

Early Years Academy Parent handbook

Table of contents

1. Cover sheet
2. Table of contents
3. Centers information
4. Infant room information
5. Toddler room information
6. Pre School room information
7. School age room information
8. Early Years Academy (EYA) policies, information updates, conferences, Behavior guidance plan, full- time, part-time hours.
9. Hours and Date's of operation, Arrival and departure time, Late pick- up fee, another person for pick up, sign your child in & out unauthorized, incapacitated for pick up, clothing and personal belongings,
10. Cont. clothing and personal belongings, birthdays, food brought from home, field trips.
11. Illness
12. Cont. illness, medicine, procedure for first Aide,
13. Meals, Pets, Nap/rest time policy
14. Cont. Nap/Rest time policy, Research Release, Vacation policy, financial policy.
15. Policy and Procedure for Maltreatment of Minors
16. Cont. procedure for Maltreatment of Minors.
17. Feedback, Grievances.

Early Years Academy Parent Handbook

Early Years Academy is licensed to hold 73 children between the ages of 6 weeks to 12 years old. The school-age ratio for teacher to children is 1:15, max 7 children, The Preschool ratio for teachers to children is 1:10, max 29 children, 33 months to 5 yrs. old or first day of kindergarten. Toddler ratio is 1:7, max 21 children 16 months to 33 months. The Infant ratio is 1:4, max 12 children 6 weeks to 16 months.

All children at Early Years Academy will be provided with love and care from the staff and will always be supervised. We have individual entry codes for each family to enter into the center for the safety of the children and staff.

Our staff will try to help each child succeed in life with a positive attitude and the highest self esteem possible. Each child will learn at age appropriate stages at their own pace.

Our staff training, in-service requirements include- First Aid, CPR, SUD (sudden unexpected infant death), Abusive Head Trauma, and car seat safety.

Immunization records are due at the time of enrollment, and health history forms are due back within 30 days of enrollment.

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, [complete the USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).
USDA is an equal opportunity provider and employer.

How will you know what your child's doing during the day?

Parents are encouraged to call, or stop in and visit during the day. Infants and Toddlers have a "daily take home sheet," on which the teachers will write and tell you how everything went and the exciting events that happened throughout the day.

Early Years Academy has a child care program plan on site for parents to review at any time upon request.

The Infant Room

Parents of Infant children are kept informed by detailed daily sheets that include nap times, meals, bottles, diapers and all necessary information about their child's day.

Diapers are changed and bottles are given throughout the day based on each individual child's needs and parental request.

Infant Activities

Younger Infants-Activities include, but are not limited to:

Toy grasping

Mobiles

Stroller rides

Peek-a-boo

Who's in the mirror (ME!)

Rolling over

Crawling

Art Activities

Sign Language

Older Infant activities- Include but are not limited to:

Push the walker

Songs

Clapping

Where is your (body parts)

Animal names

The objective of our infant room is to help each child learn individually, all the important milestones of infancy, such as rolling over, crawling, walking, simple words and all the other skills necessary.

The Toddler Room

Each toddler will receive a daily sheet and a weekly theme schedule will be posted in the classroom.

Toddler Activities-

Quiet

story time- books
nap time- where's my blanket?
puzzle time- puzzle and equipment.
look at me- mirror time
bathroom time- toilet or diaper

Active

Listening to music- music and dancing.
rolling and catching – balls
outside play - run, walk, marching
bean bag throw- bean bags

Teacher Directed

Coloring- paper and colors
Toddler tasks- cleaning up, toy's to be picked up.
Puppet show- Puppets
Finger Play- finger puppets
Painting- paint, paper
Worksheets- dealing with shapes, #'s,
colors, ABC's, paper and writing utensils.
Singing Songs

The main objective in our Toddler room is to teach the children their roles in the huge world they have entered. Manners are focused on, as well as simple feats, such as eating with a spoon or fork and washing their hands. Each Toddler will be taught at their own pace and encouraged to use the potty when they are ready.

The Preschool Room

Any issue or concern regarding a particular child will be addressed to their parent in a private matter, either in person or by letter.

