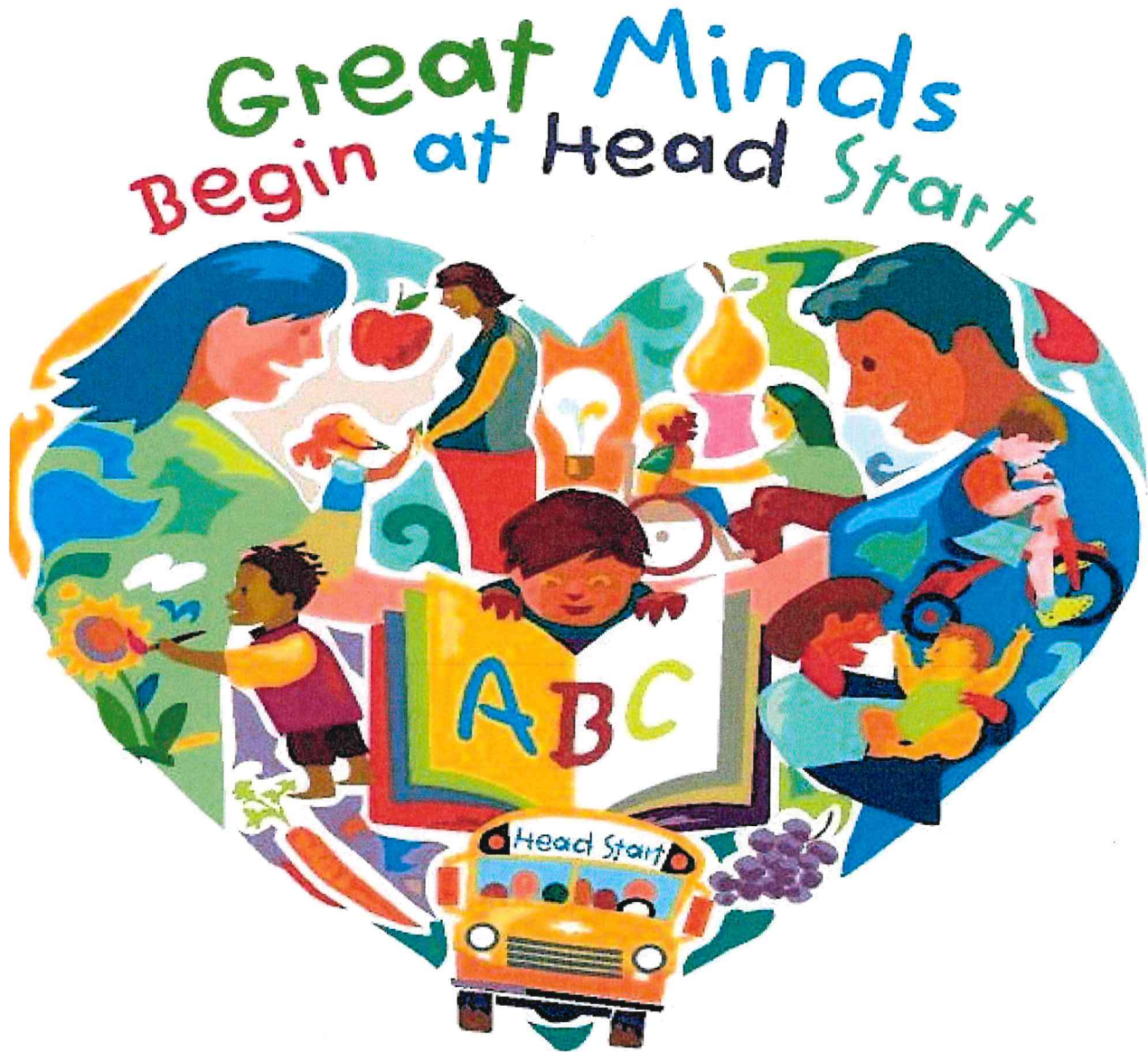


Organized Community Action Program, Inc.



**HEAD START / EARLY HEAD START
Parent Handbook
2021 – 2022**

ORGANIZED COMMUNITY ACTION PROGRAM, INC. HEAD START EARLY HEAD START

MISSION STATEMENT

The Organized Community Action Program Head Start Early Head Start is a comprehensive family services program; operating in Bullock, Butler, Coffee, Crenshaw, Dale, and Pike counties, to improve the quality of life and embrace the self-esteem of the population served.

