coordinator. If this individual is involved in the alleged or suspected maltreatment, the Executive Director will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document the completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current

lapses and prevent future lapses in performance by individuals or the license holder, if any.

Staff Training

The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The license Holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

The mandated reporting policy must be provided to parents of all children at the time of enrollment in the childcare program and must be made available upon request.

Agency Specific Procedure

Following a mandated report of abuse or neglect, staff will notify their supervisor of the report, document this in ChildPlus, and submit a copy of the written report to the Family Services Manager for filing. Upon receipt of notification following the report, staff will provide a copy of the notification to the Family Services Manager.

U.S. Department of Agriculture (USDA) civil rights regulations and policy

Discrimination Policy

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

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

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at:
http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office, or write a letter

addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410 Fax: (202) 690-7442; or Email:program.intake@usda.gov. This institution is an equal opportunity provider.
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