Preschool activities

Science- Activities include, but are not limited to:

Growing plants

Nature walks

Colored water experiments

Animal day

Zoo visits

Art-Activities include, but are not limited to:

Collages

Painting

Coloring (markers and crayons)

Cutting and gluing

Library/Quiet time- Activities include, but are not limited to:

Book reading

Creating stories

Educational Television (occasionally)

Large Muscle-Activities include, but are not limited to:

Walking and Running activities

Sport games (modified baseball, basket ball, etc.)

Jump rope

Parachute

Small muscle/Manipulative-Activities include, but are not limited to:

Lego building

Play dough

Sand castles

Making necklaces

Our Preschool Room has many objectives, one being Kindergarten readiness. We work on knowing our names, phone numbers and address. Colors, letters, numbers and shapes are also a priority. The children will be taught to speak in a respectful manner. Some other objectives include learning not to talk to strangers and other important life-long skills. We go on field trips to enrich your child about the world around them.

When your child enters the Preschool room, if they are not potty trained you will keep paying Toddler rate until your child is accident free for 2 weeks. Please contact office when you feel this goal has been met.

The School age room

In our school age room, your child will learn and have hands- on experiences with science, art, music, games, puzzles, books, computers, math and more. The school age children will take field trips and have special activities year round. Your child will be encouraged to learn and grow at their own pace. If your child needs extra help with their school work we will work with them.

School age activities

Science- Activities include, but are not limited to:

- Growing plants
- Nature walks
- Colored water experiments
- Animal day
- Zoo visits

Art-Activities include, but are not limited to:

- Collages
- Painting
- Coloring (markers and crayons)
- Cutting and gluing

Library/Quiet time- Activities include, but are not limited to:

- Book reading
- Creating stories
- Educational Television (occasionally)

Large Muscle-Activities include, but are not limited to:

- Walking and Running activities
- Sport games (modified baseball, basket ball, etc.)
- Jump rope
- Parachute

Small muscle/Manipulative-Activities include, but are not limited to:

- Lego building
- Play dough
- Sand castles
- Making necklaces

Early Years Academy

Information Updates: All upcoming events will be posted on the parent information board or near your child's room. When a child is attending a special event or field trip, a permission slip/sign up sheet will be posted.

Infants and toddlers have a daily take-home sheet. Daily sheets are available in the preschool room upon request. We encourage you to talk to your child about upcoming field trips and events.

Conferences: Conferences will be held every six months. These conferences will include a written assessment of your child's intellectual, physical, social, and emotional development. You will be informed two weeks in advance and you will then have the option to meet with your child's teacher or have a fully completed written assessment of your child sent home. If a request for a conference is needed before then please notify your child's teacher.

Behavior Guidance Plan: Our staff at Early Years Academy will model acceptable behavior and act in a manner we would like our children of today to act. Redirection is our first attempt in the behavior plan, getting a child interested in someone or something else. We will provide immediate and consistent behavior methods. Time out is given for reoccurring incidents. If your child is hurt it will be stated in an accident report which the parent must sign. In the event that a child's behavior becomes consistently un-acceptable or un-controllable, our staff, along with parents will develop a behavior guidance plan to try and solve the problem. If behavior does not change the student could be dismissed.

If a child is separated from the group 3 times or more in 1 day, the child's parents shall be notified and notation of the parent notification shall be indicted on the log.

If a child is separated 5 times or more in 1 week or 8 times or more in 2 weeks, the procedures for dealing with persistent unacceptable behavior must be followed

Full- time and Part- time hours: Part- time children may get up to 25 hrs. a week, but not exceed 25 hrs. If your hours vary week to week, you must have a new schedule to the office by Wed. Full- time children may not exceed 10 hrs. a day, your rate will be adjusted if you cannot stay under 10 hrs. a day.

Hours and Dates of Operation: Early Years Academy is open from 5:45 a.m. to 6:00 p.m. Monday through Friday, 12 months a year. We are closed on the following days: New Years day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas Day. We are also closed on Good Friday for staff in-service training. There is no reduction of weekly tuition for these days. Please note we may close for one additional day surrounding any given holiday. A note will be posted minimum of 1 week in advance for any other days closed, In the beginning of the year all these dates will be posted to give you ample opportunity to make arrangements. Also, we may be closed due to weather conditions. If these days fall during your regular scheduled times, there will not be any tuition reduction for this time and you will be charged the normal tuition.

