

CUSTOMER COMPLAINT PROCESS

It is our goal at Cradles to Crayons to provide you and your family a safe, warm, and nurturing environment. We realize that problems can and do arise, therefore, the resolution of any problem or conflict will be done in a timely manner. Families can express concerns or make complaints without fear of retaliation.

If you or your family member has a complaint or concern, please take the following steps to resolve the matter:

• **Talk with the Site Director or Program Director about the conflict or problem and come to a resolution.**

If the issue is not resolved, you have the following options:

• **Complete the Cradles to Crayons Child Care Centers formal Concern/Complaint form**, and forward it to the QI Department at Crittenton Services, Inc.

- OR -

• **Call Crittenton Services, Inc. at 304-242-7060 and make a formal complaint with the QI Director, Day Care Coordinator, or the Vice President of the Human Resource Department.**

The QI Director and the VP of Human Resources will review all complaints and work towards a resolution. You will be contacted by the QI Director or the VP of Human Resources within five working days regarding this issue.

If the issue is not resolved, you may:

• **Contact the Chief Executive Officer at Crittenton Services, Inc. (304-242-7060) and make a formal complaint**

It is our goal to resolve all complaints and concerns. We hope that this process will allow you the option to have your concerns heard and resolved.

SCHEDULE INFORMATION

- Before Care starts at 7:00 a.m. and runs until the start of school.
- After Care begins at the end of the school day until 5:30 p.m.
- The Before and After Care Program follows the school calendar and is closed for holidays and vacations observed by Ohio Co. Schools.
- After Care is not available when school is dismissed early due to bad weather or poor road conditions.
- When there is a 2-hour delay, Before Care will start at 7:30 a.m.
- Cradles to Crayons will not accept a child without a completed enrollment packet.
 - All forms can be returned to the Crittenton Services Administrative building prior to the start of the school year, or they can be turned into staff at the schools before your child starts the program.
 - Parents are responsible for keeping staff informed of any information changes.



Crittenton embraces children & families in need with nurturing services to help them achieve self-sufficiency.

**Crittenton Services, Inc.
2606 National Road
Wheeling, WV 26003**

For more information on the programs of Crittenton, visit the website at www.florencecrittenton.net or call **1.800.280.2229**



Crittenton Services, Inc.

Believe Achieve Empower



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CRADLES TO CRAYONS

Cradles to Crayons, working in partnership with Ohio County Schools, offers high quality universal preschool at Middle Creek and Bethlehem elementary schools.

Professional staff implement current guidelines and strategies to prepare preschoolers for kindergarten success. Additionally, the program offers before and aftercare for school-aged children enrolled at Middle Creek, Steenrod, and Woodsdale elementary schools.

HEALTH INFORMATION

- While your child/children are in before and/or after care, if your child becomes ill, you will be notified when they:

- Are noticeably ill with diarrhea or vomiting, rash or fever.
- Has a temperature of 100 degrees or above.
- Has constant cough.
- Has suspicious rash or is in a contagious stage of chicken pox, pertussis, measles, mumps, rubella, diphtheria, or any other communicable disease.*
- Cannot participate in routine activities due to illness.
- Has scabies, head lice or nits, or pink eye.
 - If your child has head lice they cannot return to before/after care unless they are nit free for a 24 hr period.

*In order for the child to return to before/after care, they must be examined by a licensed health professional to determine that they are no longer in a contagious stage. The health professional needs to put in writing, on a prescription slip, with his/her signature, when the child is permitted to return to care.

- Parents are asked to notify the center if your child has been exposed to a contagious disease.

IF ANY OF THE ABOVE OCCUR, A 24 HOUR WAITING PERIOD IS REQUIRED BEFORE THE CHILD MAY RETURN TO BEFORE OR AFTER CARE.

PAYMENT INFORMATION

- The Before/After Care registration fee is \$15.00 per family. This is an annual fee.
- The cost of services is \$4.50 per hour for one child and \$3.50 per hour for each additional child. The hourly rate will be applied once the child/children are in our care for 1 minute after the hour.
- When pre-paying hours for multiple children at the discounted rate, it is assumed that the children will be in care together for the same number of hours. If each child's schedule is expected to be inconsistent, parents may want to purchase separate hours for each child at the single child rate.
- **All estimated weekly fees for services are to be pre-paid. You are responsible for keeping track of what you owe each week, before services are rendered. We send out statements as a courtesy. If you fail to pre-pay for services, your child will not be able to attend the program until payment is made.**
 - Crittenton Services accepts cash, personal checks, money orders, cashier's checks, Visa, Master Card, or Discover Card payments.
 - Please make checks payable to Crittenton Services, Inc.
- An income sensitive sliding scale fee (Title XX) is available for families that qualify. For more information, please contact the Child Care Resource Center at 304-232-1603.
- **A late fee of \$10.00 per every 15 minutes** will be charged for pickups that occur any time after 5:30 p.m.
- **Effective immediately, tax statements will no longer be printed out for individuals. You must keep track of your receipts. Our Federal ID number is: 55-036518. Sorry for any inconvenience this may cause.**

DISCIPLINE POLICY/ AGGRESSIVE BEHAVIORS

Unruly behavior and even some level of aggression for school-aged children in a child care setting are normal and expected. This can include anything from verbal intimidation, making fun of someone (bullying), to a push, or punch. Understanding the behavior, responding appropriately, and communicating clearly with parents are essential to dealing with these problem behaviors.

Cradles to Crayons staff reserve the right to suspend or expel a child from the program if aggressive behaviors cannot be managed, but this is only likely to occur when there are developmental issues with that child that require a more intensive level of supervision than our center can provide. In most cases, we find that consistent, persistent interventions with aggressive behaviors are successful. Our typical disciplinary response to unruly behavior or aggression will include the following recommended interventions:

- We will calmly explain that the behavior is not ok. We will speak calmly to your child and, at minimum, direct him or her to take a break from the action until they are calm and ready to re-engage with the others.
- We will quickly and publicly attend to any victim of aggression.
- We will offer ongoing praise and reinforcement for interacting appropriately with friends, encouraging socially acceptable interactions and verbal and nonverbal communication.
- We will offer structured activities, and physically and mentally stimulating routine will be followed every day, creating a sense of control and security in this environment.

- Children who become aggressive will be encouraged to make amends and work with staff to mediate their problems.
- If aggression becomes a pattern, we will fully assess the situation, possibly even with the help of a behavioral specialist, and request a meeting with the parents and principal to explore the child's particular needs and our plan for working with this behavior. We know that children overcome negative behaviors much more quickly when all of the important adults in their lives work together to support behavioral change, so we will consider the child's family members and important part of our team. Parents may also work on a plan with the child at home.
- **At no time will any staff member use any verbal or physically abusive or demeaning interventions with a child.**

PERSONAL PROPERTY POLICY

Children are not permitted to use cell phones, personal DVD players, personal music/media players, or hand held video games at Cradles to Crayons sites or centers. If these items are brought to school, they must remain in the child's book bag. Not only is the staff unable to take responsibility for such equipment, some of this technology can be used to make contact via phone lines or the internet with individuals who may not be appropriate to contact your child. For the safety and security of all the children in our care, and to assure the security of your child's property, these items are not permitted under any circumstance. Any emergency contact to the parent from the child or to the child from parents can be made through the staff on site. Thank you in advance for your cooperation.