



Westwood

Preschool

Parent Handbook

The purpose of Westwood Preschool is to provide opportunities for children to learn and grow socially, emotionally, physically, intellectually and spiritually in God's grace, poured out to them through people and programs that foster and nurture God's love for them.

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PARENT HANDBOOK INFORMATION

Our Statement of Christian Values

Westwood Preschool is a Christian preschool affiliated with Westwood Community Church. The teaching staff strives to teach the values of the Christian faith to the children through guided conversation, spontaneous teachable moments, Bible stories and songs. The teachers pray with the children and model Christian attitudes and outlooks in their daily classroom activities. We support learning by helping children to grow socially, emotionally, physically, intellectually while weaving in spirituality throughout the day.

We Believe

We believe every child is a gift from God. He has blessed each one with unique qualities that deserve affirmation and celebration. We consider it a privilege to be a part of the forming and shaping of the delicate lives of children and recognize our role in serving both our children and families in ways that will honor God.

We believe that the motivation to learn is intrinsic in every child. We view learning as an interactive process and that children acquire knowledge about themselves, each other and the world in which they live through active exploration with other children and through the guidance of skilled, devoted teachers.

We believe that play is the primary vehicle for learning. During the preschool years we recognize the value in providing experiences where children can enjoy activities relevant to their interests and developmental needs.

We believe in encouraging a spirit of cooperation. All social interactions are viewed as opportunities for learning to care about one another and ourselves.

Our Goal

Westwood Preschool strives to maintain the highest standards of quality through continual professional development in the areas of curriculum design and implementation and through assessment to support social, emotional and behavioral development. Several tools are used: NAEYC standards, Minnesota's Early Learning Standards, Creative Curriculum Goals and Objectives, Early Childhood Indicators of Progress and Handwriting Without Tears. These resources are referenced for program planning and evaluation on an on-going basis. We invite families to be involved and informed about curriculum, assessment and goals for their child and welcome open communication through email, phone, or by appointment.

Westwood Preschool is licensed by the Minnesota Department of Human Services to meet the needs of children ages 3 to 5 with a maximum capacity of 100 at any time. Children must be at least 33 months and toilet trained to enroll. In the event of a toileting accident, administrative staff will change the student's clothing. We are dedicated to serve all children, regardless of their race, creed or religious affiliation. We will enroll children with special needs if we can safely and proficiently meet the child's needs through an individual child care plan (ICCP) as stated in Minnesota Rule 3. Questions regarding licensing can be directed to the licensing division of the Department of Human Services at 651-431-6500.

As a child care provider, we continually monitor the development of all children in our care through ongoing observation and recording. We want the best outcomes for all children. Child care providers are considered a primary referral source for early intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible, but in no case more than seven days after identification. While this is a mandate, we want to keep open communication with parents and caregivers about their child and any concerns we have before a referral is made. We can assist the parent with the referral or partner with them in the referral process.

Westwood Preschool is accredited by the National Academy of Early Childhood Programs; a voluntarily comprehensive process of internal self-study and improvement. NAEYC Accreditation is a mark of quality.



A Day at Preschool...

Each day offers purposeful and productive time carefully planned and implemented by qualified staff.

A good preschool day begins at home.

- Children will be most ready to learn and have fun if rested, nourished and comfortably dressed. Washable play clothes (we do get messy here!) and tennis shoes are best for our active program.
- Please label clothing, coats, boots, hats, mittens, etc. to assist in managing the many items handled throughout the day.
- Boots and snow pants will only be needed on specific days as requested in advance by the teacher.
- Bug repellent or skin protection with a recommended UVB and UVA protection of SPF 15 or higher can be applied at home prior to arrival at school.

Daily events occur in a predictable order in the classroom and include the following elements:

Group Time: Music, calendar, weather, literature, theme introduction, and sharing time are some components of this time used to develop language, listening, turn-taking, problem-solving and social skills. Bible stories and prayer are also part of group time experiences.

Learning Environment: There are many resources utilized to support the developing child. Some of the enrichments used are: music & movement, dramatic play, creative art, math & science discovery, language & literacy, dramatic play, manipulatives, blocks & construction and sensory play. There are teacher-led learning activities and self-directed options during free choice time. Our curriculum allows for us to plan for adaptation to ensure the curriculum is accessible for all children.

