

ROOSEVELT SCHOOL DISTRICT PRESCHOOL PROGRAMS HANDBOOK



A community united to create strong foundations for all preschoolers through play-based education.



Mission Statement

To build safe, nurturing environments, in combination with play-based school readiness goals, and family partnerships, across the South Mountain community.

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RSD PRESCHOOL COLLABORATIVE TEAMS

LAYING THE FOUNDATION AND ALIGNMENT
TO ROOSEVELT'S STRATEGIC PLAN



VISION

Where are we going?

A community united to create better futures for all through education.

MISSION

Who are we?

To build safe, nurturing, environments in combination with play-based school readiness goals and family partnerships across the South Mountain community.

CORE VALUES AND COLLECTIVE COMMITMENTS

How do we behave?

CHOICE

We believe young children should have choices in their learning exploration.

INCLUSION

We believe in the involvement and empowerment of all.

EXCELLENCE

We commit to do the right thing and be our best, everyday!

SAFETY

We cultivate safe learning environments including social, emotional and physical spaces.

CELEBRATION

We demonstrate what is important by what we celebrate.

CULTURE

We commit to honoring diversity in our classrooms and within our teams while honoring and connecting to our cultural history.

KINDNESS

We listen, we care, we serve.

STRATEGIC GOALS

School Readiness

Ensure all preschoolers are ready for school, families are ready to support their child's learning and schools are ready to provide quality education for all.

Accountability

Hold all persons responsible through the establishment of clear learning goals and targets while striving for excellence.

Trust

Build strong and transparent relationships with colleagues, families and children through honesty and respect.

Collaboration

We believe in the power of working together.

PRESCHOOL CALENDAR

2023-24



July 2023

MON	TUE	WED	THU	FRI
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

4 Independence Day

August 2023

MON	TUE	WED	THU	FRI
	1	2	3	4
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
28	29	30	31	

7 First Day of School

September 2023

MON	TUE	WED	THU	FRI
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

4 Labor Day

October 2023

MON	TUE	WED	THU	FRI
2	3	4	5	6
9	10	11	12	13
16	17	18	19	20
23	24	25	26	27
30	31			

2 40th Day
9-13 Fall Break

November 2023

MON	TUE	WED	THU	FRI
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	

10 Veterans' Day
22-24 Thanksgiving Recess

December 2023

MON	TUE	WED	THU	FRI
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

25-29 Winter Break

January 2024

MON	TUE	WED	THU	FRI
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31		

1-5 Winter Break
8 No School for Students
15 Martin Luther King, Jr. Day
23 100th Day

February 2024

MON	TUE	WED	THU	FRI
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	

19 Presidents' Day

March 2024

MON	TUE	WED	THU	FRI
				1
4	5	6	7	8
11	12	13	14	15
18	19	20	21	22
25	26	27	28	29

11-15 Spring Break
29 Spring Recess

April 2024

MON	TUE	WED	THU	FRI
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30			

1 Cesar Chavez Day

May 2024

MON	TUE	WED	THU	FRI
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

24 Last Day of School
Early Dismissal
27 Memorial Day

June 2024

MON	TUE	WED	THU	FRI
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28

19 Juneteenth

First Day of School

No School for Students

Schools Closed

Professional Day

Last Day of School



First Day for New Teachers



First Day for Continuing Teachers



Parent Conferences

Instructional Days

School Holidays (Students)

School Holidays (Staff)

Total Days (Continuing Teachers)

Total Days (New Teachers)

180

30

29

210

215

ROOSEVELT SCHOOL DISTRICT DESCRIPTION OF PROGRAMS

District Preschool

Statement of Services

The Roosevelt School District preschool program is a comprehensive school-readiness program for preschool children from income eligible families within the service boundaries. Eligibility requirements are as follows:

1. The child must be 3 or 4 years old before September 1 of the current school year.
2. The child must meet Income Guidelines and have a completed up-to-date immunization record.
3. The child must live within Roosevelt School District boundaries.

Please refer to the enrollment section of this handbook for more detailed information on how to apply. If you want to submit an application, please contact the Roosevelt School District Early Childhood Department at 602 243 2613.

