

# **Teacher's Handbook**

(A copy to own is available upon request to all staff.)

## **Classroom**

### **Breaks:**

The center will at all times maintain ratios/staffing according to PA state regulations for each classroom as well as the center as a whole. This means that you may not be allowed to leave the building, even while on break. If you would like to leave the building during a break time, this requires Administration approval to ensure that center-wide ratios are maintained.

### **Care Groups:**

Each teacher will wear a lanyard or wrist band with Child ID Cards attached. The children on your lanyard are in your care group. Your care group may NOT exceed 10 preschool children (unless it is during nap time and 1 or less children are off of their nap equipment).

### **Classroom Control:**

If the students become too loud or rowdy, blink the lights in the room to draw their attention back to the task at hand. You may also utilize counting down from 5 to redirect the class collectively. Raising our voices should be used as a last resort.

Students who are being disruptive or uncooperative will receive “minutes on the carpet” as time out during the next free play in Centers. It is important to talk to them about why they received minutes and how to avoid them in the future at the end of their time. Also, see the other Student Behavior Policies for more detailed guidance on challenging behaviors with individual students.

Staff can ask the children to have “bubbles” if they need to be silent (holding a bubble in their mouths), and to have “shark fins” (hands above their head together in a point) to keep their hands to themselves. This is especially during transitions and lining up.

### Classroom Tablets:

The classroom staff are provided with 2 tablets for work related tasks. It may be used to take photos, post and read Slack messages, show the children lesson related songs/videos, view our CCTV, etc. More than 15 minutes TOTAL of video watching by the children per day must have Administration approval. Morning and afternoon staff should be sure to consult each other to ensure that lessons and activities are planned accordingly. Staff are expected to have at least one tablet in each classroom or outside when caring for the children. Personal use of the tablets is prohibited. Tablet use by the children is prohibited. Closing staff will ensure that the tablets are plugged in to charge overnight at the end of their shift.

### Clothing and Appearance:

At Brookline Sprouts, we want to create an atmosphere that not only fosters learning, but also reassures parents that their children are receiving quality care. Our clothing and appearance is one way to convey that reassurance. Clothes should be appropriate for working with the children (such as getting on and off the floor and bending over tables) and free of stains and tears. Graphics on clothing should be appropriate for children. Shoes should also be in good repair, and appropriate for outdoor play. Flip flops are prohibited, and open-toed shoes are only permitted in the classroom. You **MUST** wear close-toed shoes and use a hair restraint (such as a ponytail or headband) when in the kitchen.

### Incident Reports and Notes:

If a child is injured (including minor bumps, scrapes, etc), or if there is any other occurrence that needs to be communicated to parents/guardians at pick up, an incident report or note should be completed in Brightwheel. This may include tantrums, meltdowns, and major disagreements between children. Do **NOT** include the identity of any other children involved (refer to them anonymously) to avoid retaliation between individuals and to maintain confidentiality.

Major occurrences, such as early dismissal and/or a need for the child to be seen by a medical professional, should also be documented with a FULL PAPER incident report. A short note stating that the paper report was completed should be logged in Brightwheel. In these cases, the report should be filled out entirely, and a parent signature is required. Notify the Director or Administration immediately in these cases.

If you need to fill out a paper form (this is only in the event that Brightwheel is unavailable), you do not need to fill it out in its entirety for minor injuries/issues, and an example of an incident report is included at the end of this handbook for minor occurrences. Also, write that one was filled out in the Incident Report Log hanging by the blank forms.

#### Personal Electronics Use:

Technology should NEVER come between you and the care and attention that you are to give the children. Cell phones and other personal electronics are not permitted in any of child care areas, with the exception of administration for work related purposes. Cell phones should remain turned off and stored in a purse, bag, coat, etc. while a staff member is clocked in. Cell phone use is permitted only during an approved break. A personal phone may be taken outside to the playground or on field trips/walking trips, but it should ONLY be on-hand for emergencies. In this circumstance, the cell phone should only be used in the event of an emergency and not for personal calls, etc. During down times, such as nap time, staff may use the classroom tablet for lesson planning. If the tablet is not sufficient, a laptop can be provided. Personal cell phones and electronics are not the responsibility of the childcare center and the center is not responsible for the replacement of lost, stolen or damaged cell phones or electronics.