VALUE STATEMENT

The philosophy of OCAP Head Start Early Head Start is to have a fertile working environment. We recognize each person as an individual of worth, who is willing to learn and who is receptive to change. We will maintain cooperation and cohesiveness that leads to dedication, therefore, creating a program of excellence.

VISION STATEMENT

Within five years, the OCAP Head Start Early Head Start program will construct and initiate a comprehensive family also on the utilization of programmatic objectives designed to promote full parent participation and develop self-help skills, thus moving families up and out of poverty.

WHAT IS HEAD START?

Head Start is a federal program for preschool children from low income families. The program is operated by the Organized Community Action Program, with services in the Bullock, Butler, Crenshaw, Dale and Pike counties.

Children who attend Head Start Early Head Start participate in a variety of educational activities. They receive dental and medical care, have healthy meals, and enjoy playing indoors and outdoors in a safe setting. Services are also offered to meet the special needs of children with disabilities.

WHAT CAN THE HEAD START PROGRAM OFFER TO YOUR CHILD?

Head Start Early Head Start provides children with activities that can help them grow mentally, socially, emotionally, and physically. The staff recognizes that as PARENTS, you are the first and most important teachers of your children. They will welcome your involvement in Head Start activities and will work as partners with you to help your child progress.

Head Start offers your child love, acceptance, understanding, and opportunity to learn and to experience success. Head Start children of the same age socialize with each other in solving

problems, having the opportunity to enhance self-confidence and to improve their listening and speaking skills.

Confidentiality Policy

Parents please know that all information received from you by the OCAP Head Start Early Head Start program is held in the strictest confidence. No information about Head Start Early Head Start families or children will be given to other agencies or individuals without the written consent of the legal entity representing the family. Our program requires that records completed on your child be maintained in a locked file by the agency. Those persons who have access to those records are: Official representative(s) of Health and Human Services, United States Department of Agriculture, Auditor(s), and/or persons that are required in the normal course of business with the program. No volunteer workers will have access to these files.

THE ROLE OF PARENTS IN THE HEAD START EARLY HEAD START PROGRAM

1. There is parent participation in the process of making decisions about the nature of operation of the Head Start Program. This is done through parents who are members of the Policy Council.
2. Parent participation in the Head Start center as a volunteer.
3. Parents work at home with their children in cooperation with the staff at the centers.
4. Activities are carried out that have been developed by the parents. This is accomplished through the Head Start Parent Committee at the individual Head Start center.

The Agency is mandated to form parent committee's that meet regularly. Your attendance at these center-based parent committee meetings allow for the Agency to fulfill this federal requirement. Our federal in-kind match can be accomplished if parents take an active role as volunteers, attend meetings, and become participating members of the Policy Council.

You are an important part of the Head Start family and your full participation in all center-based experiences are very important to assure the OCAP Head Start Early Head Start program will remain in operation. Please come and visit the center where your child attends, attend regularly the parent meetings; and become a volunteer in the Head Start family.

Head Start Early Head Start is a FREE federally funded program. Parent committees will not be allowed to have activities that require parents to bring money. Donations may be accepted in the form of a check or money order payable to the organization (OCAP, Inc.). Donations must be turned into the Central Office. Funds will be placed in an earmarked account for the center. The parent committee will make the decision and submit a request for approval to use the donated funds, during a parent committee meeting.

PARENT PREPARATION

1. There will be no bus transportation to and from home; however, Head Start will provide transportation to and from dental/health care facilities when requested.
2. Parents are required to bring their children inside the center, sign them in on the DHR Sign-in form; as well as, sign their child(ren) out in the afternoons.
3. Head Start children services hours are from 8:00 a.m. until 3:00 p.m.
4. Parents must designate, in writing, persons who will be allowed to drop off and pick up their child(ren) with; on the Department of Human Resources Preadmission form each month. If any family's contact information we ask that you submit a revision DHR Preadmission form as often as necessary. If the individual who is designated for drop off and pick up is not on the list, that individual cannot drop the child off, nor will we release the child to that individual, unless the legal guardian can provide us the change to the DHR preadmission form. All unknown or known persons must show an ID at Pick up and Drop Off of children.
5. In the event that you cannot reach the Head Start center before the designated closing time you should contact a person who is allowed to pick up your child. Children not picked up after attempts have been made to reach the parent(s), will be released to the proper authorities.
6. From time to time, conferences will be scheduled. All conferences should be scheduled during a time that is convenient for the parent. You should contact your Family Services Specialist if there is a conflict between you and the teacher concerning the conference scheduling.
7. The program will be sending newsletters home periodically. This newsletter will help to keep parents informed of the different activities that are going on at the center.
8. There will be two (2) home visits made to each child's home. Arrangements for these will be made in the fall and spring of each school year with your child's teachers.
9. The Head Start staff will participate in the professional development trainings during the program year. Parents are invited to attend if at all possible. You will receive notification that your child will be out of school on these days.