Developmental Preschool

Special Education Statement of Services

The Roosevelt School District Special Education program serves students aged two years and ten months up to five years of age who qualify to receive special education services. Children aged two years and ten months are eligible to begin the evaluation process. Four self-contained special education preschool classrooms exist at two schools. The Roosevelt evaluation team will work with families to make a determination of placement into this program.

Children with special needs are integrated across our preschool program. Per each individual child's needs, Physical Therapy, Occupational Therapy, Cognitive, Adaptive and Speech and Language Services are provided by the Roosevelt School District staff. Our staff works closely with each therapist to meet the special needs of each child as identified on their Individual Education Plan.

Roosevelt school district is proud to offer comprehensive services for all children with unique abilities.

Transportation

Roosevelt preschool children with special needs will receive transportation when identified as a need outlined in the child's Individual Education Plan (IEP). Bus riders will receive a copy of bus procedures. Parents must be present boarding and disembarking the bus. When parents are not available to receive their child, the child will be returned to campus and the parent or a person on the emergency contact card must pick up the child. Parents and children will be provided pedestrian safety and evacuation training throughout the year.

Special Education Child Find Notice

The Roosevelt School District provides Child Find screenings to locate and identify preschool children, ages 2 years and 10 months to 5 years, who may be eligible and need special education services. Screenings are provided to families at no cost. Screenings are held in the Student Services Building. Call the number listed below to learn of screening dates and to speak with someone regarding your concerns.

If you have concerns about your child's development, we encourage you to call the Roosevelt School District Student Service Center at 602-305-4677 for more information.

Preschool Developmental Screeners

In an effort to identify children early who may need additional academic, behavioral or social and emotional support, our preschool teachers conduct two 45-day screeners. Screeners are used to elicit input from families about their children's strengths, abilities and areas of need while also informing the Roosevelt Exceptional Student Department of children who need additional screening to determine if special education services are needed. Results screeners will be shared with parents during conference and/or Home Visits.

PROGRAM QUALIFICATIONS AND REGULATION

Arizona Department of Health Services Office of Child Care Licensure and the Roosevelt School District regulates all of the preschool programs. Inspections by Child Care Licensing for your classroom are available for your review upon request. All records related to licensing review are of public record. You may review records of any licensed program at the Arizona Department of Child Care Licensure, 150 N. 18th Avenue, Suite 400, Phoenix, AZ., 85007. For further information on licensing, call 1-800-615-8555.

All staff meet the requirements of state licensing and ongoing annual safety training including CPR.

Teachers

Our passionate and skilled preschool teachers meet Arizona Department of Education's highly qualified requirements and hold current and valid early childhood certificates. Our teachers are required to engage in required, ongoing annual trainings on all aspects of child development to demonstrate knowledge of the Arizona Early Learning Standards as well as our robust curriculum and assessment system.

Paraprofessionals

Our valued classroom paraprofessional staff also meet licensing and state requirements. Roosevelt School District embraces and encourages members of the community to become paraprofessionals and will provide guidance in how to complete the requirements including support in seeking multiple scholarship options to assist with the costs involved. Paraprofessional staff also engage in required, ongoing annual training in topics that support their success in the classroom.

The Roosevelt Early Childhood Department is committed to meeting diverse language needs and guarantees bilingual coverage in every classroom.

ENROLLMENT

Parents may come to the Roosevelt School District Student Service Building and complete an interest form. Once the form is completed, it is sent for processing. Families will be contacted by phone notifying them of the results.

Roosevelt District Preschool
Early Childhood Department

District Office
6000 S. 7th Street
Phoenix, AZ 85042
602-243-4613

Roosevelt Developmental Preschool
Exceptional Student Services Department

Student Services Building
6218 S. 7th Street
Phoenix, AZ 85042
602-243-2632

DAILY SCHEDULE AND PROCEDURES

Attendance Policy

Children learn when they come to school on a regular basis. Our curriculum is designed to scaffold skills for children throughout the week and school year. Daily attendance is necessary to allow students to build their skills and grow by following a routine to establish good work habits and reduce behavior problems. In order to help children attain a better attendance record, the Roosevelt Early Childhood Program adheres to a policy to support successful attendance. The policy is also aimed at making the program available to children who gain the most from the Early Childhood Programs. The policy to address attendance concerns is outlined below:

All children enrolled on the district's Developmental or District preschool will follow Roosevelt School District's Attendance Policy. This policy outlines that any student who misses ten consecutive, unexcused absences, will be withdrawn from their enrollment. Parents will be mailed a letter indicating the dates of the unexcused absences.