#### Progress Notes Binder:

To document each child's progress and the one-on-one attention we give to them during lesson times, we have a Progress Notes Binder in the classroom. Choosing one activity/project for the day, a teacher is expected to rate each

child on how they did and the level of assistance they needed to complete it. Comments and suggestions should be documented for children who have encountered difficulty.

#### Student Attendance Binder:

If a child is absent, it should be documented before the end of the Preschool day (preferably around 10am). If a parent/guardian calls, texts, or gives verbal notification of an absence, make sure that you note the reason and that the Center was notified. If a parent requests an extra day, extended care, or notifies you of an absence >2 weeks before the absence date, please document it in the binder, but remind the parent guardian that these changes MUST have Director approval. Please notify the Director of these requests so that follow up about determination can be made. Also, if a child has missed three days in a row and has not contacted the center by the third day, notify the Director or Administration so that they can reach out to the family.

This binder also includes a late pick-up log. Any child picked up more than 5 minutes later than their contracted time should be documented in the section at the back of the Attendance Binder.

## **Other Student Behavior and Inclusion Policies**

### **Behavior Management Policy:**

As a part of our inclusive educational curriculum, we believe in Conscious Discipline's evidence-based approach to supporting problem behaviors in classroom. We have created a behavior policy that reflects our philosophy of positive guidance with children.

Children are guided to treat each other and adults with self-control and kindness. Each student at Brookline Sprouts has a right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults
- Preventative strategies
- Positive nurturing and caring relationships
- Safe and secure environment
- Developmentally appropriate classroom rules
- Be provided thorough classroom routine and structure
- Be given verbal positive encouragement
- Model & encourage appropriate behavior
- Promote cooperative learning

### **Responsive strategies:**

We encourage children to use their words when having a disagreement.

Teachers will help facilitate their attempts to settle their own disputes by:

- Redirecting behavior
- Viewing the behavior deficit as a missing skill
- Identify the underdeveloped executive skill to provide strategies for specific interventions. These interventions will teach the student how to change the problem behavior and recognize how to regulate the emotions related to this deficit.

### **Natural consequences:**

Natural consequences are outcomes that happen as a result of behavior that are

not planned or controlled. For example, if a student cuts in front of another student in line, the natural consequence may be that the other child won't play with the "cutter" at recess. A teacher did not plan or control this consequence, but he or she may discuss and help students predict natural consequences to encourage them to see the connection between their choices and what happens to them.

#### Logical consequences:

Logical consequences do not naturally occur as a result of behavior but are intentionally planned by teachers and administrators. Logical consequences are like what would happen to an adult in a similar situation, therefore teaching students skills that they will need to be successful later in life.

Logical consequences need to be related, respectful, and reasonable.

Teachers at Brookline Sprouts Preschool and Daycare will inform parents of behavior concerns, as well as the Director/Administration.

#### Challenging Behaviors:

When a child becomes verbally or physically aggressive, we intervene immediately to protect all of the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent, and understandable to the child. We maintain a zero tolerance to bullying. The following are behaviors are considered inappropriate:

- Consistently disobeys the rules of the classroom.
- Prolonged tantrums (considering age and/or IEP/IFSP).
- Verbally and/or physically aggressive.
- Inappropriate use of language.
- A physical danger to oneself and/or others.
- Requires constant one on one attention from staff.
- Physical Restraint.
- Threats or attempting intimidation.

#### Notification of Behavioral Issues to Families:

1. An incident report, free text note, and/or a Student Behavior Log will be completed. The Director or Administration will be notified immediately to

determine how the parent will be notified and how that communication will be documented.

