



Welcome!

YMCA Preschool is a quality school-age childcare program designed to meet the needs of children and working parents. We provide a safe, creative environment based on the four core values of honesty, respect, responsibility, and caring that are essential for positive character development.

Program Philosophy

The YMCA Preschool program will provide a safe, nurturing atmosphere in which children exercise individual responsibility, social interaction, and activities that promote healthy self-image and enhance the quality of a child's life. The YMCA Preschool program will emphasize the development of social, emotional, physical, and intellectual skills within a recreational and educational setting. The Preschool program is committed to promoting and supporting all aspects of a child's growth in an atmosphere of respect. Children are encouraged to trust, learn to function as a member of a group, and have their individual characteristics recognized and appreciated by the group. Children are encouraged to make individual choices and take responsibility for their choices.

The YMCA Preschool program enrolls participants without discrimination of race, religion, creed, color, or national origin. Families needing financial assistance may fill out a scholarship application at the Member Services Desk.

YMCA Mission Statement

The Billings Family YMCA mission is "To put Christian principles into practice through programs that build healthy spirit, mind, and body for all."

Program Goals

The goals of the YMCA Preschool program are to provide a safe, fun, enriching, and supervised program environment for children ages 3 and up.

The Preschool program strives to provide learning experiences and opportunities to develop relationships, self-confidence, and respect for others. We do this through planned activities that may include arts, crafts, drama, structured games, sports, fitness, reading, special guests, swimming, preparing and serving food, music, science discovery, service

learning, outdoor play, educational field trips, and much more. The program's environment will attempt to meet a wide variety of participant needs.

Each child will....

- Be loved and cared for in a safe, healthy, and fun learning environment.
- Be given an opportunity to develop their social, emotional, and physical skills.
- Be respected for their individuality and given experiences to foster a positive attitude about themselves and others.
- Be given positive, age-appropriate experiences in their environments.

Parent's will....

- Be given opportunities to participate in most activities provided for their children.
- Be informed of children's daily routines and activities.
- Be given the opportunity to have conferences with staff and supervisor as needed, to discuss their child's development etc.
- Be given opportunities to contribute and share special skills and talents.
- Be respected for their individual values and beliefs.

Packing list for the Preschool

- Please bring tennis shoes when wearing boots or other no athletic shoes.
- Swimsuit on swim days and towel.
- Bottle or container for water. No glass.

Communications

Parent Role

The role of the parent in the YMCA Preschool program is vital. Parents are welcome to visit the site and work with staff on special activities (birthdays, guests, themes, holidays, and family events). Parent involvement generates a united and healthy experience for the child.

Parent Concerns

As a parent of a child enrolled in the YMCA Preschool program, if you have a suggestion, question, concern or complaint about the program, the conduct of the staff or the policies, the best course of action to take is:

- Talk to your child's staff. You may call and leave a message at the YMCA to be called back or talk to your child's staff when you pick up.

- If the concern or problem is not resolved in Step 1, please contact our Youth Development Director on 294-1619.

Data Privacy Provision

The YMCA Preschool program will comply with State and Federal data privacy laws. Information gathered from the registration and medical forms is shared only with the afterschool staff to serve your child properly. Information regarding families who are funded through financial assistance is shared only with the Administrative Staff and the Youth Development Director.

REMIND App

This is a free app for your cell phone. It is **MADITORY** to download this app as we use this for purposes of mass communication in situations of emergency, weather or change of schedules.

Program and Financial Information

The Preschool registration fee is non-refundable or transferable.

Program registration dates, costs and late fees are located on the website.

Preschool is a monthly draft. The first draft takes place in August for September and so forth. Any returned payments need to be paid right away. If we cannot reach payee services will be declined until payment. Any family on financial assistance must be in good standing and in place before registration to ensure any discounts that may be given.

Cancellations and Refunds

If a parent chooses to cancel their child's registration for the preschool program a program cancel form must be completed. These forms are found on our website, www.billingsymca.org or at the membership desk. Registration fees are non-refundable.