Disenrollment

After all efforts have been made and/or due to unforeseen and extenuating circumstances, we reserve the right to dis-enroll any child with the exception of those who are in the program due to special education needs or whose family is experiencing homelessness. Reasons a child might be disenrolled are due to the following:

- A parent or family member is abusive or threatening (verbally or physically to staff and/or children).
- Families do not provide the site with necessary records (health and immunization, emergency numbers, etc.).
- A child consistently demonstrates a behavior that results in injuries to others, such as biting, punching, throwing objects or furniture, slapping, kicking, etc. In these instances, reasonable efforts will be made to work with the child and his/her family and provide appropriate referrals for assistance. **After all efforts (Interventions, referral for assistance and or services) have been made to remediate behavior**, and the behavior has not changed, the program will assist parents in finding an appropriate placement.

Arrival and Dismissal Procedures

Structured small group and whole group activities follow a regular schedule each morning. Because of this, it is important that your child attend regularly and arrive each day before curriculum time begins. Bringing your child at the same time/on time every day means they get to greet their teacher and friends, fully participate in the morning meeting, and learn what the lesson/topic of the day will be. Please review the daily schedule with your child's instructor. All students will eat a meal and begin instruction immediately after.

Teachers are not available to supervise children left before or after arrival and dismissal times. If tardies become excessive, your child may be dropped or disenrolled from the program. Staff will work with parents to resolve tardiness problems and to guarantee children are picked up on time. Three delays in picking up a child may result in being dropped from the program.

We understand that on occasion emergencies which are unavoidable arise. If an emergency arises, we require a call to the school office or Early Childhood Department. We discourage teachers from answering their classroom phones during instruction due to the impact on supervision of children. The delivered message will be conveyed to the teacher and paraprofessional.

Note: After fifteen minutes, if your child has not been picked up, one of the emergency contacts will be notified to pick up your child. **A child left for one hour or longer will be considered abandoned and the Department of Child Safety and the Police will be notified.**

Authorized Child Release Policy

All children are to be picked up from the class only by those listed on the Emergency Card. It is the parent/guardian's responsibility to regularly check and update the Emergency Card to make sure it is complete and accurate.

In the event an emergency contact person picks up the child, they must be 18 years old and possess a valid form of identification (Driver's License, Passport, State I.D., Consulate card) to present upon pickup.

In the event that parents are separated or divorced, Roosevelt District will follow the directions of a court order. If a court order exists, the parent/guardian is responsible for providing the school and Early Childhood department with a copy of the order.

Daily Schedule

Daily activities include but are not limited to:

- Morning Meeting
- Whole Group Time
- Small Group Time
- Individual Instruction (when appropriate and necessary)
- Learning Centers
- Meals and Snacks
- Outdoor Learning
- Structured time using technology appropriately

Curriculum

Every Roosevelt School District preschool classroom uses The Creative Curriculum for Preschool. This nationally used, comprehensive and research-based approach features exploration and discovery as a way of learning. Foundation guides help teachers create high quality learning environments and support deep understanding of early childhood best practices, theories and research. The instructional tools and materials engage children in project-based investigations to make learning meaningful, intentional and engaging. The Creative Curriculum is proven to increase kindergarten readiness, promote social and emotional development and is inclusive and aligned to the Arizona Early Learning Standards.

Assessment

Child assessment is a vital and necessary component to a high-quality early childhood program. Assessment helps to understand and support development. Children grow, develop, evolve and mature at their own rate but in a predictable sequence following what is true and typical for most young children. Our trained teachers understand the purpose and value of every assessment opportunity and value sharing results with families multiple times throughout the year during conferences and impromptu meetings.