2. After three incidents of same behavior within a month, Administration will attempt to schedule a parent/teacher conference to discuss the concerns and future strategies to address behavior will be developed.
4. A parent/guardian may be called to remove the child if his/her behavior prevents us from being able to properly care for the other children.
5. If all attempts are exhausted, permission must be granted for Brookline Sprouts to seek the support and advice from local specialists and/or agencies to assist with the behavior.
6. On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. These occasions include:
  - a. A child appears to be a danger to others or himself/herself.
  - b. Continued care could be harmful to, or not in the best interest of the child as determined by a medical, psychological, or social service personnel.
  - c. Undue burden on our resources and finances for the child's accommodations for success and participation.

#### Suspension & Expulsion:

Brookline Sprouts Preschool and Daycare considers suspension or expulsion only as a last resort in extraordinary circumstances. Dependent upon the level of behavior disruption and/or violence, a student may be asked to leave the care of Brookline Sprouts for the day. If behaviors are more severe, they may be asked to leave the care of Brookline Sprouts until a medical professional has evaluated the student and determined whether a formal IEP is necessary. Extraordinary circumstances are when there is a determination of a serious safety threat that cannot otherwise be reduced or eliminated by the collaboration with local agencies and specialists incorporating reasonable modifications. A student who is deemed unsafe to staff, self, or others will be placed on an internal action plan. This action plan will include conversations with parents to discuss the behaviors, possible causes or triggers, and maintain a continuity of correction from home to preschool. Additional resources for professional help beyond

Brookline Sprouts may be given to the parents, as the situation requires. A student may be asked to leave the care of Brookline Sprouts indefinitely if we are unable to provide the level of care the student requires or the parent is unwilling to work within the parameters of the action plan.

Even in such extraordinary cases, Brookline Sprouts will assist the child and family in accessing services and an alternative placement through, for example, community-based child care resource and referral agencies. If a family, staff or Director has a child with unique needs/challenging behavior, they can contact the CONNECT helpline for Referral: 1-800-692-7288.

With any of the above challenging behaviors, it is crucial that staff are documenting the behaviors, our attempts to help the child, and communication with families. This ensures that, if outside consultation is initiated, we can give them a clear assessment of the child, family reactions, and the scope of their deficit.

#### Conscious Discipline:

Our curriculum includes a social/emotional component called conscious discipline. Conscious discipline utilizes everyday events to cultivate emotional intelligence through a self regulation program that integrates social-emotional learning and discipline. If a child has an IEP (Individualized Educational Plan / IFSP (Individualized Family Service Plan), it is important to the child's development, and for continuity of services, that it is shared it with us. All Information will be kept confidential. We request that parents/guardians give a copy to the Director upon enrollment or establishment of the document.

#### Dual Language Learners:

We believe in embracing diversity and creating a climate that is strength based. Brookline Sprouts strives to provide support for dual language learners to help promote their academic achievement.

- Families are considered partners
- Bilingualism is a strength that is to be fostered
- Visuals and learning materials that support and reflect the languages

and cultures of the children in the program are provided

- Specialized Training for all staff

#### Inclusion:

In accordance with the policy statement of the U.S. Departments of Health and Human Services and Education, Brookline Sprouts Preschool and Daycare policy promotes inclusion while reducing suspension and expulsion. At Brookline Sprouts, we support the belief that every child and family, regardless of ability, has the right to participate in all activities. Brookline Sprouts believes that by giving children, with and without disabilities, opportunities and experiences it will create a sense of belonging, promote positive social relationships, and provide children the opportunity to reach their fullest potential. As teachers and caregivers, we are determined to provide access to high quality education, promote participation and support to all children in learning and social activities.

Access to high-quality education is the right of all children. We believe in providing a fun and safe learning environment for all families. We believe that providing access to information and helpful services is the first step to helping a family and early intervention for their child. If a child has a diagnosis, all established services and accommodations for the child shall be implemented with full acceptance by the teaching staff. The physical environment is set up to provide equal opportunities for all program activities. Curriculum and instructional strategies provide multiple ways of learning and expression of learning.

