



# **School Age Child Care Family Handbook**

*Providing care and enrichment activities to Helena's children since  
1992*

*Revised 8/6/2024*

## **Philosophy**

**Our purpose is to provide a safe and caring environment for school age children. We will strive to offer a variety of developmentally appropriate activities and experiences that are necessary to the child's social, emotional, physical and intellectual growth.**

## **Goal**

**To provide a safe and caring environment for children through a variety of educational and recreational activities. Activities may range from recreation and games to arts and crafts, reading, music, time to finish school assignments, and free time for children to pursue their favorite interests.**

**The Helena School District SACC Program follows the Guiding Principles for Quality Out-of-School time as set forth by the Montana Afterschool Alliance.**

### **Children's Rights**

1. To have a safe environment.
2. To use all equipment and space on an equal basis.
3. To have their ideas and feelings respected
4. To have discipline that is fair, equal, and respectful.
5. To have staff members who care about them, enjoy being with them, and help them learn and grow.

### **Children's Responsibilities**

1. To learn the rules and accept the consequences for their actions.
2. To respect the rules that guide them during the school day; to control their feelings so their actions do not harm people or school property in the program.
3. To always remain with the group and supervisor.
4. To return materials and equipment to the place they found them for other children to find, before taking out a new activity.
5. To check in and out on a daily basis with the site manager.

### **Parent's Rights**

1. To know their children are in a safe environment.
2. To share concerns with staff about anything they do not feel is in the best interest of the child(ren).
3. Parents may report suspected licensure violations to MTDPHHS @ 406-444-1954.
4. To know about their child(ren)'s behavior. If there is a concern, spend time talking with the staff about a solution.
5. To know if their child does not report to the program as intended.

### **Parent's Responsibilities**

1. To notify SACC if a child will not attend.
2. To notify SACC when another authorized person is picking up the child.
3. To pay fees on time.
4. To keep the child(ren)'s records up to date with changes to phone numbers and addresses.
5. Parents must come inside the building to sign out their child.
6. To pick up children on time.
7. To tell the SACC Site Manager if the student needs special attention which may not be indicated on their form (*ie*: a special crisis time in the child's life, a death in the family,

medication the child is taking, etc.)

8. Changes to schedule must be made in writing by the 10th of the month preceding the change—to facilitate billing. You may email [jmerrill@helenaschools.org](mailto:jmerrill@helenaschools.org) with changes.
9. Parents are responsible for following SACC Program Handbook policies and procedures.
10. Parents/guardians are responsible for respectful communication with staff and children.
11. Parents/guardians will keep informed by checking parent information board and checking their email. Parents/guardians are encouraged to communicate with staff on a regular basis. Conferences may be scheduled with the site manager and/or SACC Director at the parent's request.

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## Locations & Contact Information

- Kirstan Roush, SACC Coordinator  
406-324-1260  
[kroush@helenaschools.org](mailto:kroush@helenaschools.org)
- Jamie Merrill, SACC Billing Specialist  
406-324-2119  
[jmerrill@helenaschools.org](mailto:jmerrill@helenaschools.org)
- Candace Seliskar, SACC Best Beginnings Scholarship Specialist  
406-324-2119  
[cseliskar@helenaschools.org](mailto:cseliskar@helenaschools.org)

HSD School Business Office

1325 Poplar St.  
Helena, MT 59601  
406-324-2044

## School Year Locations

Bryant Elementary SACC 324-1221  
Broadwater Elementary SACC 324-1129  
Central Elementary SACC 324-1236  
Four Georgians Elementary SACC 324-1328  
Hawthorne Elementary SACC 324-1382  
Jefferson Elementary SACC 324-2077  
Jim Darcy Elementary SACC 324-1405  
Kessler Elementary SACC 324-1692  
Rossiter Elementary SACC 324-1494  
Smith Elementary SACC 324-1556  
Warren Elementary SACC 324-1626

## Summer Program Location

The SACC Summer Program location is determined on an annual basis prior to summer registration.

## Licensing

The SACC Program is licensed by the Montana Department of Health and Human Services as a childcare center. Our programs meet or exceed all regulations established by MT DPHHS. For more information please visit:

<https://dphhs.mt.gov/hcsd/childcare>

## Program Description & Calendar

The SACC program offers quality childcare services before and after school for students in Kindergarten through 5<sup>th</sup> grade. Students must be enrolled in the Helena School District. Summer programs are offered to children going in to 1<sup>st</sup> through 6<sup>th</sup> grade.