Large Muscle Activities: When weather is favorable, children will enjoy our outdoor playground. We utilize our large muscle room once we experience cold weather. We bring out the parachutes, tumbling mats, balls, scooters, and trikes for free-play and teacher facilitated activities. Music and movement are also experienced for added exercise.

Snack Time: A whole grain snack along with juice or milk (1%) are provided by the preschool as regulated by the Minnesota Department of Health. Two food groups are always served at snack. Peanut butter or foods containing nuts are avoided due to allergies. Specific adjustments will be made to insure safety for children with severe allergies and food sensitivities. Photo documentation of children with severe allergies will be posted for teachers in each classroom and food preparation area. No treats, treat bags or latex balloons may be shared in the classroom in accordance with our safety-first philosophy.

Chapel: Held weekly on Wednesdays at the beginning of each session, the entire group gathers for lively worship through music and movement followed by a brief age-appropriate message related to the Fruit of the Spirit. Puppets are a big part of learning stories throughout the Bible. A monthly newsletter will be sent home to expand on each attribute presented. We encourage parents to talk about the material sent home to help enhance learning.

Program Information

Class times

Morning classes from 9:00 AM – 11:30 AM

Afternoon classes from 12:30 PM – 3:00 PM

Full Day class from 9:00 AM - 3:00 PM

Class Options

2 Day morning or afternoon: M/W 3 yrs.

3 Day morning or afternoon: M/W/F 3, 4, 5 yrs.

4 Day morning or afternoon: M/T/W/F 4.5-5+ prekindergarten only

3 Day Full Day: M/W/F 4.5-5+ prekindergarten only

Enrollment

Enrollment opens in early February. Please watch your email for notification of a specific date. If demand exceeds openings, a random selection process will be used in accordance with our spirit of non-competition. Every effort will be made to accommodate enrollment and waiting lists will be maintained. All paperwork must be completed and returned along with full payment of fees for enrollment to be complete and placement secured in the program. If you have preferred family terminology or a language preference for words used in your home, please inform the Westwood Preschool staff at the time of enrollment.

Tuition

The **first month's** tuition must be paid in August to ensure fall enrollment. The remaining 8 payments are due the first week of each month: October through May. We highly encourage payment through our *Electronic Funds Transfer* option. For other payment options please contact the preschool office. If monthly tuition payments exceed a three-month nonpayment period, the student will be unenrolled from Westwood Preschool.

Fees

All fees are NON-REFUNDABLE. Enrollment is for the full nine-month school term. Thirty days' notice is required prior to withdrawing a child. Tuition is not deducted for holidays, illness*, vacations, extended absences, weather related closings, or un-anticipated church events such as a very large funeral. There is an annual fee of \$60 for registration and \$40 activity fee per child. Registration is done through the website. Contact the preschool office at 952-224-7449 to schedule tours or for more information about our preschool.

***COVID-19 Update for Fees and Tuition**

If our entire school closes due to mandates by the state, tuition will be reimbursed for the days missed. If an individual classroom is closed due to a student or staff person testing positive for COVID-19 and the classroom needs to close for the mandated number of days required by the state, tuition will be reimbursed for the days missed. If a person living in your household tests positive for COVID-19, the student is required to quarantine for the recommended number of days set by the CDC. Tuition will not be reimbursed during this time. (8/2020)

Forms

The state requires the following to be on file for each child **PRIOR** to participating in preschool:

***Child Information Summary;** filled out annually with required signed consents.

***Health Care Summary;** required for first year students only; provide form for returning students if there have been updates. Form to be completed and signed by the child's physician.

***Immunization Record;** required for first year students only; provide form for returning students if there have been updates. "Under Immunized" children must have forms notarized per the Minnesota Department of Health.

***ICPP; Individual Child Care Program Plan with Severe Allergies/Allergies;** for children with Epi-pens or medicines kept on-site. Medications must be in original containers with pharmacy labels clearly identifying child's information. Forms are available on the website or paper copy in the preschool office.

Calendar Information

Westwood Preschool most closely follows Eastern Carver County (District #112) school district's calendar. Please note there are variations to complete the appropriated number of days for the year. The entire calendar is available on the website. Newsletters, emails, and the website at www.westwoodpreschool.org provide added reminders.