ABSENTEEISM

Your child's attendance is very important to his/her development. If you do not allow your child the experience of being away from home on consistent basis, you will be hindering their total social/emotional and educational development. Our Head Start Early Head Start teachers are concerned about your child(ren); so, please inform them if there is a problem with the child's attendance.

- If your child is absent, please notify the center staff and state the reason for the absence.
- If your child is out three (3) or more days, due to illness we request that you bring a doctor's statement.
- If your child is absent for any other reason, please be aware that after three (3) days of unexcused absences, center staff will attempt to contact you at the child's home to inquire of their well-being; after the 4th day of no contact having been made with center staff, the Agency may consider your child's slot vacant and enroll another waitlist child.
- If your child has need to be absent, please feel free to contact your center FSS-I and FSS-II and they will be able to assist with this matter. (SEE Attendance Policy Agreement Form)

SPORADIC ATTENDANCE

If your child is absent for an extended period, such as 30 days or more, or attends only sporadically, for example one or two days per week, the Head Start staff will contact you to determine why this is occurring.

If there are family problems affecting the child's attendance appropriate family support procedures should be initiated. Center staff procedures must include home visits or other direct contact with the parents.

All contacts, services offered and provided to your family will be documented in writing (i.e. Childplus.net Online Data System.) If these efforts are not successful, and chronic absenteeism continues, the agency will determine whether it is able to provide the child with appropriate services in another program option. If that is not feasible, the agency may, after informing the family, designate the slot as an enrollment vacancy and proceed to enroll an eligible child from the waitlist.

The Family Community Engagement Head Start Early Head Start Manager will review all documentation to determine if the situation substantiates termination of enrollment.

THE HEAD START DAY

Working and playing together: Each child chooses a learning center from a variety of activities, which include: looking at books, listening to records, building with blocks, playing at home experiences in the family area, drawing, painting at the easel, modeling with clay, using finger paint, free-hand cutting, pasting, caring for growing things and pets and working with puzzles.

Cleaning up: There is a specific place for all materials and equipment in Head Start. After their use, they are to be cleaned, sanitize and put back in their places. Each child assumes responsibility for putting away materials they used and cleaning up the area in which they have worked. Showing children how to use and care for all materials help eliminate germs and bacteria being transferred to their friends.

Developing physically: Using playground equipment and playing games aid in physical development. Out-door/in-door choice time must include 60 minutes of moderate and vigorous play.

Resting: The children rest on cots covered with sheets or towels, which the Agency provides, when in Head Start for more than five (5) hours. The rest period shall not be less than 45 minutes and not exceed 2 ½ hours.

Eating Together: Eating together gives the child opportunities to learn desirable table manners, healthy food habits, and engage in meaningful table conversation. Each child is provided with two well balanced meals and a snack each day.

Sharing group experiences: Singing songs, listening to music, responding to rhythms, taking nature walks, listening to stories, talking together and playing; all contribute to making Head Start a positive learning environment.

PREPARE YOUR CHILD FOR THE FIRST DAY HOW YOU CAN HELP?

1. Make sure your child gets enough sleep and rest.
2. Be sure that your child gets to school on time.
3. Do not send food or money with your child to Head Start.
4. Send extra clothing in case they soil their clothing; and please label your child's extra clothing. Clothing should be changed for each season's weather conditions.
5. If your child expresses fear about going to school, discuss their fear with them and be reassuring they will be alright.
6. Show continued interest in your child's school life. Ask, "What did you do in school today," and listen to the reply.
7. Report to the teacher any upsetting experience that you think will help the teacher understand your child.
8. Help you child look forward to the happy days of Head Start.
9. Visit the Head Start center often and attend monthly parent committee meetings.
10. Parent please come fully dressed when bringing your child to school. (Do not wear pajamas, robes, etc.)
11. Parent, please place your cell phones on vibrate or turn them off while in the center.
12. ABOVE ALL: Always have the family's current emergency numbers, emergency release to and pick-up names at the center where your child will attend. You must use the Alabama Department of Human Resources Preadmission Record each month to update this information.