Teaching Strategies Gold (TSG):

Your child's teacher will be doing ongoing assessments with your child in all areas of development throughout the year. They will be based on developmentally appropriate activities planned for the classroom, taking into consideration each child's age and interests. As your child's primary teacher, you are an important part of the assessment process. Your insights and input help us with our assessment documentation. This data will be compiled at three points throughout the year and you will receive the results to better help you understand the progress your child is making.

Hatch Ignite:

All Roosevelt preschool children have a 1:1 Apple iPad for structured, limited use in the classroom. Children engage in standards based, research backed technology that helps prepare them for kindergarten by using play-based technologies that engage and instruct children while providing teachers with data to drive instruction and development of classroom activities. This adaptive assessment provides valuable insight into your child's independent abilities.

Digital Resources and Family Engagement

Ready Rosie / Creative Curriculum:

Ready Rosie enables teachers to reach families by sharing resources to make connections to classroom learning at home. This easy to use parent curriculum is standards based, available in English and Spanish and is guided by videos of families practicing learning in a simple, quick and fun activity.

Birthdays and Holidays

Roosevelt District's preschool programs are committed to providing a variety of activities that offer positive experiences for **all** children. All celebrations will follow health, safety, and nutrition guidelines, as defined by federal and state standards. Respect will be shown for all cultural, religious, and individual differences.

Community celebrations will be offered and announced throughout the year through class newsletters and classroom monthly meetings. We encourage parents and community members to tell us how they celebrate as a family or community, so that we can incorporate those traditions into our classroom learning experiences.

Outside food and decorations will not be allowed in the classroom as part of the celebration. There are no graduation activities, and no caps and gowns.

Celebrated in Class	Instead of Traditional Holiday
Fall Harvest	Halloween
Earth Day	Thanksgiving
Winter Festival	Christmas or Hanukkah
Healthy Heart Month	Valentine's Day
Family Day	Mother's and Father's Day
Spring Festival	Easter or Passover
End of Year Celebration	Graduation

All Year Long, We Celebrate!

Milestones

Birthdays, learning to whistle, printing first and last name, tying shoelaces, losing a tooth, making friends, telling a story

Points of Learning

Colors, numbers, shapes, swinging, sliding, cleaning up a center, helping a friend

Children and Families

Birth of a sibling, grandparent's visit, moving to a new home or apartment

End of the Year

Water Day, Field Day, Songs and Dramatic Skit (Play)

FAMILY DEVELOPMENT

Volunteers

Our program recognizes and realizes the important role parents play as the primary educators of their children. When parents become involved in the classroom, the children, staff and the entire program benefit. Parents are a valuable resource to our programs. Your child's teacher will communicate opportunities to volunteer in the classroom. Support is especially welcomed and needed in the morning before instruction begins including your support conducting the daily classroom and playground safety check. It is against policy to bring other children with you when working in the classroom. Please find a childcare provider or exchange babysitting with another parent.

Under Arizona Law, regular volunteers are required to have a DPS Fingerprint Clearance card and T.B. (tuberculosis) skin test or chest ex-ray. Test results must be on file in the classroom and on file with the appropriate early childhood program. A regular volunteer is defined as any person spending more than 15 minutes interacting with preschool children (other than their own).

Family Engagement Events

The Early Childhood Department will communicate Family Engagement Events throughout the year.

Conferences

Roosevelt District preschool students have two parent/teacher conferences that follow the same calendar as the K-8 student population. Refer to the PK Calendar in this handbook for exact dates. During this time, parents and students are invited to the classroom to view student work, assessment results and celebrate growth and development. Teachers schedule conferences in collaboration with parents in advance of the conference dates.

Social Services

All Roosevelt District preschool families may take advantage of site-based counselors, social workers and coaches located on every Roosevelt School campus.

WELLNESS

Children's Health and Exclusion Policy

- All preschool students must have proof of current immunizations prior to the first day of class, including the Varicella (Chicken Pox) shot. A signed Exempt Immunization form must be on file.
- The Early Childhood Program recommends all preschoolers have a medical and a dental examination.
- All preschoolers must have a completed emergency card prior to the first day of class and updated as needed by the parent. All information on the emergency card must be current with working phone numbers.
- Preschoolers who are ill or suspected of having a contagious condition will be sent to the nurse/designee. The nurse/designee will determine if the child can stay at school or must go home. The nurse or designee are the only persons to send preschoolers home. The Early Childhood office will be informed by the nurse or school office of the decision and documented on the contact sheet.
- Health Alerts will be posted and sent home as needed.
- Daily Health Checks will be completed by instructional staff.