Health and Safety

City County Health Department Childcare Illness Policy

- Children who come with any of these symptoms are not allowed into the Y or off-site location.
- Fever of 100 degrees or greater- child must be without fever for 24 hours before they can return to care. – without fever reducing medication
- Vomiting and diarrhea-children must be without vomiting and diarrhea for 24 hours before they can return. Vomiting includes two or more episodes in the previous 24-hour period. Diarrhea is defined as an

increased number of stools, increased water in the stool, and/or decreased form to the stool that cannot be contained by a diaper or clothing.

- Bacterial infections-children with bacterial infections must have antibiotic treatment for 24 hours before returning to childcare for:
 - Strep throat
 - Scarlet fever
 - Conjunctivitis (pink eye)
 - Impetigo
 - Skin infections – such as draining burns/wounds.

Generalized rashes, including those covering multiple parts of the body. These rashes must be evaluated by a health provider to determine the cause before they can return to childcare. Healthcare providers should provide a written statement, which authorizes the child's return for the childcare centers file in each instance.

- Chickenpox-children with chickenpox cannot attend childcare until the sores dry up (usually 5-7 days). Children cannot be exposed to chickenpox, even with the parent's permission.
- Symptoms of severe illness, whether they would otherwise be excluded. Examples:
 - Uncontrolled coughing, breathing difficulties or wheezing, stiff neck, irritability, poor food or fluid intake, or a seizure. Such children must be evaluated by a healthcare provider before they may return to childcare.
 - A child need not be excluded for a nasal discharge unless the discharge is green and accompanied by a fever. Such symptoms may indicate an infection. Children with such discharge must be evaluated by a physician and authorized to return.

If a child develops symptoms of illness after the parent or guardian has left, the childcare center must do the following:

- Isolate child immediately
- Contact and inform parent/guardian, as soon as possible and request him or her to pick up the child.
- Report each case of suspected communicable diseases the same day by telephone to the local health department (i.e., salmonella, shigella, giardia, campylobacter, etc.)
- Head Lice: If your child has or had head lice, all nits and eggs must be completely gone before a child can return to camp.

Sometimes multiple treatments and combing through is required to ensure all nits and eggs are gone.

Severe Medical Emergency

- If immediate care of a physician or paramedic is required, staff will:
- Call 911 immediately. Parents will be contacted immediately after 911 has been called.
- If a parent cannot be reached, staff will attempt to contact an authorized person located on the Emergency Contact Form.
- If a child needs to be transported to a medical facility, the YMCA staff reserves the right, with the assistance of paramedics, to determine if the child will be transported by an emergency vehicle.
- Families will be responsible for any expenses incurred due to a child's injury.

Because accidents can happen to all children, it is important that the YMCA has current phone numbers where parent/guardians can be reached, as well as the numbers for the authorized persons listed on the Emergency Contact Form. Authorized and emergency pickup contacts info needs to be updated every school year.

Insurance Liability

Medical coverage for children will be the responsibility of the parents.

Child Abuse Prevention Information for Parents

Child Abuse and Neglect

Under Montana State Law, all professional staff that work in childcare are required to report all suspected physical abuse, emotional abuse, sexual abuse, or neglect of children to Child Protective Services.

- Who should talk to children about Safety?
A parent is the best person to teach a youth about personal safety. However, the staff at the YMCA will also be communicating similar messages.
- When should I speak with my child about safety?
While age and maturity matter and will impact the information you provide, as well as the way it is provided, much of the content will be repeated for years to come. Start teaching very young children the correct names for their body parts.
- What else can I do to help keep my child safe?

Listen to your child.

- Know your child's daily activities and habits.
- Listen to what they like and what they don't like.

- Encourage open communication. Let your child know they can talk to you about any situation.
- Reassure your child that their safety is your number one concern.

Teach your child.

- Set boundaries about places they may go, people they may see, and things they may do.
- Reinforce the importance of the buddy system.
- Tell your child to trust their instincts – it's ok to say no.

What personal safety skills should my child have?