Notice of Surveillance Cameras

To further our measures of safety for the children and staff in our centers, we have installed video cameras. The cameras may be located in the classrooms, hallways, cafeterias, and playgrounds at all our sites. The purpose of the camera surveillance equipment is to help Agency's staff monitor the going and coming of the children, staff, volunteers, and visitors while in our centers. With prior approval from the Head Start Early Head Start Director, the video footage will be reviewed. The Agency will work corporately with all legal authorities when video footage is requested by an outside source.

If you have any questions, comments, or concerns about the video surveillance, please do not hesitate to notify the center manager or our central office staff.

PICTURE, VIDEO, AND SOCIAL MEDIA

Please be advised that parents are not allowed to take pictures or make videos on our premises that include children other than their own. This is a violation of one's privacy. Also, parents may not post pictures of activities that take place at our centers on FACEBOOK, TWITTER, INSTAGRAM, or any other social media unless it is of your own child.

Please note any posts to FACEBOOK, TWITTER, INSTAGRAM, or any other social media that is perceived as harassing, coercing, or threatening to our students or staff may exclude you from participating with our program. The agency also has the right to pursue criminal charges.

EDUCATION AND CHILD DEVELOPMENT SERVICES

Dear Parent/Families:

The Education Department welcomes you to our OCAP Family! As research suggests, parents and family members are more likely to become engaged in their young child's development and learning when they have positive and trusting relationships with those who support them. Families play critical role in helping their children to prepare for school and a lifetime of academic success. At OCAP Head Start Early Head Start, we provide opportunities for parents to participate fully in their child's education experience.

Understanding that you are your child's first teacher, we want to partner with you to ensure your child's school readiness success! Our Head Start School Readiness Goals are below and divided among the five domains in children's development.

1) Approaches to Learning

- A. Children will show initiative, be able to stay focused, interested and engaged as well as cooperate with others during activities.
- B. Children will participate in a range of activities and leaning experiences that allow for creative and imaginative expression, such as music, movement, dance, art and drama.

2) Social and Emotional Development

Children will develop healthy relationship with adults and peers; in order to recognize and regulate their emotions.

3) Language and Literacy

- A. Children will develop early literacy knowledge and skills as book appreciation, phonological awareness, alphabet awareness, print concepts, and early writing.
- B. Children will develop skills for reading comprehension, recalling, and reciting information from familiar books.

4) Cognition

- A. Children will engage in exploratory play and learning experiences to further their understanding of their environment, and the natural and physical world through observation, manipulation, problem-solving and asking questions.
- B. Children will use math in every day routines to count, compare, rank, describe relationships, solve problems, name shapes and attributes, pattern, sort, classify and measure.

5) Perceptual, Motor, and Physical Development

Children will maintain healthy and age appropriate well-being, develop health and safety knowledge and practices, while they develop control of large muscles and small muscles.

Throughout the course of the year, your child will be assessed on these school readiness skills. Their results will be shared with you after each assessment period, and as a team we will create a plan to continue their growth.

Due to the COVID-19 Pandemic, we are not able to welcome you into our classrooms. Now, we ask that you wear a face covering to help avoid spreading germs. In addition, we ask that you work with your child at home on the weekly information that will be given to you. Together, we can ensure a successful school year!

Thank you for the opportunity to serve your family!

Harriet Renorda McFarlin

OCAP, Inc. Head Start Early Head Start Director

CHALLENGING BEHAVIOR POLICY

In May 2019, our governing boards approved a Challenging Behavior Policy. The policy is as follows: when a child's aggressive behavior becomes so combative the he/she becomes a health and safety risk for the other children and staff (examples, throwing furniture, kick, bites, hits staff and other children) staff will contact the child's parent to come and pick the child up from the Head Start center.

If the staff cannot reach the parent or any of the listed contacts on the Alabama Department of Human Resources Pre-Admission Record, to come and pick up the child, then proper authorities (police, sheriff, DHR) will be contacted to assist with locating the parent to notify them that they need to come to the Head Start center. If the staff does reach the parent, and the parent does not show up to pick up the child within thirty (30) minutes, staff should continue to contact or attempt to contact the parent.

Some of our children are identified as a child that take medication for behavioral or disruptive behavioral disorders. If it appears prior to the parent signing the child in that the behavior of the

child is exhibiting; that they **have not** had their medication, the teacher is discreetly pull the parent to the side and inform the that the child cannot be signed in. The teacher must explain that after briefly observing the child there appears no medication has been given for their behavior; therefore, the parent is being asked to take the child home and give the child the medication. This will help to ensure that the child has a less challenging day and help make the environment as calm as possible to promote learning activities. The child may return when their medication has been administered and the child will transition into the learning environment without being a health hand safety risk. For the health hand safety of children and staff; we ask that each parent fully cooperate with this policy.