### Schedule 2024-25

The SACC Program will serve children during scheduled school days and most major breaks and holidays. Separate registration and prepayments are required for each school break and holiday care. For further information, contact Kirstan at [kroush@helenaschools.org](mailto:kroush@helenaschools.org)

SACC Full Day Programs are:

Full Day Programs for the 2024-25 school year: October 17, 18, December 23, 26-31, January 2, March 31- April 4.

SACC *does not* provide programs on the following recognized holidays or in-service days:

September 2, November 27-29, December 6, 24, 25, January 1, 20, 27, February 17, May 2 open for am care only, May 26.

The last day of Before and After School SACC care will be June 10, 2025. SACC will operate noon-4pm on June 10<sup>th</sup>.

### Sample Daily Schedule

Morning SACC is located at Broadwater, Central, Jefferson, Jim Darcy, Rossiter (Activities and times may vary)

7:00-8:15 Greet children, quiet activities

8:15-8:20 Outdoor play (weather permitting) and indoor free choice activities

8:30 am Dismissal to class

Afternoon SACC (Activities and times may vary)

3:15-3:30 Greet Children, attendance (On Professional Release days SACC will be available for currently enrolled and scheduled students from 2:30-6).

3:30-4:30 Outdoor play, snack, circle

4:30-5:30 Homework Help, enrichment activities, free choice centers

5:30-6:00 Free Play; group games; cleanup

6:00 pm Program Closes

### Emergency Cancellations or Delays

If a school calls an emergency closing due to emergency conditions (including severe weather, public disaster or building issues) and must close the building early, the SACC Program will not operate for that day. The school administration will notify you and you must make arrangements to pick up your child from the school at that time.

In the event of an emergency that requires the school to be evacuated during SACC hours, SACC staff will escort children off the school grounds if instructed by Emergency



Responders or District Personnel. Permission is granted by signing the Emergency Contact form.

## Registration Process

Registration for all SACC programs is completed through our online registration portal. Visit [www.myprocare.com](http://www.myprocare.com) to re-register or click on the link for your school on the SACC page of the Helena School District website. Each site will maintain a waiting list and contact applicants as space becomes available. No drop-in services are available. No partial monthly schedules are available. Our shortest contract time is one month.

Families who need access to a computer to complete registration, or who would like assistance with completing registration may contact Jamie at [jmerrill@helenaschools.org](mailto:jmerrill@helenaschools.org).

Along with online registration parents must fill out the following forms before the first day of attendance: Emergency Contact Form, SACC Registration form, and Income Eligibility Form. Please see the Site Manager at your school to pick up the forms. SACC also needs a copy of the student's immunization record. Please see <https://dphhs.mt.gov/hcsd/childcare> for a list of immunizations needed for child care. SACC students and families will also review and sign the SACC Behavior Expectations Agreement.

## Tuition & Other Program Costs

### School Year Tuition Rates

Tuition rates are based on an annual tuition fee that is divided into 9 equal monthly payments. Some months contain more/less program days, but the monthly tuition amount remains the same. Payees of accounts will receive a statement via their registered email address.

There is no tuition adjustment due to holidays, emergency closures, vacation, or child absence/illness. Tuition payments are non-refundable. Tuition is paid in advance of care and is due the 1<sup>st</sup> of each month (example: by December 1 for the month of December). A late fee of \$20.00 will be assessed for payments not paid in a timely manner. If payment is not received by the 15<sup>th</sup> of the month service will be discontinued. ***Abuse of Payment policies may result in immediate suspension of services. Past due accounts will be turned over to a collection agency. Once turned over to the collection agency, registrations will no longer be accepted.***

Annual registration fee per child ..... \$25.00

**Monthly Fees:** (August is included with the September invoice and June is included with the May invoice)

Combined Before & After-school Program

2 days per week (*TTH only*).....\$105.00

3 days per week (*MWF only*)..... \$182.00

4-5 days per week (*M-F*)..... \$266.00

(additional siblings qualify for a 10% discount- \$240)

After-school Program Only

2 days per week (*TTH only*).....\$115.00

3 days per week (*MWF only*) ..... \$146.00

4-5 days per week (*M-F*)..... \$216.00

(additional siblings qualify for a 10% discount- \$195.00)

Before School Program Only

2 days per week (*TTH only*).....\$58.00

3 days per week (*MWF only*).....\$96.00

4-5 days per week (*M-F*)..... \$104.00

(additional siblings qualify for a 10% discount- \$94.00)

School Out Days .....\$48.00 per child per day

School District No. 1 Status is: 501c (3) tax exempt organization.