- Strategies that promote independent participation are provided.
- Families are provided contact information for community agencies for further evaluations.
- Professional development and Special Training is provided to all staff
- IEP Planning and Implementation

#### Meaningful Participation:

All children learn from each other and Brookline Sprouts encourages and supports the development of real relationships and a sense of belonging. We

provide experiences and routines that are adapted so that all children can participate in all activities. To ensure equal participation teaching strategies are intentional to provide scaffolding learning and models of instruction are tiered to meet the needs of all children. Through relationships with local agencies and specialists, as well as access to a comprehensive Social/Emotional Curriculum, we strive to establish a system of services and supports for children with disabilities and their families. It is important to us that all our children and their families feel included in every aspect of their child's education and care.

#### Student Allergies and Food Restrictions:

Safety is always crucial while in the care of the children. This is especially important during meal times when a child has allergies and food intolerances. It is also important to respect household and cultural practices of restricted foods. Children with allergies/restrictions are posted in the lunchroom, main pantry, and on the kitchen refrigerator. This information is also included on their ID cards, emergency sheets in every binder, and their main child file in the Director office. If there is ever a question about a meal or one of its components, lean towards caution and substitute it until it can be cleared by Administration. When plating food at meal times, children with alternate milk will be given a different-colored cup (typically amber), and if any foods are substituted, they will have a different-colored plate (typically sky blue).

Allergic or restricted foods should never be used with affected children during non-meal times (such as crafts). If a child has been exposed to a restricted item, immediately remove them from contact (including washing their hands/face), administer emergency medications if applicable, and contact Administration to notify parents and take necessary next steps. If a reaction occurs, follow Emergency Procedures.

## **Communication**

### **Open Door Policy:**

We maintain an open-door policy for all preschool staff to address concerns with the Director and Administration.

### **Employee Information Binder:**

If you would like to request off a day or days, please utilize the calendar in the Employee Binder at least 2 weeks before the date. Writing a request does not guarantee time off. Also, be sure to update your availability and contact information promptly when there are any changes in this binder, as well as contacting the Director.

### **Slack:**

Upon hire, you will be given access to our Team-Sprouts channel in Slack, as well as other channels as appropriate. At Brookline Sprouts, we encourage frequent communication via Slack. This online platform allows our team to communicate successes and opportunities within the program to maintain the quality of the program. Parent engagement, student behaviors, facility needs, curriculum, and more can be discussed and implemented via this online platform. It is expected that every employee check Slack at least once a week, but we encourage daily use.

### **Weather-Related Closures:**

We follow Pittsburgh Public Schools for weather-related delays and closures. If it is snowing or bitterly cold, please be sure to check and make sure we do not have a delay or closure. You can visit <https://www.wtae.com/weather/closings> or your local Channel 4 News Channel to check for closures. Also, there is no breakfast on 2 hour delay days.

### **Work Schedules:**

Work schedules are posted 1-2 weeks at a time in the Teacher's Office. They are also posted electronically on Slack. If there are changes updates after it is first posted, however, that will not be reflected on Slack, so be vigilant of any changes in your shift. In the rare occurrence changes are not self-initiated, the Director will notify the employee(s) via phone call or text to the changes immediately.

## Resources

### Custom Work Sheets and Print Materials:

Staff will be provided with custom Name Sheets for each student, and other custom materials may be requested of the Director or Administration. At least seven day's notice is preferred to ensure adequate time to create requested documents.

### Curriculum:

Each day the children engage in both formal lesson time as well as free play and centers time to be well rounded through developmentally appropriate learning. During the school year, we utilize Big Day for PreK curriculum as source material for our lessons. We encourage teachers to cater to their strengths when choosing which areas to highlight in the lessons. Incorporating additional activities and crafts is also welcome.

During the Summer Session, our staff, in accordance with Pennsylvania's Early Learning Standards and Kindergarten Readiness standards, creates our formal lessons. Copies of each week's lesson plans, and corresponding activities and instructions are in the "Lesson Plan" file in the Teacher Office. You are encouraged to look ahead to see the lessons for the week. Preparation for the following day's lesson can be completed during nap time or first thing in the morning during early drop off time.