Health Program Services

The Health Plan of Head Start Early Head Start provides comprehensive health services (including medical/physical, dental, mental health, and nutrition) to the children, promotes preventative health services and early intervention and promotes the families with the skills, insight, and knowledge of services necessary to continue comprehensive health services after the children leave the Head Start Program. All enrolled children are required to have a dental examination done within the first 45 calendar days of entrance into the program.

NUTRITION

The Head Start Early Head Start Nutrition program promotes child wellness by providing nutritional services that supplement and complement those of the home and community. A well-nourished child has a better chance to learn. We strive to help each child established a good eating habit which will lay a good foundation for a healthy body. Good nutrition affects many parts of a child's life, their bodies grow stronger, which enables them to work and play, and they learn through the process of eating, such as socialization. In Head Start Early Head Start, a child learns about the looks, tastes, and smell of different multicultural foods. Children learn that eating is a pleasant experience in a family style setting. In addition, children are served two balanced meals and a snack each day which are contracted through a catering service. All meals will be contracted out and will ensure that nutritious meals are served. We do not have individual birthday parties or serve candy to the children in observation of holidays and/or other celebrations.

Alabama Department of Human Resources Child Care Licensing and Performance Standards for Day Care Centers and Nighttime Centers: Regulations and Procedures, effective September 13, 2021.

No individual employed by the OCAP Head Start Early Head Start program may administer over-the-counter medications or prescription medications without the express written permission of the Head Start Early Head Start Director. Violation of this policy will result in immediate termination.

Our program does not discourage any children from Head Start centers who have to take prescribed medications from doing so. However, we request that parents arrange a time schedule so that the parents can administer medication to their children themselves.

Special arrangements will be made from children with prescription Medication if the parents are unable to administer medication.

All written prescribed medications will only be administered by a designated staff member (selected by the Family Services Specialist I from each Head Start center) with written authorization from the Health Services Coordinator and the Head Start Early Head Start Director.

All center staff members will be trained on the administration of medication. In the event all designated staff members are absent, the staff will notify the Health Services Coordinator or the Head Start Early Head Start Director immediately. The Head Start Early Head Start Director will designate another center staff member to administer the medication.

**ALABAMA STATE DEPARTMENT OF EDUCATION
SCHOOL MEDICATION PRESCRIBER/PARENT AUTHORIZATION**

School Year: _____

STUDENT INFORMATION

Student's Name: _____

School: _____

Date of Birth: ____ / ____ / ____ Age: _____

Grade: _____ Teacher: _____

☐ No known drug allergies---if drug allergies list: _____

Weight: _____ pounds

PRESCRIBER AUTHORIZATION (To be completed by licensed healthcare provider)

Medication Name: _____

Dosage: _____ Route: _____

Frequency/Time(s) to be given: _____

Start Date: ____ / ____ / ____ Stop Date: ____ / ____ / ____

Reason for taking medication: _____

Potential side effects/contraindications/adverse reactions: _____

Treatment order in the event of an adverse reaction: _____

SPECIAL INSTRUCTIONS:

Is the medication a controlled substance?

Yes ☐ No ☐

Is self-medication permitted and recommended?

Yes ☐ No ☐

If "yes" I hereby affirm this student has been instructed

On proper self-administration of the prescribe medication.

Do you recommend this medication be kept "on person" by student?

Yes ☐ No ☐

Emergency Drug required during Bus Transportation

Yes ☐ No ☐

Cake Icing Gel ONLY for Diabetic Student during Bus Transportation

Yes ☐ No ☐

Printed Name of Licensed Healthcare Provider: _____ Phone: () _____ - _____ Fax: _____ - _____

Signature of Licensed Healthcare Provider: _____ Date: _____

PARENT AUTHORIZATION

I authorize the School Nurse, the registered nurse (RN) or licensed practical nurse (LPN) to administer or to delegate to unlicensed school personnel the task of assisting my child in taking the above medication in accordance with the administrative code practice rules. I understand that additional parent/prescriber signed statements will be necessary if the dosage of medication is changed.

Prescription Medication must be registered with School Nurse or trained Medication Assistants. Prescription medication must be properly labeled with student's name, prescriber's name, name of medication, dosage, time intervals, route of administration and the date of drug's expiration when appropriate.