- Knows his or her full name, address, telephone number and parent's names.
- Always checks first with parents or person in charge before going anywhere or getting into a car even with someone he or she knows.
- Always checks first with parents or trusted adult before accepting anything from anyone, even from someone known to them.
- Always take a friend when going places, or playing outside without parents.
- Says NO if someone tries to inappropriately touch them.
- Leaves the area if someone behaves in a manner that makes him or her feel scared, uncomfortable or confused.

Parent Role in the Partnership to Prevent Child Abuse

- Familiarize yourself with the YMCA's policies.
- Learn the basics of child physical and sexual abuse.
- Talk to your child about sexual abuse.
- Participate in your child's programs.
- Do not hesitate to contact the YMCA with any concerns.

Basics of YMCA Child Abuse Prevention Policy

Research shows that only 11% of incidents of sexual abuse are committed by a stranger. The remaining 89% are committed by a family member or by someone known to the child or the family. Some molesters use the organizations where they work to volunteer and gain access to child.

When and where can child abuse happen?

Away from the YMCA: Molesters do whatever they can to spend time with students away from the YMCA ex: field trips, sporting events, phone calls, and online chats

During unstructured times: Unstructured times such as before school childcare, sports programs, or directly after lunch in a full day program are potentially dangerous because children may be unaccounted for while others are distracted by the events. Staff may be busy tending to one child while another wanders off.

In isolated or infrequently used locations: Child molesters love privacy. Areas such as empty rooms, stairwells, storage closets, etc. Provide privacy and allow the child molester to be alone with the child.

- When age groups are mixed: Children may be at risk of abuse by another child that is older, stronger, or larger.
- When programs are short staffed: When programs run short staffed, supervision may become lax. Or an employee or volunteer may be alone with a lone child or avoid scrutiny by others.
- In activities involving water: Activities that involve partial or full nudity abuse increases.

Steps for Safety:

- **WATCH** for interactions or behaviors that are not normal for your YMCA.
- **INTERRUPT** an employee, volunteer or member that is spending too much time with a child. Ex: favoritism, sitting on lap.
- **REPORT** any concerns that you have about suspicious or inappropriate behavior immediately to your department head, Volunteer Coordinator or to the Cause Driven Leader on Duty.
- **CHECK BACK** after you report a suspicious incident be prepared to share specifics and check back to see if the problem has or was corrected.

Protecting Yourself:

- Keep your boundaries with kids clear. As the adult you must set limits in your relationships with children. They have less judgment and maturity. They are not your friends or your equals.
- Your responsibility is to supervise and care for them.
- Avoid situations where you are alone with a child. In most programs you will NEVER be required to be alone with a lone child. In some programs, however, or under unusual circumstances, you may need to be alone with a child.

Managing the Risk When One Staff is Alone with one Youth

In those situations where one-on-one interactions are approved, staff should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse:

- When meeting one-on-one with a youth, always do so in a public place where you are in full view of others.

- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high-fives, and handshakes.
 - If meeting in a room or office, leave the door open or move to an area that can be easily observed by others passing by.
 - Inform other staff and volunteers that you are alone with a youth and ask them to randomly drop in.
 - Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they were handled, injuries, or any interactions that might be misinterpreted.
3. The policies of the YMCA state that there is no outside contact from work such as babysitting, tutoring, social media, etc. If you know a child prior to starting at the YMCA, you must disclose this information prior to starting.

Appropriate and Inappropriate Physical Contact

Our organization's physical contact policy promotes a positive, nurturing environment while protecting youth, staff, and volunteers. Our organization encourages appropriate physical contact with youth and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff or volunteers towards youth in the organization's programs will result in disciplinary action, up to and including termination of employment or volunteering.

Appropriate Physical Interactions

- Side Hugs
- Shoulder-to-shoulder or "temple" hugs
- Pats on the shoulder or back
- Handshakes
- High-fives and hand slapping
- Verbal praise
- Pats on the head when culturally appropriate
- Touching hands, shoulders and arms
- Arms around shoulders
- Holding hands (with young children by in escorting situations)

Inappropriate Physical Interactions

- * Full-frontal hugs
- * Kisses
- * Showing affection in isolated area
- * Lap Sitting
- * Wrestling
- * Piggyback rides
- * Tickling
- * Allowing a youth to cling to an employee or volunteer's leg
- * Any type of massage given by or to child
- * Any form of affection that is unwanted the youth or the staff or volunteer
- * Compliments relating to physique or body development
- * Touching bottom, chest, or genital areas

Appropriate and Inappropriate Verbal Interactions

Staff and volunteers are prohibited from speaking to youth in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning or humiliating.