Tax ID # 81-6000557

### **Best Beginnings Scholarship**

In order to maintain a sustainable and quality program, the district requires families who believe they may qualify for scholarships to initially contact Child Care Connections (CCC) at 406-587-7786 and start an application. CCC will determine eligibility and will determine financial assistance for their funding. The parent is responsible for the full amount of the bill until all paperwork is completed and coverage has been approved by CCC. Scholarship families are required to report change of sites for full days to their case worker or risk being billed the daily rate. Parents may be required to contribute a co-pay towards the subsidized childcare services that are paid directly to SACC.

### **Tuition Payment Policies**

The SACC program relies on your timely payments to provide services for all students and to meet our obligations to employees, suppliers, and the public. The employees have an obligation to communicate with parents and the public with respect and professionalism. You may contact the SACC office at 324-1260, or email at [kroush@helenaschools.org](mailto:kroush@helenaschools.org) concerning financial policies, payment arrangements or other concerns.

- Billing is created on the 15th for the following month based on your child's schedule.
- Payment is due by the 1st of the month starting September 1, 2024 through May 2025. No exceptions to this policy.
- If child's first day of attendance is after the 1st, payment is due upon receipt of invoice.
- Statements are emailed monthly. Please save your monthly invoices for tax documentation.
- If payment is not received by the 15th day of the month, child care services will be suspended until the delinquent payment is made.
- A late fee of \$20.00 will be assessed.
- Returned checks are subject to a \$30 charge and payments must be made in cash, credit card or cashier's checks thereafter. Your banking institution may charge a fee for returned checks.
- Failure to pay will result in referral of the parent to collections.
- No credit or refund is given due to absence, illness, or vacation.
- Split billing will be on a case by case basis. Please contact Jamie at [jmerrill@helenaschools.org](mailto:jmerrill@helenaschools.org) for additional information. A split account enables each parent to have a separate account, with their unique username and password, connected to the same children. Each account holder will also have access to separate statements reflecting the payments that they make, as well as separate statements for tax purposes. Please note that no matter who is responsible for payment, a child cannot continue to attend the program if an unpaid balance remains on the account beyond 10 days.

## **Custody Arrangements/Shared Parenting**

We recognize that some students have non-married parents or have experienced divorce and/or separation. In order to provide the best possible care for your child it is important that we be able to maintain good relations with all of the significant adults in their life. SACC staff are not permitted to prevent a parent from picking up or interacting with a child at SACC without clear, official legal documentation.

Parents must provide:

- Legal court orders identifying custody arrangement (if applicable)
- Legal protective/restraining orders (if applicable)
- Which parent to contact first for general questions and in the event of an emergency
- Whether duplicate program information should be sent to both parents
- Which parent will pick up the child, and on which days

## **Payment Methods**

1. Log on to your account at [www.myprocare.com](http://www.myprocare.com) to pay by credit/debit card.
2. **Check, Cash or Money Order:** Checks, Cash or Money Orders may be dropped off or sent to the HSD Business Office, 1325 Poplar St, Helena, MT 59601.  
*Please Note:* We do not accept payments at the site. The SACC Program does not use auto pay.

## **Tuition Statements, Receipts & Tax Statements**

Account statements, receipts, and flex spending account documentation is available any time by logging in to [www.myprocare.com](http://www.myprocare.com). For best results, please save your monthly invoices for tax purposes. SACC does not print out and provide tax statements.

Tax ID # 81-6000557

## **Staff**

All staff are carefully screened by the Helena School District and fingerprinted for clearance by the State Department of Justice and the Federal Bureau of Investigation (FBI). People are hired based on combined education and experience that demonstrates strong understanding and sensitivity to the educational and social needs of school-aged children. Staff members are responsible for creating and implementing age-appropriate activities for the children in their program. Staff members are CPR/First Aid certified as well as participate in at least 8 hours of annual training.

