

the PROMISE —RESOURCE CENTER—

help a child tomorrow with what you learn today

November & December Newsletter

Signing Up for Classes

Here at PRC, we have a passion for education and are excited to have you join us in the pursuit of knowledge!

To register for a class, simply visit our website at www.thepromisecenter.org/register or call us at 301-290-0040. You can pay via credit card on the website or over the phone, or via check, cash or money order. Please note that classes must be paid for in advance, so please pay promptly to secure your spot.

Resource Store

Our Resource Store has multiple tools and supplies available for your art and scholastic needs. Come by the center and take advantage of our equipment and supplies at little or no cost.

Black and White Copies: \$.10/Page Laminating: \$1.50/Per Foot
Colored Paper Copies: \$.20/Page Book Binding: \$2.50/Per Book
Card Stock Copies: \$.25/Page Board Maker: \$.50/Page
Construction Paper: \$2.00/Pack, \$.05/Per Sheet
Die Cut: FREE

Cancellation Policy

We do not issue refunds if a student cancels their enrollment in a class. If you need to cancel, you must call the Promise Resource Center 24-hours in advance and we will gladly give you a credit for another class.

*Cancellations must be made 48 hours in advance for CPR and First Aid and Medication Administration or your payment will be forfeited and no credits will be issued.

Stay in the know!

Visit our website to join our mailing list, and you'll receive our bi-monthly e-newsletter, behavior management tips, child care information, updates on local events, and so much more!

www.thepromisecenter.org

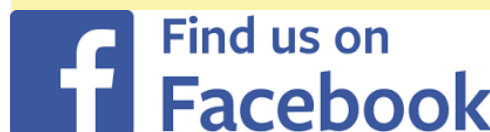
Questions? Email us!

info@thepromisecenter.org

It Pays to be a Member!

Become a member of the Promise Resource Center for only \$10 a year to save on certain classes, receive coupons and discounts to our Resource Store! To sign up, call us at 301-290-0040.

Be sure to "like" our page on Facebook to receive updates and fun ideas from The Promise Resource Center!



News From The Promise Resource Center

Special Showings at R/C Theatre

Lights are left on!

November's dates are :

Tuesday, November 21

Saturday, November 25

at 10:00am featuring the movie *The Star*

**Only \$6.50 per person on
Tuesdays!**

Sound is turned down!

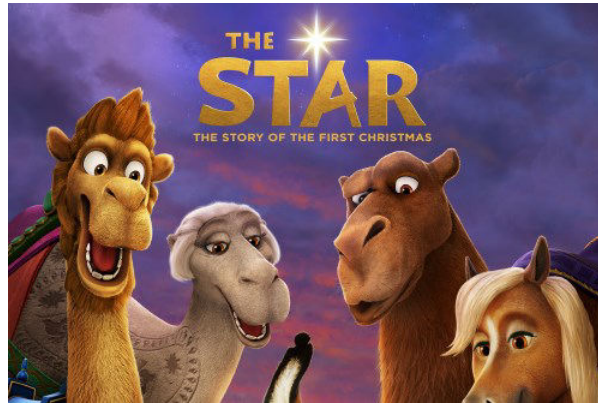
**\$8.00 per person on
Saturdays!**

Bring snacks & drinks!

Judgement-free zone!

**The little ones can
dance along!**

**This is a great activity
for centers and family
providers!**



***Movie titles are subject to change**

**Move around, talk, and
laugh—don't worry about
disturbing others!**

This Month's Featured Class



11/13--Positive Discipline



*Time: 6:30pm-8:30pm, COK: 2
hours of child development*

Fee: \$25 for members or \$30 for non-members

Positive Discipline is a model that focuses on the positive points of a child's behavior, and is based on the idea that no child is bad. Some just show bad behaviors. In this training we will discuss strategies to help you start implementing positive discipline in your home or center!









Inclement Weather Policy

Please remember that PRC follows the St. Mary's Public School system. If after school activities are cancelled for St. Mary's County, then our evening trainings will also be cancelled. If schools are closed, then PRC is closed and the evening trainings are cancelled.