Staff and volunteers must not initiate sexually oriented conversations with youth. Staff and volunteers are not permitted to discuss their own sexual activities with youth.

Appropriate Verbal Interactions

- Positive reinforcement
- Appropriate jokes
- Encouragement
- Praise

Inappropriate Verbal Interactions

- * Name-calling
- *Discussing sexual encounters or in away involving youth in the personal problems issues of staff and volunteers
- *Secrets
- *Cursing
- *Off-color or sexual jokes
- *Shaming
- *Belittling
- *Derogatory remarks
- *Harsh language that may frighten, threaten or humiliate youth remarks
- *Derogatory remarks about the youth or his/her family

Bathrooms/Locker rooms.

Molesters need privacy. Kids are more likely to act out sexually in bathrooms. Guidelines for managing bathrooms should be ALWAYS followed.

- Take children in small groups. Even if only one child needs to go to the bathroom never go alone, always take at least 2 other children with.
- Examine areas: check the bathroom before allowing the child to go in. This includes each stall to ensure that someone is not hiding.
- Only one child can be in the bathroom at a time. If a restroom has more than one stall, more than one child can go in at a time if you stand in the doorway to ensure that the children are not going into each other's stalls. Also remember that if you only have three children with you and two go into a stall you have now left yourself one on one with a child.
- Stand nearby: after you have checked the bathroom and it is all clear, you must stand outside the door and do not allow anyone else to go in the restroom until the child is finished and out.

Moving Groups of Children

When moving large groups of children from one destination to the next, a head count must be done before moving. There is to always be a staff/volunteer leading the line and one at the end of the line (sandwich effect). Do not allow large gaps in the line, if there does

become a gap, stop, head count, and wait until you can see the staff at the end of the line again. When getting to the destination make sure that a head count is done again to ensure that all children have made it.

What to discuss with your child about Sexual Abuse

- Parents should provide their child with an age-appropriate definition of abuse.
- Parents should tell their child that if someone tries to touch them or abuse them in any way, they should get away from that person as soon as possible.
- Parents should encourage their child to tell them immediately if they have a problem or someone makes them feel uncomfortable.
- Parents should assure their child that they will not get in trouble if they talk about abuse.

Warning Signs that your child feels uncomfortable

- Increased seeking of affection from adults.
- Reluctance to spend time with a previously favored adult.
- Reluctance to attend activities that were previously enjoyed.
- An uncharacteristic decrease in bathing and grooming.
- Preoccupation with sexual matters.
- Increased aggressiveness.
- Nightmares and sleep disturbances.

How to respond if your child discloses abuse

- Listen.
- Be sensitive to vague disclosures.
- Avoid expressing shock or outrage.
- Don't threaten or condemn the alleged perpetrator.
- Let your child know you believe him or her.
- Tell your child he or she was right to disclose.
- Assure the abuse was not your child's fault.
- Reassure them that they will be safe.
- Avoid questions that could make your child feel responsible.
- Get as many details as your child is comfortable disclosing.
- Write down exactly what your child discloses and contact authorities.

Please contact The Youth Development Director or any member of senior management at the YMCA with any concerns of this nature.

Program Policies

Administration of Medications

The YMCA preschool program **will not give medication** to any child in our care. This includes medications such as prescription medications, Tylenol, Benadryl, and other common over the counter medications. **All medications, whether prescription or over the counter, are prohibited at the YMCA Afterschool Program.**

Enrollment, Health, and Emergency Forms

Enrollment, health, and Emergency Forms (program registration forms) must be completed and returned to the YMCA or Youth Dev. Director before your child's first day of attendance. **It is extremely important to keep your forms up to date.** If you change your job, move, or change your phone number, please inform the Youth Dev. Director immediately.