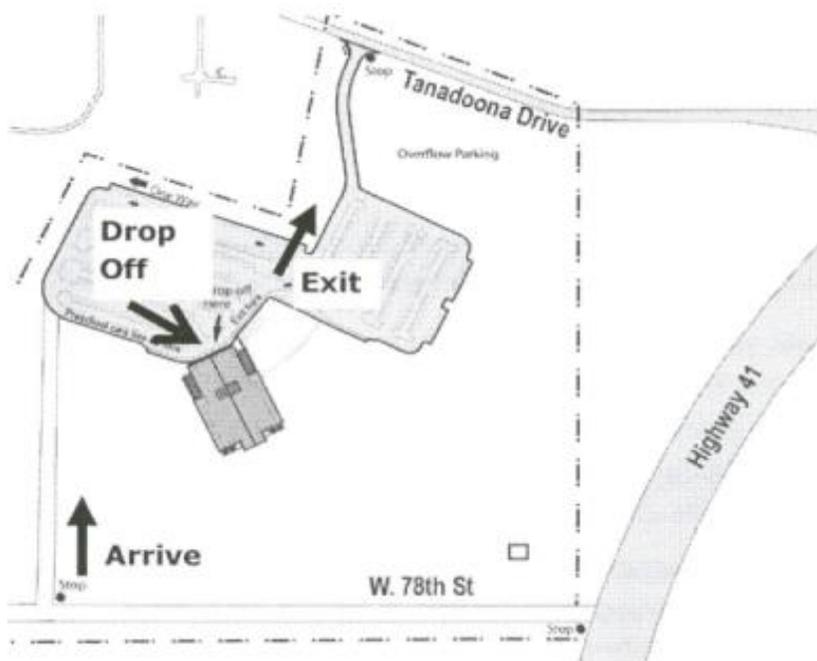
Carline Procedures

Please see updated carline procedure information for the 2020-2021 school year in your parent/teacher information packet. (8/2020)

Drop off

1. Drop off begins at 8:50 AM / 12:25 PM. We encourage parents to not let idle vehicles while waiting for carline to begin. Preschool staff will be stationed at the upper level entry to receive the children curbside from their car.
2. Parents are to enter the campus on West 78th Street and proceed carefully along the sidewalk toward the front entrance. Pull up closely to the curb.
3. The first 4-6 vehicles will be assisted by staff. Vehicles must be occupied during this process. If coming in to the preschool, please do not walk through the carline for safety purposes.
4. Greetings will be extended in this brief transition time. For more extensive communication, please send in a note, email, or call so we can assist in any way needed.
5. Children will be assisted from the passenger side of the vehicle only. Self-help skills are encouraged to minimize the need for lifting children. For those needing extra assistance, parents and staff will develop an alternate plan.
6. Children will be taken by the hand to a classroom specific doorway where a teacher will record attendance and monitor for safety. Once carline is complete, children will walk downstairs as a group with a teacher at the beginning and end of each line for close supervision.

TANADOONA must be used to exit the campus to prevent collisions. Please be diligent in this practice and advise others that may be providing transportation for your child.



Pick Up

1. Children will be brought upstairs with their classroom group and settled in the entryway while waiting.
2. Staff members will use two-way radios to announce the first 4-6 children in line; identified by preschool sign in the window of the vehicle.

3. Children will only be released to parents or those with written permission given in advance. Car signs must be present, or identification will be required.
4. A staff member will take the child (ren) by hand to the car, open the door and see them safely inside.
5. In the event of a delay in picking up, children will be brought to the director's office at 11:45am / 3:15pm. If unable to reach a parent, emergency contacts will be called for assistance.

In the event of a funeral or church special event, the lower level entrance may be used for carline. Website and email notification will be provided with specific information pertinent to that event.