## **Full Day SACC**

SACC offers optional care from 7am until 5:30pm on most scheduled days when school is not in session (some holidays, teacher in-service, part of winter and spring breaks). An additional fee is charged, and the Full Day Programs are open to all HSD K-5 students when possible. Pre-registration and payment is required. Please watch for notifications at

your SACC Program and on the SACC page of the District website. Full Day SACC tuition payments are non-refundable.

### **Arrival & Departure**

In order to ensure each student's safety, expectations for arrival and departure are identified below.

- Parents/guardians, or other authorized persons, are required to sign the child in and out of the program. All authorized persons must be at least 16 years old.
- A child may not arrive or leave from the program alone.
- Children may not be dropped off at the entrance of the building or be sent inside alone.
- A child will not be released to anyone other than the custodial parent, guardian or a person authorized by the parent/guardian on the registration form or in writing.
- Parents/guardians and authorized persons should be prepared to show identification when they pick up a child from SACC.

### **Late Pick Up**

Any child brought to a site or left at a site outside of operating hours will result in additional billing. More than three infractions will result in termination of services. Early drop off or late pickup will result in a fee of \$10.00 for every 5-minute increment.

### **Absences & Withdrawals**

#### **Reporting a Child's Absence**

- Parents must notify the child's SACC location - in addition to notifying the school office – when a child is absent.
- If the parent calls the site phone number and does not get an answer, they should leave a message with complete information including parent's name, child's name and date and dates child will be absent.
- *Morning SACC* : If a child who is scheduled to attend the morning session does not arrive, it is assumed that the parent/guardian has chosen not to bring the child to the program that morning.
- *Afternoon SACC* : Unless notified in advance by the parent/guardian, all children scheduled for the afternoon session are expected.

**Please note if your child misses 5 consecutive days without contacting the SACC office your child's position will be forfeited.**

## **Withdrawing from SACC**

When enrolling in any SACC Program, it is expected that your child will be in attendance for the entire school year. However, if for some reason, you must take your child(ren) out of the program before its completion you must notify the SACC Office in writing of the schedule change in writing by the 10<sup>th</sup> of the month preceding the change. You may email Jamie at [jmerrill@helenaschools.org](mailto:jmerrill@helenaschools.org) with changes.

## **Field Trips**

Field trips off campus during the school year's after-school hours will be announced at least two weeks prior to the field trip. Parents are required to sign a notice regarding the field trip's itinerary as acknowledgement of the field trip date, time, and location. Any field trip requiring transportation will be provided by the School District Transportation Office or the district's contracted bussing service.

The SACC Program provides many opportunities for children to explore their community and out of town sites of interest. In order for our program to provide quality care and enrichment, it is critical that on dates when field trips occur that all children participate and therefore no on-site care is provided for those not wishing to participate in any given off campus activity.

## **Behavior Guidance & Management**

The SACC program environment is one where a large number of students of varying ages are participating in a wide variety of activities, often in one large space. The program is based on student choice and typically students will choose from among 2-3 activities for any time period. The environment can be loud and is often very stimulating.

## **Expected Behavior at SACC**

Children are entitled to a safe, pleasant, and harmonious atmosphere. Program staff will discuss the behavior expectations with all children. Children and their parents/guardians will sign the SACC Behavior Expectations Agreement each year. We appreciate your assistance in reinforcing the importance of safe, respectful, and appropriate behaviors. Unacceptable behavior will be cause for dismissal from the program. If a child is chronically disruptive to the functioning of the program, their enrollment may be terminated upon the recommendation of the staff after reasonable effort to integrate the child into the program. Please refer to the SACC Behavior Expectations Agreement for further details.

## **Program Activities**

Program staff plan activities with input from children and staff members. Activities are planned according to best practice standards, student interest and include choices that are age and developmentally appropriate. Participation will be according to student selection most of the time. However, there will be activities planned that children may be expected to participate in, such as homework time, whole group activities, special

speakers or field trips. The extent of their participation will depend on their interest and developmental level.

### **Cell Phones & Electronic Devices**

Students are permitted to use electronic devices such as tablets, cell phones and wearable technology ONLY during identified days and times and only as long as the use is not disruptive to the activities in the program. Please see your Site Manager for information on when electronic devices may be used in your SACC program.