Sunscreen Policy (more for preschool camp)

Sunscreen lotions or any sort of body tattooing, hair brushing or applying make-up of any sort is not allowed. Medications, lips balms or sunscreens are not to be given or applied by staff/volunteers or other participants at any time.

Children of 8 years and older will be responsible for applying sunscreen to themselves as needed throughout the day. Staff will assist children under the age of 8 in applying sunscreen.

YMCA Policy for Recording and Reporting Accidents

In the event of a medical emergency, staff will take the necessary steps to obtain care for the child. These steps include:

- Administer first-aid deemed appropriate by staff.
- Completion of an Accident/Incident Report that is kept in HR files.
- Informing parents of accident/incident and what type of first-aid was administered. If appropriate, the parent may be asked to pick the child up from the program.

Daily Attendance Policy

Children will be checked in by bus drivers daily. Children will also be checked into their appropriate group upon arrival at the YMCA. Authorized pickups will be required to come in and sign their child out. They will be directed to the groups' location for pick up.

Adding Authorized Pick Ups Policy

Only the primary on an membership account can add or remove individuals from the authorized pick up for a child. **Added authorized pickups must be done in person! Emails and phone calls will not be allowed.**

Authorized pickups need to be updated each summer. Children will not be released by an unauthorized person. YMCA Staff will ask for identification from the person picking up the child.

A photo ID, such as a Driver's License will be required to pick up your child each day.

Intoxication Policy

If a parent or authorized adult comes to pick up a child and appears to be intoxicated, the child will be released to this individual; and as required by state law. The YMCA staff will immediately call local law enforcement with a description and license plate # of vehicle.

Late Pick-up Fees Policy

The YMCA provides program services from 9am – 1:00p.m. Monday through Friday. Parents are required to pick-up and sign out their child no later than closing time. A late pick up fee of \$1 will be charged for every minute after the first 5 minutes. After 15 minutes, if parents have not contacted the program or picked up the child, emergency authorized persons will be contacted to pick up the child. This will be considered child abandonment and law enforcement will handle the situation. Excessive late pick-ups can result in your child being suspended from the program.

Sign Out Policy

- Each child will have a designated line for sign out. Parent or authorized pick-up will document time of pick-up time. With a signature and time each day. Staff will ask to see parent identification and will verify authorized pick-up names and ID as well.
- **If your child will be absent or have a change in schedule, please utilize the Remind app.**
- Only individuals who are listed on the enrollment authorized pick-up form will be allowed to pick up your child. Authorized pick-ups must be at least 16 years of age to pick up a child.

Emergency Closing Policy

If the YMCA program needs to close due to an emergency because of weather or building problems, announcements will be made on our Remind and Daxko Apps. If parents are in doubt, please call the YMCA. Staff will make every effort to contact parents and remain open until every child is picked up.

Evacuation Policy

In the case of an emergency evacuation all children in our youth programs will be quickly evacuated to the Q2 building across the street from the YMCA.

Transportation Policy

The YMCA preschool program provides transportation to and from field trips (depending on number of drivers). Please discuss proper bus behavior with your preschooler.

1. Loud voices or yelling
2. Throwing objects
3. Standing up while bus in motion
4. Other safety rules as applied by bus driver

Proper safety measures will be always adhered to by staff and children to ensure a safe, enjoyable activity for all.

YMCA Code of Conduct Policy For Parents and Participants (Please read thru this with your child)

The YMCA strives to maintain a positive environment for all children in programs. All program participants have the right to feel welcome, safe, and nurtured. As a result, the Billings Family YMCA has established a Code of Conduct to govern the actions and behaviors of all YMCA school age program participants.

PARTICIPANTS ARE EXPECTED TO:

- Uphold the YMCA core values of RESPECT, RESPONSIBILITY, HONESTY and CARING.
- Be respectful of all by not initiating or participating in derogatory or unwelcome comments, conduct or actions of a sexual nature or actions based on an individual's sex, race, ethnicity, age, religion, sexual orientation, or any other legally protected status.
- Follow the Billings Family YMCA Child Abuse Prevention Policies as outlined in the parent handbook.
 - Comply with all adult requests and redirection.
 - Willingly remain in the program area within sight and sound supervision.
 - Follow the group plan.
 - Follow school rules when the program is located on school property.