Arrival and Departure Times: When you arrive at the center you will need an access code to enter the building. If you know you are going to be more than a ½ hr. late please notify/ call the center. Your child will be marked absent after being more than a ½ hr. late without a call and may be turned away for the day. Parents are responsible to supervise their children before they are handed off to the classroom staff member and after they have taken them out of the classroom.

Late Pick-up Fee: Early Years Academy understands that here in Minnesota you can never tell what you'll be stuck in, however, a late fee of \$5 for every 10 minutes past 6:00 will be charged.

If you are planning on having another person other than yourself or spouse pick up your child, please do not give them your code. The office must also be notified in writing, the name and relation of the person. We will let the person in after checking their Drivers License, so please let them know that they need to bring identification.

Please remember to **sign your child in and out daily**. If an unauthorized or incapacitated person attempts to pick up your child we will politely tell them to leave and/or call 911. If a child remains at Early Years Academy longer than 1/2 hour after closing (6:00), emergency contacts will be called. If no response, 911 will be called.

Clothing and Personal Belongings: All clothing, toys, and stuffed animals should be labeled with your child's name. One extra set of clothing for Preschoolers, and two extra sets of clothing for Infants and Toddlers should be kept at the center. If you choose to bring a blanket from home, please take it home on Fridays to be washed. Toys from home should be brought only on Show-n-Share day.

Early Years Academy bans guns and/or weapons on the premises. We are not responsible for any lost or damaged items.

Early Years Academy believes that kids will always be messy, and want to play with and discover messy things. We encourage play with Jello, pudding, finger-paint, shaving cream, dirt, water and mud. Please forgive us on the days that your son/ daughter comes home dirty. We will always try to have your children cleaned up before departure.

Birthdays/Holiday parties: If food is brought from home to share with other children it must be commercially prepared and packaged.

Field trips: Before your child attends a field trip, there will be a posting of where the children will be going, along with the time and date. You will also need to sign the permission slip, if the permission slip isn't signed before the field trip, your child may not attend. Please dress your child appropriately, no flip flops. Extra fees may apply. Seatbelts are used according to Minnesota State Law. All staff driving the vans have their child passenger safety training.

Illness: Early Years Academy will take every precaution possible to protect the spread of germs. All areas are cleaned off with disinfectant. Gloves will be worn when necessary. If your child does become sick and needs to be sent home, we will provide a safe, quiet spot for your child to lie down. We will first try to notify you, the parent(s). If you can not be reached, we will notify the first number on your emergency card. A note will be posted on the door of each classroom to notify if a child in that class contracts a contagious illness.

Your child should remain at home if any of the following occur:

- temp. of 100.3
- diarrhea or vomiting
- any diagnosed rash or pink eye
- sore or discharging eyes, ears, or nose
- any other unusual illness related behavior

Your child may return to the center when;

- Your child must be fever free and medication free for 24 hrs. before returning to child care.
- No vomiting within 24hrs.
- No loose BM's within 24hrs.

Please notify the center of special medical conditions, allergies, and needs.

The Department of Human Services requires that we exclude a child with an illness or condition that the Commissioner of Health determines to be contagious and a license health care provider determines has not had sufficient treatment to reduce the health risk to others.

We will follow the exclusion guidelines listed below which are taken from INFECTIOUS DISEASES IN CHILD CARE SETTINGS AND SCHOOLS: FOR DIRECTORS, CAREGIVERS AND PARENTS OR GUARDIANS, prepared by Hennepin County Community Health Department, Epidemiology and environment Health. **We must exclude** a child with any of the following conditions:

Chicken Pox: Until all the blisters have dried into scabs and no new blisters or sores have started within the last 24 hours; usually by day 6 after the rash began.

Eye Drainage: Until 24 hours after treatment begins when purulent (pus) drainage and/or fever or eye pain is present, or a medical exam indicates that a child may return.

Diarrhea: Until diarrhea stops or a medical exam indicates that it is not due to a communicable disease, Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and/ or watery, bloody, or mucus- containing stools.