For Both Summer Session and the School Year, we also use Foundations products for extra early literacy skills. There is a Teaching Guide that can be used as a resource and for more information on how to use the flashcards, letter formation scripts, Baby Echo, etc.

### More Information on Big Day for PreK:

1. The Lessons are organized into eight 4-week Themes, each contained in a curriculum book.
  - a. Within each book, there are weekly overviews and detailed lessons.
  - b. The days are organized into 3 Big Experiences. These are overall ideas that you are trying to communicate, and each has multiple options

- for what you can do. This can be crafts, games, books, activities, songs, etc.
- c. We generally use Big Experience 1, and then combine Big Experience 2 & 3.
  - d. Adding complimentary content is permitted.
2. There are several types of materials utilized regularly with the curriculum. Most are kept in the shelving in the center of the room by the fish tank. Others are in the Theme Boxes on top of the large cupboard in the Main Classroom. They are:
- a. Math Mats
  - b. Posters (both large and small)
  - c. Vocabulary Words (for the Word Wall)
  - d. Books
  - e. Songs and Fingerplays
3. Please also note that there are many online resources available through the curriculum, such as worksheets and other handouts. The login information should be posted in the Teacher's Office to utilize these resources, and you can print from that computer.

#### Employee Appreciation Board:

You are encouraged to acknowledge other staff members and help to create a positive work environment by participating in our employee appreciation board. You are encouraged to both write and read positive behaviors of fellow staff regularly.

#### Office Computer:

The computer in the sprouts office is available for staff to check slack, work email, lesson planning or any other work related tasks. Several common documents can be found on that computer if more copies are in need of printing. A login for the curriculum is posted on the bulletin board above the computer.

### Printer/Photocopier:

You have access to a printer and photocopier in the Admin Wing of the building. There is regular copy paper, as well as card stock, regularly available. If you need assistance learning its proper use, please speak to the Director or Administration.

### Supply Purchases:

It is the preference of Brookline Sprouts that any necessary supplies be purchased by the Director or Administration. At least 5 days notice is preferred to allow adequate time for them to arrive if ordered via mail. If you wish to purchase something yourself, you will need verbal approval from the Director BEFORE the purchase is made to ensure adequate funding. Once purchased, the receipt (with no other items on it) can be submitted with a reimbursement form to Administration, and it will be deposited to your account with your next paycheck. Purchases without proper documentation or more than 30 days old cannot be processed.

### Wi-Fi:

Wireless internet access is available on a limited basis for personal devices in addition to the office computer and classroom tablets for Center-related use. Please speak with the Director to determine appropriateness and potentially gain access.

## **Other Policies**

### **Call-Offs and Employee Illness:**

If you are unable to make it to your shift for any reason, please notify the Director and Administration. This can be done via office phone, text, or Slack. Please look out for acknowledgement of the notification to ensure adequate changes are made to cover your shift. If time permits (>4 hours before your shift), there is an expectation that you will reach out to other staff members in an attempt to cover your shift or make a switch. Follow up with the Director is necessary to make sure that these changes are communicated. Employee illnesses need to be documented in the log in the Employee Information Binder. Excessive call offs may result in a reduction of hours or termination.

If you are already at work, and you begin showing signs of illness similar to those that would exclude a student from the Center according to the Health Policy, you may be asked by the Director or Administration to leave before the end of your shift. If your symptoms are not severe enough to warrant leaving, you will still be asked to refrain from food service responsibilities per ServSafe regulations. You may also be asked to leave if you have any non-contagious illnesses/injuries that hinder your ability to complete your required duties. Depending on the severity, type, and length of symptoms, you may also be asked for a note from a medical professional before returning to work.

### **Child Care Outside of Sprouts Hours:**

Babysitting of enrolled students by Brookline Sprouts staff members outside of enrolled care is discouraged. However, should you choose to enter into any agreement with families, it must be outside the building premises and with the understanding that such arrangements and payment for services are solely between them and you. Brookline Sprouts does not sanction the arrangements, and you agree to hold Brookline Sprouts harmless from any such agreements. If a conflict of interest arises due to any such arrangements as determined by the Director and Administration, you may be asked to stop those arrangements or face termination.