NO TOLERANCE POLICY

We ask for parent and guardian support in maintaining a fun, safe place for both children and Y staff to learn, grow and thrive. Ideally, we want to work with children and families to prevent these behaviors from occurring. Please talk to your child about the importance of not exhibiting the behaviors listed but not limited to the following below:

Bullying/Harassment of any kind (see specifics below)

- Action deemed physically or verbally aggressive towards Y staff & other participants including spitting and foul language.
- Purposely leaving program area without permission
- Hiding anywhere outside of visual and auditory supervision of staff
- Damaging YMCA or SCHOOL property
- Causing or displaying inappropriate exposure
- Rough play (headlocks, tackling, etc. with the intent to harm)
- Deliberately or repeatedly throwing objects in a manner that could be harmful.
- Creating artwork depicting inappropriate images
- Using YMCA technology inappropriately (taking & using YMCA issued electronics & related applications; etc.)
- Drugs, alcohol, or weapons of any kind.

BULLYING/HARASSMENT

A person is being bullied when they experience repeated exposure to the negative actions of others. Negative actions can include an imbalance of power due to age, physical strength or information that can be used against another person. These negative actions may include but are not limited to:

- Physical (hitting, shoving, grabbing, spitting, tripping, inappropriate hand gestures)
- Verbal (teasing, name-calling, racial or sexual comments or slurs, threatening to cause harm, taunting)
- Social (spreading rumors, shunning, or excluding, telling other children not to be friends with someone, embarrassing someone in public)

Failure to follow this code of conduct will result in disciplinary action which may include being sent home early, and/or suspension or removal from the program. These actions will be documented with a behavioral report and signed by parents/guardians. The overall integrity and quality of Y programs is of utmost importance, and we will take the steps necessary to ensure both.

Due to the wide variety of behaviors that children display, the YMCA reserves the right to make the decision to suspend or expel a child based on the physical or emotional safety of the child, other children in the program and the staff.

PARENT/GUARDIAN CODE OF CONDUCT

To ensure that Y Programs provide a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. If parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

- Parents/Guardians will conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect, and responsibility.
- Parents/Guardians must always refrain from foul language, while at a Y program location.
- Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.
- The misuse of drugs or alcohol at a Y location will be prohibited.
- Parents/Guardians will not be allowed to take pictures/video of other participants or Y Programs.
- Parents/Guardians will comply with requests from staff for Photo ID.

******At any time, the YMCA may choose to terminate your child's involvement with the YMCA.**

HEPA – Healthy Eating Physical Activity

The Billings Family YMCA implements a series of healthy eating and physical activity standards in our preschool program as part of the Y's national commitment to combat childhood obesity and ensure that all those who participate in YMCA programs live a healthier, balanced life. Our preschool program ensures that every child will engage in at least 30 minutes of physical activity per day, including a mix of moderate and vigorous physical activities that promote bone and muscle strengthening. Play will take place outdoors whenever possible. The YMCA preschool program also does not allow access to television. We limit digital devices time to less than one hour per day. Digital device use is limited to homework or programs that actively engage children in activity.

Snacks (Food service practices)

The Billings Family YMCA facility participates in the CAFSP/SFSP and is a federally funded, state-administered program. The CAFSP/SFSP reimburses providers who serve free healthy meals to children and teens in low-income areas during the school and summer months when school is not in session. The U.S. Department of Agriculture's (USDA) (CFSP) Child and Adult food Care program and the Summer Food Service Program (SFSP), also known as the Summer Meals Program, provides kids and teens in low-income areas free meals when school is in and out of session. There are several ways that local organizations can be a part of the School and Summer Meals Program.

USDA Nondiscrimination Statement

SNAP and FDPIR State or local agencies, and their sub recipients, must post the following Nondiscrimination Statement:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and 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:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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