Mouth Sores With Drooling: Until a medical exam indicates the child may return or until sores have healed.

Fever: Auxiliary (armpit) temperature: 100.3 F or higher when accompanied by behavior changes, or other signs or symptoms of illness. **Measure temperature before giving medications to reduce fever.**

Impetigo: Until treated with antibiotics for 24 hours and sores are drying or improving.

Lice (head): Until first treatment is completed and no live lice are seen.

Rash: Until a medical exam indicates these symptoms are not those of a communicable disease that requires exclusion (i.e., chicken pox, measles, roseola, rubella, shingles, strep throat).

Respiratory Infections (Viral): Until child is without fever for 24 hours and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as child can participate comfortably.

Ringworm (skin & scalp): Until 24 hours after treatment has started.

Scabies: Until 24 hours after treatment has started.

Signs/ Symptoms of Possible Severe Illness: Unusually tired, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs for the child; should be evaluated by the child's health care provider to rule out severe illness.

Streptococcal Sore Throat: Until 24 hours after antibiotic treatment begins and child is without fever for 24 hours.

Vomiting: Until vomiting stops. Vomiting is defined as two or more episodes in the previous 24 hours.

Medicine: In order for Early Years Academy to distribute prescribed or over the counter medicine a medication form must be signed and filled out by the parent and given to Early Years Academy. If your child is under 2 yrs. of age, a doctor's note is needed to administer medication. Any medicine brought in must be kept in the original container, labeled and given to your child's teacher. In the event of accidental poison ingestion, Early Years Academy will contact the Poison Control Center.

Procedure for administering first- aid:

- Teacher exams child.
- Teacher determines if child needs attention from a more qualified staff member. (EMT, RN, LPN, Advanced first aid, etc).
- treat child at center, if injury allows.
- if injury requires advanced medical attention, call 911 and if child needs to be transported to the hospital they would be taken to Cambridge Medical Center, Located in Cambridge MN.
- if injury can be treated at center, clean, disinfect, and cover if needed.
- inform parents, by incident report and/ or phone call.

Meals: We will provide breakfast, lunch, and an afternoon snack. These are included in your tuition. Meals will exceed the USDA requirements. Breakfast will be served between 8:00- 8:30 a.m.. A full menu will be posted monthly on the parent board. This will show what will be served each day for breakfast, lunch and snack. Parents are welcome to provide their child's meals. However, there will be no tuition deduction for providing your own meals.

Pets: Parents or guardians will be informed of visiting pets at time of admission and / or a note will be posted before a visit. All pets will be licensed and vaccinated.

Nap/Rest Policy: The state of MN requires that children (excluding school-agers) should rest for at least 30 minutes each day. This rest time will occur after lunch. If a child is not sleeping after 30 minutes they will be offered a quiet activity for the remainder of nap time.

NAP AND REST POLICY – requirements found in Minnesota Rules, part 9503.0050.

Confinement limitation: A child who has completed a nap or rested quietly for 30 minutes must not be required to remain on a cot or in a crib or bed.

Placement of equipment: Naps and rest must be provided in a quiet area that is physically separated from children who are engaged in an activity that will disrupt a napping or resting child. Cribs and cots must be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment. Cribs and cots must be placed directly on the floor and must not be stacked when in use.

Bedding: Separate bedding must be provided for each child in care. Bedding must be washed weekly and when soiled or wet. Blankets must be washed or dry cleaned weekly and when soiled or wet.

Crib standard: A crib must be provided for each infant for which the center is licensed to provide care. The equipment must be of safe and sturdy construction that conforms to the Code of Federal Regulations. Also see Minnesota Statutes, section 245A.146, for additional crib safety standards including routine crib inspection requirements.

license holder must place each infant in a crib directly on a firm mattress with a fitted crib sheet that fits tightly on the mattress and overlaps the mattress so it cannot be dislodged by pulling on the corner of the sheet. The license holder must not place pillows, quilts, comforters, sheepskin, pillow-like stuffed toys, or other soft products in the crib with the infant. (Minnesota Statutes, section 245A.1435)

Reduction of risk for Sudden Unexpected Infant Death: Pursuant to Minnesota Statutes, section 245A.1435, the license holder must place each infant on the infant's back, unless the license holder has documentation from the infant's physician directing an alternative sleeping position for the infant. The physician directive must be on a form approved by the commissioner and must remain on file at the licensed location. An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the infant is at least 6 months of age or the license holder has a signed statement from a parent indicating that the infant regularly rolls over at home.