PROMISE



     	PRC Loyalty Card Get 1 Punch for Each Paid Class You Attend 5 Punches = 1 FREE Class! _____ Member Name <small>*Earn one stamp per paid class. This card is only valid for the active member listed above. Non-transferrable and no cash value. Cannot be used for Med Admin, CPR/1st Aid, any series class, conferences, or any class that is 4 or more hours long. Expires 2 years from the effective date or when the membership expires, whichever is sooner.</small> Effective date _____
--	---



DON'T FORGET TO TAKE ADVANTAGE OF OUR LOYALTY CARD PROGRAM!

Don't think you'll make it to 5 classes this year? That's okay, loyalty cards are valid for 2 years from the date of membership!

Through this program, members will earn **one free class after attending 5 paid classes.** In addition, members will continue to receive special prices, coupons and discounts to trainings and our Resource Store!

Become a Member!

Membership Application

Please send application form with check or money order to:

***The Promise Resource Center
29958 Killpeck Creek Court
Charlotte Hall, MD 20622***

Name _____

Membership: _____ Renewal _____ New

Address _____

City _____ State _____ Zip _____

_____ \$10 Licensed Provider/Potential Provider/Other

Home Phone _____

_____ \$25 Group/Center/Director

Email address _____

Holiday Season Provider Resource Nights

November 15 & December 12

6:00pm-8:00pm

- Bind Books
- Use our laminator
- Die-Cut (over 500 shapes)
- Meet other providers!
- Explore Boardmaker software
- Get ideas for decor & activities
- Ask our infant/toddler specialist about behavior concerns, required trainings, etc.
- See curricula & themes in our resource library

The busiest time of the year is approaching! Do you have your crafts and activities planned?

Bring your own paper & materials or purchase it here!

CASH OR CHECK ONLY

Call 301-290-0040 to register!

PROMISE

Did You Know We Can Bring Our Trainings To Your Center?

We offer many of our trainings on-site for as few as 6 people!

Cost:

**2 Hour Training:
\$30 per person**

**3 Hour Training:
\$40 per person**

**Specialty Training
prices vary.**

View our training calendar on our website to see some of our main class offerings, or call us for a training tailored specifically to your needs!

For more information, or to schedule an on-site for your location, contact PRC at (301) 290-0040 or email register@thepromisecenter.org



Extended Hours

Do you want to reserve our training room for a meeting or workshop!? How about use our die cuts & laminator after work? Remember we will be open for extended hours by appointment only and with advanced notice. All you need to do is call 301-290-0040 to schedule the date and time you want.

*Our regular business hours are
Monday-Friday from 8:30am-5:00pm*

Complaint Policy Pertaining to CCRR Service

All of the resource centers of the Maryland Child Care Resource Network strive to provide high-quality service to their constituencies. However, in the event that someone has concerns about an incident regarding some aspect of service at a regional child care resource center or feels that he or she was mistreated by a staff member of a resource center, the caller can contact the resource center involved. If the person is not satisfied with the way the concern or complaint was handled by the regional resource center, he or she can contact the network manager at the Maryland Family Network at 410-752-7588.

PROMISE

Be sure to look for the New Trainings being offered this month!

Registration Policy

- **Payment and registration form must be received at the time of registration.** To register for a class: mail check or money order to the Resource Center, drop off payment or call our office to pay with credit card by phone during our regular business hours, Monday-Friday, 8:30am-5:00pm.
- Online registration at our website: www.thepromisecenter.org
- No Walk-ins permitted. No money will be accepted at the door.
- Due to space limitations, liability issues and the need for a learning environment, **children are not allowed** to attend any workshops. Please make child care arrangements in advance.
- Confirmations will not be mailed. You may call 301-290-0040 to verify your enrollment in the class.
- There is a \$40 service charge for returned checks.
- You must be present and participate in the entire class to receive a certificate for the clock hours listed. **Classes begin at the stated time and no admittance is permitted 15 minutes after the class has started. Late arrivals will not receive certificates, refunds, or transfers for the class.**
- If you have lost or misplaced a certificate, there is a \$5.00 replacement fee.
- Please call 301-290-0040 in advance of class if you need assistance or require special accommodations.
- All classes are open to the public.