### Clocking In/Out & Tardiness:

You are expected to be able to clock in and begin care of the children no later than 5 minutes past the start of your shift. As soon as you realize that you may be more than 5 minutes late, you are to call the Center so that they are aware and have an idea of when to expect you. Excessive tardiness may result in a reduction of hours or termination.

At the end of your shift, you should clock out no later than 5 minutes after the end of your shift. If you feel that you need to stay for whatever reason, please speak with the Director or Administration to determine if duties can be delegated to oncoming staff, or if the need to stay is necessary. In some cases, the Director or Administration may be notified after the fact such as late pick-ups after 5:30pm, or to cover a staff member who is late. Clocking in more than 5 minutes before the start of your shift also requires special approval.

It is a requirement to switch to the Kitchen Department when performing any food service duties, and back out again when you are done. This is crucial to proper documentation in the CACFP.

If you feel that your scheduled shifts are not adequate to perform your expected duties or maintain quality care, please reach out to the Director or Administration to discuss these concerns.

### Employee Discount:

We recognize that many of our employees have children of preschool age. If your child is enrolled in Brookline Sprouts, you are eligible for a 25% employee discount through the first 12 months of employment. After your 1 year anniversary, the discount increases to 35%. We can also offer automatic deductions for your tuition from your paycheck upon request.

### Equal Opportunity Employer:

An open and equitable personnel system will be established and maintained. Personnel policies, procedures and practices will be designed to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry,

national origin, age or sex. Employment opportunities shall be provided for applicants with disabilities and reasonable accommodation(s) shall be made to meet the physical or mental limitations of qualified applicants or employees. Any employee who believes they have been discriminated against may file a complaint of discrimination with any of the following.

|                                                                                                                                                                                                   |                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tree of Life Open Bible Church<br>Brookline Sprouts<br>1036 Brookline Blvd<br>Pittsburgh, PA 15226                                                                                                | PA Human Relation Commission<br>Pittsburgh Regional Office<br>301 Fifth Avenue<br>Suite 390, Piatt Place<br>Pittsburgh, PA 15222                                            |
| Commonwealth of Pennsylvania<br>Department of Human Services<br>Bureau of Equal Opportunity<br>Western Regional Office<br>301 Fifth Avenue<br>Suite 410, Piatt Place<br>Pittsburgh, PA 15222-1210 | Commonwealth of Pennsylvania<br>Department of Human Services<br>Bureau of Equal Opportunity<br>Room 225, Health & Welfare Building<br>P.O. Box 2675<br>Harrisburg, PA 17110 |
| U.S. Department of Health and Human<br>Services<br>Office for Civil Rights<br>Suite 372, Public Ledger Building<br>150 South Independence Mall West<br>Philadelphia, PA 19106-9111                |                                                                                                                                                                             |

#### Civil Rights Complaints:

If there is a family that has a civil rights complaint, the following procedures should be followed. The Civil Rights Complaint Log is located in the Director's Office.

- 1) Sponsor receives a Civil Rights complaint from the complainant (i.e. parent).
  - a) Sponsor must inform complainant of Federal Civil Rights rules and regulations that have been established for protected classes. (A protected class is any

person or group of people who are protected from discrimination based on):  
Race, Color, National Origin, Age, Sex, Disability

b) Sponsor must provide complainant the necessary information to file a complaint, which is:

1. Mailing address of the USDA:

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410;

2. USDA's Telephone/Fax numbers and Email address:

(866) 632-9992 / (202) 690-7442 F/ [program.intake@usda.gov](mailto:program.intake@usda.gov)

3. Electronic link to file a civil rights complaint:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html)

Note: If the sponsor is unsure if the complaint falls under a protected class, sponsor should provide complainant the federal complaint information.

c) After providing the complainant with the information on how to file a Civil Rights complaint directly at the Federal level, the sponsor may attempt to resolve the complaint if it is a matter that can be resolved quickly. Resolving complaints in real-time at the lowest possible level is encouraged. (\*Note: This is not an investigation as neither the sponsor nor the State agency has the authority to conduct complaint investigations. This is simply trying to resolve the situation if it was potentially caused by a miscommunication.)