If an infant falls asleep before being placed in a crib: the license holder must move the infant to a crib as soon as practicable, and must keep the infant within sight of the license holder until the infant is placed in a crib. When an infant falls asleep while being held, the license holder must consider the supervision needs of the other children in care when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant's face.

Placing a swaddled infant down to sleep: In a licensed setting it is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, with the written consent of a parent or guardian according to this paragraph, a license holder may place the infant who has not yet begun to rollover on its own down to sleep in a one-piece sleeper equipped with an attachment system that fastens securely only across the upper torso, with not constriction of the hips or legs, to create a swaddle. Prior to any use of swaddling for sleep by a provider licensed under this chapter, the license holder must obtain informed written consent for the use of swaddling from the parent or guardian of the infant on a form provided by the commissioner and prepared in the partnership with Minnesota Sudden Infant Death Center.

Research release: We will obtain written parental permission before each occasion or research, experimental procedure, or public relations activity involving a child. (For example we have college students that work here and on occasion would like to use your child in a child development project.)

Vacation/Sick Payment Policy: You will be allowed a one week vacation period of 5 consecutive days where you do not have to pay, after being in attendance for 52 consecutive weeks. You may not take your weeks vacation over/ around any holiday time. A two week notice is required of your child's absence. If your child is sick and cannot make it to daycare, you will not be reimbursed for the hours missed. Also, any absent days are your responsibility for payment.

Financial Policy: Payments are due on Fridays before 6:00 p.m. for the following week. If payment is not received on time a \$20 late fee will be added to your weekly tuition. A fee of \$30 will be added to your weekly bill for returned checks. If a second check is returned, you will be allowed to pay in cash only or a money order basis. A two week notice is required for leaving Early Years Academy. If at any time you fall behind on payments your child my NOT attend Early Years Academy until payment is paid in full.

MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR DHS LICENSED PROGRAMS

Who Should Report Child Abuse and Neglect

- Any person may voluntarily report abuse or neglect.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to 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

- If you know or suspect that a child is in immediate danger, call 911.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.
- 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 at 763-689-1711 or local law enforcement at 763-689-3211
- 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 the Department of Human Services, Licensing Division at (651) 431-6500.

What to Report

- 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.
- 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.
- 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, exclusive of 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 serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

MN Department of Human Services
Division of Licensing
November 2014

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 with respect to 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:

- (i) related policies and procedures were followed;
- (ii) the policies and procedures were adequate;
- (iii) there is a need for additional staff training;
- (iv) the reported event is similar to past events with the children or the services involved; and
- (v) 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 Director (name or position).
If this individual is involved in the alleged or suspected maltreatment, Asst. Director
(name or position) will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document 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 child care program and must be made available upon request.

MN Department of Human Services
Division of Licensing
November 2014

We Want Your Feedback

Please let us know anything we can do to make you and your child more comfortable. If you have any problems or concerns, please let us know right away so we can correct them. Remember we can't change if we don't know what's wrong.

Thank You,
Early Years Academy

Grievances

All grievances concerning staff members, policies or procedures should be made to the Director of the center.

If you feel the Director has not addressed your concerns you may speak with the owner, who is the highest level of authority. The Director will give your contact information to the owner who will then contact you.

If the Director of the center is also the owner of the center the lead staff or Asst. Director is who you would bring your grievance to if the Director has not addressed your concerns.

Action will be taken by the Director to address all issues brought forth by the parents.

Parents may issue a request for a conference with any party to whom they have a complaint, along with the Director. Early Years Academy will be diligent in working to find resolution to any problem or complaint brought forth.

Any other grievances concerning the facility, including any issues of abuse, neglect, or other, should be made to the following office:

Minnesota Department of Human Services
444 Lafayette Road N
St., MN 55155
(651) 431-6500

All grievances must be filed within 30 days to insure immediate attention and resolve. Complaints will remain on file at the facility for a period of five years.