Parents should not rely on cell phones as a method of communication with their child while the child is in the program. The best way to reach your child is by calling the program directly. Wearable technology may be worn by students during program hours but may not be used for making or placing phone calls or texts without permission from SACC staff. Inappropriate use of electronic devices will result in removal of that device from the student and a requested conference with the parent/guardian of the student. Students may NOT use electronic devices to take pictures, videos, or audio recordings of other students or staff in the program, even if the other student gives permission. The SACC Program is not responsible for the loss or damage of any electronic device a student brings to the program. Please see the District elementary handbook for more information.

### **Personal Items from Home**

Students are discouraged from bringing toys from home except for identified occasions such as “share days”. If a student does bring toys/games from home, please be aware that they will be asked to store the item in their backpack. SACC is not responsible for lost, stolen or damaged items brought from home.

### **Immediate Removal**

The SACC Program reserves the right to immediately remove a SACC participant from the program at any time who poses a continuing danger to property or persons and/or whose behavior presents an ongoing threat of disrupting the safety and wellbeing of any or all members of the program or the community in which the program interacts. The parent/guardian will be contacted and asked to remove the student from the program immediately.

After this removal, program services may be suspended for up to three program days without notice. During this time SACC staff and administrators will investigate the incident that prompted the immediate removal. A SACC administrator will make a determination as to whether the student can safely return to the program. The SACC Program does reserve the right to discontinue service if the student has shown that he/she cannot participate in the program without the risk of disrupting the safety and wellbeing of other program participants and staff.

### **Suspension of Service**

The SACC Program reserves the right to suspend services for up to three program days as a result of the disciplinary process or if a student is immediately removed from the program. Tuition will not be adjusted due to a suspension of service. A parent conference may be requested at the time of suspension.

## **Termination of Service**

The SACC Program reserves the right to terminate services as a result of the disciplinary process or as a result of the investigation following an immediate removal incident. Tuition for the service period during which the incident occurs will not be refunded, however any service periods that have been paid in advance will be refunded to the payee

## **Health, Wellness & Nutrition**

A staff person trained in First-Aid and CPR is on duty at all times.

### **Health Concerns and Illness**

A person trained to recognize the common signs of communicable disease or other illness shall greet each child daily as they enter the group. The following precautions will be taken for children suspected of having a communicable disease or illness.

Parents/Guardians shall be notified immediately if a child displays any of the symptoms of a possible communicable disease. A child with any of the following signs or symptoms shall be isolated immediately and must be picked up by a parent/guardian as soon as possible:

- Diarrhea
- Severe coughing
- Difficult or rapid breathing
- Yellowish skin or eyes
- Conjunctivitis (pink eye)
- poor food or fluid intake
- Temperature of one hundred degrees or more
- Stiff neck
- Untreated infected skin patches
- Unusual spots or rashes
- Sore throat or difficulty swallowing
- Vomiting

A child suspected of having a communicable disease shall be isolated from the rest of the children in a space monitored by SACC staff. Please do not bring children to SACC in the morning if they exhibit any of these signs or symptoms until you have a doctor's verification that your child does not have a communicable disease or illness.

Parents need to keep the child home for 24 hours after any of the above instances or antibiotics have begun. For more information and policies please visit:

<https://dphhs.mt.gov/hcsd/childcare>

### **Medications**

The program staff will administer medication to a child only after the parent/guardian and physician complete a complete Medication Authorization Form. All sections must be completed and the medication given to the site manager. Medications will be stored in a designated area inaccessible to the children. Medication may not be stored in the child's backpack. All medications will be kept in a place inaccessible to children.

● Prescription medications must be in their original container with the prescription label identifying the child's name and dosage amount. The medication will be administered in accordance with the instructions on the label. SACC staff will not administer



medications that have expired.

- Over the counter medications must also be administered in accordance with written instructions provided by a physician on the Medication Authorization Form.
- Non-Ingestible Over the Counter Medication Authorization Form is used for sunscreen and other topicals.

### **Use of Inhalers for School Age Child Care Students**

School age children who have been prescribed an inhaler may carry their inhaler on their person provided the following procedures are followed:

- The inhaler has all required prescription information on the label of the inhaler including the child's name and dosage.
- A Montana Authorization to Possess or Self-Administer Asthma, Severe Allergy, or Anaphylaxis Medication Form has been completed and signed by a doctor.

Our preference is that the student does not carry their own inhaler and that it is stored with other medications in a designated and locked area.