Lunch Bunch

At this time, we will not be able to offer Lunch Bunch as we are not able to mix groups of children. (8/2020)

Children can enjoy Lunch Bunch from 11:20-12:45 on Monday, Wednesday, and Friday. Sign-up forms will be sent home in the preschool folder. Sessions will be as follows: September/October, November/December, January/February, March/April/May. To sign up, complete the form with requested dates and return to preschool along with payment. A confirmation of reserved dates will be sent home for reference. Space is limited, so please verify with your confirmed sheet before sending a lunch with your child. Send a bag lunch, clearly labeled with your child's name (non-refrigerated and nut free please). Milk (1%) and water are provided. Cost is \$9 per day, drop-ins are welcome for \$11 per day but must be approved for space availability at 952-224-7449. Lunch Bunch fees are non-refundable. If your child is unable to attend a specific day we will offer an opportunity to make up one missed date limited to one time per session (i.e. September-October session) but, please call to confirm availability in advance.

Lunch Bunch Drop-off and Pick-up

Afternoon students coming early for Lunch Bunch should be in the carline to drop-off their child (ren) between 11:20 and 11:25. If there are cars already in line for morning pickup please use caution, go around them and pull up to the front doors. Two staff members will receive children and bring them downstairs. Morning students remaining for Lunch Bunch will be brought upstairs for carline pickup at 12:45. Afternoon students will be accompanied to their respective classes. Please note that there may still be cars in the line for afternoon drop-off.

School Cancellation

Westwood Preschool follows the weather-related cancellation policy as implemented by Eastern Carver County Schools (District #112).

- In case of inclement weather, please listen to KTIS (98.5 FM) or watch WCCO for details. The websites for Westwood Church and Preschool will also have updates. Even if school is in session we encourage parent's discernment on driving conditions.
- If there is a late start due to weather, there will be no morning preschool programming.
- If there is an early dismissal announced prior to start time, there will be no afternoon preschool.
- Early dismissals announced while at preschool will be informed by email; phone contact as able.

While it is Westwood's intention to maintain the integrity of the preschool schedule, there may be a rare occasion of a large-scale event that would cause the preschool to cancel. Advance notification would be done via email and website.

Parent/Guardian Involvement

At this time, we will not be able to have parents visit the classrooms while preschool classes are in session. You will be notified if this restriction is lifted. (8/2020)

Westwood Preschool encourages an open-door atmosphere for parents/guardians. It is our goal to establish relationships with each family, walk alongside them and support them in nurturing their children during these important preschool years. Parents or legal guardians of a child will be allowed access to their child at any time while their child is in our care.

Frequent communication will be encouraged through the website, email, phone conversations, and newsletters. We welcome the opportunity to have face to face conversations with parents/guardians as much as possible. Carline is a great convenience that results in needing a little more creativity for effective communication between home and school. You are welcome to observe and learn about all the wonderful things happening here at school. The door to the director's office is always open throughout the day and evenings by appointment.

Volunteer opportunities will be coordinated through classroom teachers. Let us know what areas of expertise/enthusiasm you would care to share with us!

In compliance with church policies, pets are not allowed in the building without prior approval. Special events may include animals outside as appropriate.

A Resource Binder is available in the director's office and is available to all parents/guardians and staff to be used as a resource for area support, events and activities. The binder is updated on an as-needed basis.

An opportunity for participation in a family survey will be given at the end of each school year regarding your experience at Westwood Preschool. We gain valuable insight and can consider making changes in our program through reviewing the results. A copy of survey results will be available for review in the preschool director's office.

Assessment

Two opportunities will be offered during the school year for conferences. At each scheduled conference, parents/guardians will be given the opportunity to share relevant information with the teacher regarding their child's development per their observations at home and/or observations regarding their child's experience at Westwood Preschool. This information will also be incorporated into the child's information file. Feedback and collaboration from families regarding their child's individual needs around assessment are welcome. All teaching staff are provided the opportunity to collaborate on the Westwood Preschool assessment process during staff meetings and orientation. An in-service training opportunity will also be offered during the school year for all staff members.

Behavior Guidance

The stated goal of this behavior guidance policy is to limit or eliminate the use of suspension, expulsion, and other exclusionary measures. There are circumstances when we may have to request that a child be removed from our program either on a short term or permanent basis. We will do everything possible to work with the family of the child(ren) to prevent this policy from being enforced.