If your child is ill, please keep him/her at home. Parents of children who come to school with a fever, runny nose or any contagious or infestation condition will be notified by the school nurse or designee to pick up the child. The school nurse or the designee are the only assigned staff to send a child home. The teacher will then notify the Early Childhood Development Office about the child's early dismissal due to health decisions made by the nurse/designee.

Illness

- Children will not be accepted into the program until they have been free of fever (and are not on medication to alleviate fever) and/or symptoms for at least 24 hours. Nausea, vomiting, unexplained rash, continuous cough or colored nasal discharges are examples of such symptoms. Parents should arrange for standby caregivers until the sick child is sufficiently recovered.
- When a child becomes ill, displays a fever (100.4 F) or is seriously injured at the program, the parent will be notified and expected to pick up their child from the program immediately. Symptomatic children will go to the school nurse and will remain supervised until a family member picks them up.

- In case of an emergency, as determined by the school nurse or program staff, the paramedics will be called and the parent will be notified immediately. Parents will be responsible for all costs incurred in such emergencies.
- School nurses will only administer medication in the original container. A special consent form for the administration of medication must be completed by the parent or guardian and be kept on file in the child’s records and with the school nurse. Nurses will only administer medication as prescribed on the packaging.
- All medications must be administered in compliance with the written prescription or directions. If emergency medications (ex. EPI Pens) require two doses, we must have both doses, or a written note from the doctor giving permission to only have one.

Toilet Training

We all know that young children have difficulty with new routines. In consideration of this, Roosevelt School District preschool programs, with the exception of the Developmental Preschools, are not licensed by the Arizona Department of Health Services (DHS) to support children that need to be diapered. We are not licensed for students using diapers, pull-ups or having routine accidents, including during nap time.

Accidents create a health issue for the classroom. The following chart represents expectations so that parents and teachers share the same understanding of how to work together so that the child is successful independently using the toilet. Teachers and parents will collaborate and create an Individual Diapering Plan for any child who is not fully toilet trained.

Timeline	Expectations/Goals	Approaches and Next Steps
First two weeks Transition	All accidents will be logged	Parent signs log
Third Week Attendance	No more than three accidents anytime during the week	Parent signs log Parent meeting with teacher
Fourth Week Attendance	No more than one accident	Parent signs log Parent meeting with Early Childhood Dept Administrators
Fifth Week Attendance	No accidents at all	Parent signs log Parent meeting to discuss next step

Nap and Quiet Time

Nap time will take place in the afternoon in full day or duration classrooms only (times may slightly vary). Children are provided a cushioned mat with a sheet and blanket that are washed regularly on site. Children will be required to wear their shoes during nap time in the event of a sudden emergency. Children are never forced to nap and if unable or willing to sleep, children will be offered a solitary quiet activity while others nap.

Meals: Breakfast, Lunch and Snacks

Meals are an important time where children and adults sit at the table together to have a conversation during meal time. Children help with activities such as setting the tables, passing food to others and cleaning up. Children also participate in monthly food activities or experiences. Meal time is an important time to expose children to a variety of foods. However, food is never used as a punishment or reward. Prayer does not occur during mealtimes. Children will be encouraged to try different foods, but never forced to taste or eat any food.

1. Children who attend duration or the full day option will receive breakfast, lunch and an afternoon snack. Children who attend the morning session will be served breakfast and a snack. Children who attend the afternoon session will be served lunch and a snack.
2. Consideration will be taken for children with special nutritional needs with a doctor's note. The food program is funded by the Arizona Department of Education, USDA Child Nutrition Program. The USDA Child Care Food Program is available to eligible children without regard to race, color, disability, age, sex, or national origin.

If your child has an allergy to a specific food, we must have an official written statement from your child's doctor.