### **Safety**

Safety is the highest priority of the SACC program. Many of the program policies and practices are designed to prevent safety concerns. There are regularly scheduled emergency drills; a plan is on-site explaining action to be taken in case of fire, severe weather alerts or other emergencies. Written reports will be filed on all accidents/incidents.

### **Injury or Illness**

In the case of a minor accident/injury staff will administer basic first aid, contact parents if necessary, log injury on form, and follow up with written reports and licensing as needed.

In case of a severe medical emergency:

**Step 1:** The School-Age Child Care Staff will assess the situation, call 911, and apply First Aid or start CPR.

**Step 2:** SACC staff will call the parents. If neither parent can be reached, the alternative emergency numbers will be tried, (for example: grandparents, neighbors, close friends).

**Step 3:** As needed the student will be taken by ambulance to the emergency room at St. Peter's Hospital at the parent's expense.

**Step 4:** SACC's responsibility ends when the student has been transported to the emergency room at the hospital. SACC will log injury, write reports and notify Child Care Licensing.

### **In Case of Poisoning**

The staff will immediately contact Poison Control (1-800-222-1222) and follow their instructions. Parents will be notified by additional SACC staff simultaneously as the call is placed with Poison Control.

## **Lunches, Snacks & Nutrition Information**

Nutritious snacks or light meals are served in afternoon sessions. During Full Day programs a light breakfast and afternoon snack are served. SACC follows guidelines set forth by the Child and Adult Care Food Program (CACFP). Menus are posted on the Parent Information Board at each site. If needed, nutritious snacks or breakfast items may be brought from home as a supplement to the foods offered. Please help us keep food costs low by filling out the Income Eligibility Form.

### **Meal Requirements**

Unless otherwise notified, parents are responsible for providing children with a nutritious lunch and drink on all Full Day SACC and Summer Program days.

Refrigerators and microwaves are not available for storing or heating lunches.

### **Food Supplements and Modified Diets**

If a child requires a food supplement or modified diet, written information from the physician is needed and parents may be asked to provide the supplement or foods that are appropriate for the child. Please fill out the Medical Statement to Request Special Meals and/or Accommodations.

## **Students with Special Needs**

To ensure optimal care for students with special needs, SACC requests that parents share all pertinent information regarding the student's needs. This could include information regarding physical, emotional, or behavioral needs, medications, allergies, or any other special circumstances. All information shared with program staff or contained in program files will remain confidential. All efforts and reasonable program accommodations will be made to meet the needs of the children enrolled in the SACC Program. We work to ensure that accommodations provide successful participation in our programs, while not fundamentally altering the nature of our programs and services. All children must follow the SACC rules and adhere to the SACC Behavior Expectations Agreement.

## **Summer SACC**

SACC is pleased to offer full day programs during the summer break. The Summer SACC program is held in a selected school building and includes exciting opportunities such as swimming, weekly field trips, guest speakers, special events, and engaging curriculum activities.

Registration usually begins in late April. Please visit the SACC page of the District website for details on location and registration information.

### **Summer SACC Program Description**

Summer SACC is offered up to ten weeks each summer, depending on the school calendar. The program operates from 7am until 5:30pm Monday through Friday throughout the summer.

All summer programs are offered on a first come, first served basis.

### **Summer SACC Sample Daily Schedule**

7:00-9:00 Greet children, set-up, quiet activities, breakfast, outside play, inside play and activities

9:00-11:00 Circle and whole group/theme activities, craft projects, guest speakers

11:30-1:00 Lunch, group projects, prepare for swimming or off-site activity.

1:00-3:00 Swimming or other on-site activities  
3:00-5:15 Return to site, afternoon snack, quiet activities or outside play  
5:15-5:30 Clean-up, group activities

## Addressing Concerns

It is our hope that SACC will meet the needs of parents and students through daily communication. If there is a problem that needs further attention, parents should take the following steps:

- Request a formal conference with the Site Manager at the site
- Request further discussion with the SACC Coordinator

## Non-Discrimination 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, disability, age, 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: [USDA Civil Rights](#).

This institution is an equal opportunity provider.

If you believe that you have been discriminated against because of race, color, national origin, age, disability, and sex, you have a right to file a complaint:

### [How to File a Complaint](#)

or you may contact:

Patty Butler, Chief

Early Childhood Services Bureau

DPHHS, P.O. Box 202925

Helena MT 59620-2925

or call toll free 1-888-307-9333