We believe in incorporating a spirit of cooperation, not competition. All social interactions are viewed as opportunities for learning to care about one another and ourselves. When an occasion arises that requires behavior guidance, the staff at Westwood Preschool uses the following methods in this order:

- Talking to the child using a positive approach.
- Re-directing the child to a different activity.
- Modeling appropriate behavior.
- Acknowledging desirable behavior.
- Removing the child briefly from the group but within sight of the teacher. Corporal punishment or emotional abuse will never be used with any child.
- If a child needs separation from the group, the following guidelines will apply:
 - The director will be contacted.
 - The separation will be noted in a log book.
 - If a child is separated from the group three or more times in one day, the child's parents will be notified, and it will be noted in the log book.
 - Should challenging behaviors persist to the extent that multiple separations occur within the preschool week, a team meeting will be held including parent(s)/guardian(s), teacher and director to establish a plan of support to enhance classroom success. Conferencing will be held to coordinate supporting and guiding the child.
 - Support services may be requested as required by licensing regulations, IDEA

If the remedial actions above have not been successful, the child's parent/guardian will be advised verbally and in writing about the behavior warranting an expulsion. An expulsion action is meant to be a period of time with the goal of reinstating the child in the program. The parent/guardian will be informed regarding the length of the expulsion and about the expectations for reinstatement. Every effort will be made to work with the family to find alternate placement for temporary or permanent care for the child. Ongoing physical abuse to staff or other children where safety is compromised would necessitate expulsion. This policy complies with federal and state civil rights laws.

Positive Supports Rule

The Positive Supports Rule (PSR – Minnesota Rules, chapter 9544) requires all DHS license holders to use person-centered principles and positive support strategies when providing services for individuals, including children with developmental disabilities or related conditions.

Health

Parents are required to keep sick children at home for their own protection as well as for the health of others. Please refer to the "Health Exclusion Policy" handout to determine how long to keep your child at home.

If a child becomes ill during the day, he/she will be accompanied to the director's office. A resting mat and blanket will be provided for comfort as appropriate. Parents/guardians will be notified and asked to pick up the child. The child's file will include the parents'/guardians' numbers and two other emergency numbers in case the parents/guardians cannot be reached.

Parents/guardians are asked to notify the school within 24 hours if their child contracts a communicable illness. Communicable illnesses will then be reported to all families of the children in the ill child's classroom the same day the information is received. The staff will share information regarding the illness, incubation period, early signs to watch for and exclusion recommendations.

The school will notify the Minnesota Department of Health at 651-201-5414 within 24 hours should a reportable disease occur. MDH has a comprehensive list called "Diseases Reportable to the Minnesota Department of Health." If an outbreak of a vaccine-preventable disease occurs at Westwood Preschool, parents of students not immunized will be notified immediately and the student(s) will be excused from school.

Reasonable precaution is taken to prevent accidents or injuries of any kind. In the case of a minor cut, bruise or fall, staff will administer first aid. The incident will be recorded in an accident log and reported to the parents.

Parents are asked to notify the preschool of any allergies, especially food allergies. Allergies will be posted in the classroom and food prep area.

If an epi pen is prescribed for a child and kept on site at the preschool, an *Individual Child Care Program Plan (ICCPP)* will be developed. This form **must be filled out and signed by the child's physician**. Emergency medications will be maintained in the preschool office located in a classroom color-coordinated bag in the director's office.

In case of a medical emergency during a session, an ambulance, if necessary, will transport the child to hospital. Parents/guardians and/or the child's doctor will be notified immediately.

Parents/guardians are financially responsible for the emergency transportation of the child and any medical care needed. The preschool staff is trained in Pediatric First Aid and CPR as required by the Minnesota Department of Human Services. If accidental ingestion of poisonous substance occurs, the Poison Control Center at 1-800-222-1222 will be called and procedures will be followed.

In the event of other emergencies, teachers and assistants are responsible for the care and handling of the students in their individual classes. Once the students have been evacuated to their designated place of safety, the teacher will communicate to the director that all children are all accounted. Parents/guardians will be notified if a lockdown procedure occurs.

In consideration for the opportunity to enroll in Westwood Preschool, the participant (and/or parent/guardian for minors) acknowledges and accepts the risks of injury associated with participation in our program.

Furthermore, the attendee and parent/guardian accept personal financial responsibility for any injury or other loss sustained while enrolled at Westwood Preschool. The attendee and/or parent/guardian releases and promises to indemnify, defend, and hold harmless Westwood Preschool for any injury arising directly or indirectly while enrolled.