3. Food served by the cafeteria is to be eaten in the classroom or on designated field trips. Food experiences planned by the teachers must be pre-approved by site administration and must be part of the lesson plan.

No other foods or beverages are to be brought into the classroom.

Oral Health

Tooth decay is a common yet preventable childhood disease. Children with dental pain can have trouble speaking, eating and learning properly. Our preschool classrooms promote oral health and proper tooth brushing including other preventative measures. Children and their families are offered tips on oral health including choosing healthy drinks, getting fluoride for your child, how to properly brush young children's teeth and support in visiting a dental clinic when it's needed.

Behavior/Social/Emotional Support

Roosevelt School District preschool staff works to build the skills of students to help them be successful in our learning environments. We take proactive, preventative steps to implement resources and support and to avoid suspension and expulsion. We will strive to build individual relationships with each student; make individualized adaptations in classroom environments and activities, teaching strategies, and curriculum; and consult with the family so that each student benefits from our program.

Our discipline policy is child sensitive and addresses the developmental needs and abilities of young children. Teachers will provide redirection, encouragement, and verbal conflict resolution. Roosevelt preschool classrooms do not use time out as a form of discipline. If there are disciplinary challenges with your child, a meeting will be held with the teacher to discuss solutions.

Behavioral, social, and emotional support strategies are provided by Roosevelt's Exceptional Student Services Department. The overall goal of the services is to promote social competence and self-sufficiency through education and guidance. Support staff facilitate classroom activities, group exercises, and conduct regular classroom observations on all the children as an integral component of the curriculum. Behavior support specialists also act as a resource and consultant to the program to ensure that the needs of everyone involved are being met. In addition to assessments and evaluations, limited individual and referral services are done as required or by request when appropriate consents have been obtained.

Our teachers and paraprofessionals have engaged in years of Conscious Discipline training. Conscious Discipline is an evidence-based, trauma-informed Social and Emotional (SEL) approach that provides an array of behavior management strategies and classroom structures that teachers can use to turn everyday situations into learning opportunities. The approach promotes students' social and emotional learning in order to make a significant impact on student behavior outcomes and related academic achievement.

We will collaborate with the student's family and appropriate specialists (such as the Early Childhood and Exceptional Student Service Coach, Quality First Inclusion Specialist, School Social Worker or Psychologist) to determine if additional services are needed and/or the placement option(s) most likely to ensure student success.

Dress Code

It is important that young children are dressed comfortably so they feel free to explore and discover their environment. Discovery learning and play often involves getting messy including playing with dirt, mud, sand, playdough, art supplies, etc. Send your children in clean and appropriate clothes that are easily washable. Athletic shoes (closed heel, closed toe) must be worn at all times. Sandals, flip-flops, Crocs, cowboy boots, ballet slippers are not allowed.

We request a clean change of clothes to be sent in your child's backpack daily in the event they become soiled or wet. Dirty clothing will be returned in an enclosed bag to the home after each change of clothing.

Emergencies

The Early Childhood Department oversees the quality monitoring of all Roosevelt based preschool programs. Our department is committed to maintaining communication and reporting systems to ensure timely and accurate information is provided to parents, policy groups, staff and the community. Communication methods include, but are not limited written notices, phone calls, emails, texts, home visits, conferences, and the use of wide communication platforms through Teaching Strategies Gold. If an emergency occurs, teachers and administrators will coordinate and deliver consistent messaging in as timely a manner as possible.

Each preschool classroom will follow the policy of the school campus fire drill, which also includes lockdown practice and procedures. All classrooms will complete a monthly fire drill and a checklist to include the date and time per the Arizona Department of Health Services Licensing requirements.

Child Abuse and Neglect

Arizona law requires persons who suspect that a child has received non-accidental injury or has been neglected to report their concerns to the Department of Child Safety (DCS) or local law enforcement (ARS §13-3620.A). This means all staff are mandated reporters and when acting in the scope of their employment, if they develop a reasonable belief that a child is or has been a victim of child abuse, **they are required by law to immediately report the event to the DCS or the police.** Each school has a child abuse reporting and education team for processing suspected cases of physical abuse, sexual abuse or neglect. Reports of child abuse are confidential records.