Cancellation Policy

- We do not issue refunds if a student cancels their enrollment in a class. If you need to cancel, **you must call the Promise Resource Center 24-hours in advance** and we will gladly give you a credit for another class. *** Cancellations must be made 48 hours in advance for CPR and First Aid** or your payment will be forfeited and no credits will be issued.
- Credit for cancelled classes must be used to attend another class within 60 days of the cancellation or it is forfeited.
- Promise Resource Center reserves the right to cancel a class if, the day prior to the class, we don't have the necessary number of paid participants. You will receive a call notifying you of the cancellation and your money will be refunded or a credit will be issued. Credit must be used to attend another class within 60 days of the cancellation or it is forfeited.
- **Promise Resource Center follows St. Mary's County Public School's inclement weather cancellation schedule. If schools are closed or after-school activities are cancelled due to inclement weather, our office will be closed and the class for that day will be cancelled. If at anytime you feel uncomfortable traveling due to inclement weather, please call prior to the class and we will be happy to transfer you to another class.**
- **For current cancellations, please call 301-290-0040.**

The Promise Resource
Center

29958 Killpeck Creek Ct.
Charlotte Hall, MD 20622

(301) 290-0040 or

(866) 290-0040

Visit us on the web at

www.thepromisecenter.org

To register for a class:

- ♦ Mail registration form, check, money order, or credit card information to the Promise Center
- ♦ Drop off payment during our regular business hours, Monday-Thursday, 8:30 am-5:00 pm
- ♦ Call our office to pay with a credit card by phone
- ♦ Visit our website and register online with a credit card

*The Promise Resource Center
provides*

*low-cost workshops for child
care providers,
parents and the
community. Our evening and
Saturday workshops meet
MSDE/Office of Child Care
requirements for Core of
Knowledge training.*

LOCATE: Child Care

If you are a licensed child care program or family child care provider, you can take advantage of this free method of advertising by keeping your LOCATE database record current.

- ♦ Report changes to your fees, email, hours, and etc.;
- ♦ Report vacancies.
- ♦ Request a database questionnaire;
- ♦ Leave a question and someone will call you back.

Call toll free **1-866-752-1614** – provider message service.

LOCATE Complaint Policy

Through the LOCATE service, parents share feedback with the LOCATE staff on the programs in the files: licensed child care centers, registered family child care providers and accredited preschools and camps. While this feedback is at times positive, it sometimes concerns complaints parents have about child caregivers. Of course, LOCATE and the Maryland Child Care Resource Network want to use this information in a way that is fair to providers and parents, while protecting children, as well.

Therefore, the LOCATE Complaint Policy was developed and has been in effect since its approval by the Maryland Committee for Children Board in November, 1983. According to this policy, all complaints made to LOCATE about child care providers/facilities are recorded. The type of complaint is then determined:

Less Serious Complaint - No Violation: complaints which do not involve violations of child care regulations; complaints about situations which do not pose a threat to the safety, health or welfare of a child.

Less Serious Complaint Involving Violation: complaints of any violation of Office of Child Care (OCC), Maryland State Department of Education (MSDE) regulations, and/or the Health Department which do not pose a threat to the health, safety or welfare of a child.

Serious Complaint: any threat to the immediate health, safety, or welfare of a child.

When a parent calls LOCATE with a complaint, the referral specialist advises him/her to register the complaint directly with the appropriate regulatory agency and/or Protective Services. Names and telephone numbers of the person with whom the parent should speak are provided.

When a Serious Complaint is received concerning one of the providers of facilities in the LOCATE system, no referrals are made by the referral specialists to that provider/facility. The LOCATE Director also communicates with the appropriate regulatory agency personnel about the complaint, and maintains the "hold" on the provider/facility until the agency's disposition of the complaint is known. Should the investigation result in no action, the "hold" status is removed from that provider's/facility's records. Should the license or registration be revoked, the record is removed from the LOCATE files. Providers are advised of LOCATE's actions in writing.

A provider may appeal the LOCATE Director's decision to cease referrals. Appeals are first addressed to the LOCATE Advisory Committee. Final appeals may be made to the board of the Maryland Family Network.

It is the position of LOCATE and MFN that the Complaint Policy is both fair and workable. Safeguards and due process are afforded to the care givers in the files, and parents' and children's rights to safety are addressed, as well. Any questions on this policy should be addressed to FloJean Speck, LOCATE: Child Care Director



**This publication was produced as a work for hire for the benefit
of and with funds from the Maryland State Department of
Education.**