At Westwood Preschool we strive to provide an environment that is eco-friendly. We partner with Westwood Church to recycle paper products and cardboard. We purchase non-toxic art supplies and toys and we use eco-friendly/green cleaning products in the preschool classrooms. We welcome suggestions from families to partner together to support an environment that is safe and healthy for students, staff, and families.

COVID-19 Update

If a student or staff member tests positive for the COVID-19 virus, they will be required to quarantine. Please refer to guidelines from the Minnesota Department of Health (MDH). (8/2020)
<https://www.health.state.mn.us/diseases/coronavirus/sick.html#stayhome>

Safety

All staff members of Westwood Preschool are required by Minnesota law to report any suspected incidents of child abuse or neglect to the appropriate authorities. The following policy is mandated by the state of Minnesota for all child care facilities. Westwood Preschool has adopted the policy as written by the Department of Human Services.

Maltreatment of Minors Mandated Reporting Policy

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 Resources, 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 952-930-2770 or local law enforcement at 911. 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.

Retaliation Prohibited:

An employer of any mandated reporter shall not retaliate, discharge or take disciplinary action 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.

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.

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:

- Related policies and procedures were followed;*
- The policies and procedures were adequate;*
- There is a need for additional staff training;*
- The reported event is similar to past events with the children or the services involved; and 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 Review are Completed:

The internal review will be completed by the Preschool Director. If this individual is involved in the alleged or suspected maltreatment the Assistant Director will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document completion of the internal review and provide documentation of the review to the commissioner 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.

Emergency Procedures

Fire Evacuation: Remove the children from the building by the primary or secondary exits depending on fire location (see emergency evacuation map posted in each classroom). The first aid kit and emergency contact information will be taken outside in case of injury. The Chanhassen Fire Department will respond to any fire emergency. They have established procedures and provisions for shelter if necessary. Children and staff will practice fire emergency evacuation and logs will be maintained in the director's office.

Lockdown Procedure: There is a comprehensive lockdown procedure in place should the need arise. It is available for review upon request.

Tornado or Blizzard: Storm shelters are noted on the emergency evacuation map in each classroom. A battery-operated radio and flashlight will be available for use. Children and staff will practice tornado drills and logs will be maintained in the director's office.

Utility Failure: Each classroom has a flashlight and the building has emergency lighting in the hallways. The Chanhassen Fire Department will respond to any prolonged utility emergency. They have established procedures and provisions for shelter if necessary.

Missing Children: The director or a designee will be notified. A thorough search of the building and grounds will be conducted simultaneously with the notification of police and parents/guardians.

Missing Parent: If unable to reach parents/guardians or emergency contact within one hour, police will be notified.

Specific Concerns

If a situation or condition in the classroom causes you or your child concern, it is important to deal with it quickly and openly. Upon hearing of a grievance, the director and/or teacher will respond within 5 (five) working days. The following steps by the parent/guardian will be taken:

1. Discuss the problem privately with the teacher clearly and sincerely. Describe the specific behavior and how it makes you feel or why it is a problem.
2. If the problem is still unresolved after the first step, speak to the director. The director will investigate the issues involved and/or facilitate further discussion.
3. If the problem is still unresolved after the second step, speak to the Early Childhood Pastor at Westwood Community Church. He/she will investigate the issues involved and facilitate further discussion.

Identifying and communicating a grievance will help achieve change. If you have concerns about suspected abuse or neglect of your child at preschool, you may file a report with the Department of Human Services, Licensing Division, at 651-431-6600.

Building Safety and Security

When visiting Westwood Church and Preschool, please park in the main level parking lot and check in with the receptionist upon your arrival. The receptionist will use the 3-way radio to let the administrative staff know you have arrived. When transitioning to the lower level, please check in with the director or administrative assistant. They will provide access through the security doors and will accompany you to the designated classroom.

Liability Insurance

Westwood Preschool has \$1,000,000 of liability insurance and \$100,000 of vehicle insurance under the policy of Westwood Community Church.

For additional information and clarification on policies and procedures for Westwood Preschool, please refer to our [COVID-19 Preparedness Plan](#) found on our website.

(updated 8/2020)