If the complainant refuses to discuss the matter any further with the sponsor or if the matter cannot be resolved quickly, then the sponsor should:

1. reiterate the complaint filing procedures in 1)b),

2. document the complaint and actions taken (i.e. referral to Federal complaint procedures) in a Civil Rights complaint log that is separate from any other complaint log, (\*Note: A separate Civil Rights complaint log is necessary due to confidentiality and privacy laws. See complaint log requirements in d) below.), and

3. notify the State agency of the discussion. (\*Note: it is important for the sponsor to notify the State agency because regular communication between the

sponsor and State agency is key to operating the program successfully.) If the complainant is willing to try to resolve the issue with the sponsor and a satisfactory resolution is achieved, then the sponsor should still remind the complainant (using the information in 1)b)) of his/her right to file at the Federal level if necessary. (\*Note: Complainants retain the right to file at the Federal level even if a resolution seems to have been reached at the sponsor level.) The sponsor needs to document the complaint and actions taken (i.e. how resolution was achieved) in a log that is separate from any other complaint log, and notify the State agency of the resolution.

d) Regardless if the complainant wishes to file at the Federal level, the sponsor should document as much information as possible in their Civil Rights complaint log including, but not limited to, the following:

Date Complaint Received

Complainant's Name

Complainant's Address

Complainant's Telephone Number

Complainant's Email Address

Allegation of Discrimination/Issue (i.e. FNS program involved, protected class(es) involved, etc.)

Date of Alleged Discriminatory Action

1. The sponsor must forward the information, within 5 days of receipt of complaint from complainant, to the State agency (process depicted below):  
State Agency Civil Rights Coordinator State Agency Director\* FNS Regional Office  
Civil Rights Contact FNS Headquarters Civil Rights Office Complainant
2. \*State Agency level must forward complaint information, within 5 days of receipt of complaint from sponsor, to the FNS regional office.
3. FNS team conducts complaint review and investigation, which includes contact with the complainant, State agency, sponsor, etc.

2) Additional Information:

- a) Complainants must file within 180 days of the alleged action
- b) Confidentiality is extremely important
- c) USDA complaint form:

English version:

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain\\_combined\\_6\\_8\\_12.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf)

Spanish version:

[http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish\\_Form\\_508\\_Compliant\\_6\\_8\\_12\\_0.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf)

### Photography Release:

Upon hire, you are expected to provide a recent electronic photo for use on our website, in print, and anywhere else deemed necessary by Administration to list staff. You also agree for photos, audio, and/or video of you to be used on our website, social media, in print materials and/or advertisements for the Center.

### Social Media:

Every employee has the responsibility to maintain Brookline Sprout's public image and to use the Internet in a responsible manner, especially with regard to social media. Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with. Even so, they should remain aware that some posts may still be visible to more than its intended audience via search engines, screen shots, etc. Every post and comment made both as a staff member and an individual should be weighed against the possibility of it becoming the topic of public discussion. Employees may be held responsible for any online behavior or content that connects them to the center or implicates the center in that behavior. Employees may also be held responsible for any statements, posts, communications, or other online behavior or content that is not consistent with the center's mission and philosophy. "Friending," "following," or otherwise creating ties between your social media accounts and that of client families is discouraged, if they were not known to you before coming to Brookline Sprouts. Use of social media on center devices (classroom tablets, the office computer, etc.) is prohibited. Any Sprouts-related content should be forwarded to

Administration for review and posting on our official Facebook page. Student confidentiality should be maintained at all times – therefore, pictures of or with the children, as well as any statements about the children on personal pages is prohibited. If you would like to share photos or other content on your own account, send them to Administration for posting, and then share the approved Sprouts post.

Use of social media for personal use during work hours is not allowed. Any posts, comments, or other social media content discovered by Administration or brought to the attention of Administration by other parties that is detrimental to the center's public image or perception of standards may result in disciplinary action (including termination) and a formal request for removal of said content.