Over the Counter Medication must be registered with the School Nurse or Trained Medication Assistant, OTC's in the original, unopened and sealed container. Local Education Agency Policy for OTC medication to be followed:

Parent's/Guardian's Signature: _____ Date: ____ / ____ / ____ Phone: () _____ - _____

SELF-ADMINISTRATION AUTHORIZATION

(To be completed ONLY if student is authorized to complete self-care by licensed healthcare provider.)

I authorize and recommend self-medication by my child for the above medication. I also affirm that he/she has been instructed in the proper self-administration of the prescribed medication by his/her attending physician. I shall indemnify and hold harmless the school, the agents of the school, and the local board of education against any claims that may arise relating to my child's self-administration of prescribed medication(s).

Signature of Parent: _____ Date: ____ / ____ / ____ Phone: () _____ - _____

OCAP HEAD START ILLNESS POLICY:
Revised June 2020

1. A child shall not attend the Head Start Center if he/she:
 - a. Has a temperature of 100 degrees or above.
Temperature needs to be without a fever reducing medication.
 - b. Has a communicable disease. (If unsure, see school nurse).
Any rashes need to be evaluated by a provider, and Head Start should be provided with clearance to return to Head Start from the medical provider.
 - c. Has vomited or had diarrhea in the last 24 hours.
 - d. Feels too unwell to participate in daily activities. For example: a child has low grade temp, but is just lying around or even asleep while at Head Start.
2. A child may return to the Head Start Center when:
 - a. Fever has been absent for 24 hours; without fever reducing medication.
 - b. Nausea, vomiting, or diarrhea has subsided for 24 hours.
 - c. Stage for contagion for special communicable disease has passed.
 - d. Four doses of penicillin (antibiotic) over 24 hours have been given for known strep infection.
 - e. Child has been under a doctor's care and the doctor has given written permission for the child to return to the center.
 - f. Local health department has given written permission for the child to return to the center.
 - g. Child feels well enough to participate in activities at the center.

ADDITIONAL SERVICES FOR CHILDREN WITH DISABILITIES

Intellectual developmentally delayed children receive the full range of services as all of Head Start other children. Children identified with a disability are actively recruited for enrollment in head start. They are entitled to related services; as required to meet their unique needs, developmental potential regardless of family circumstances. A child's family who makes an application for head start or is accepted to participate in the program should present their child's Individual Family Services Plan (IFSP) or Individualized Education Plan (IEP) to the center director. Every Head Start grantee make available ten percent (10%) of its funded enrollment slots to be filled with children with disabilities before the end of the program year. The Head Start eligibility requirements must be met before enrollment consideration are determined when the referral comes from other agencies such as, Early Intervention, United Cerebral Palsy & Easter Seals.

Parents, teachers, physicians and other professionals can also make disability referrals to the local education agency. Head Start will obtain a signed written consent from the parent in order to take a referral to the LEA. Children who are referred for an evaluation from an LEA or other entity; must complete all of the receiving Agency's forms and paperwork.

PARENT FAMILY COMMUNITY ENGAGEMENT

The major focus is working with the family to engage and stimulate parent participation in the center's program and related activities. This includes the encouragement, motivation and assistance provided to the family in efforts to improve the conditions and quality of life.

Additional responsibilities include the establishment and maintenance of an outreach and recruitment process, which ensures enrollment of eligible children, regardless of race, sex, creed, color, national origin, or disabling condition.

Parents are made aware of community services and resources as well as how often to use them. To ensure parent family community engagement of these services, Head Start provides the parents with a community resources list and initiates contact with these resources and trainings or services needed from them upon the parents' request.

Parent engagement is a process of community action that enriches the total Head Start Program. It provides parents, staff and communities with opportunities to work as a team to ensure their child's growth and development. Parent engagement enables parent to participate (1) in making policy decisions that affect their child's growth and development; and (2) in developing and sustaining programs that assist parents in carrying out their parental responsibilities their personal goals.

FATHER ENGAGEMENT

To ensure our children's healthy growth and development, we strongly encourage male engagement in the Head Start experience. Parent engagement includes male engagement. Statistics have shown that children who do not have the active participation of their father in their lives are more likely to grow up with behavioral problems.

Source: (<https://www.liveabout.com/fatherless-children-in-america-statistics-1270392>)

Children from fatherless homes account for:

- **Suicide:** 63 percent of youth suicides
- **Runaways:** 90 percent of all homeless and runaway youths
- **Behavioral Disorders:** 85 percent of all children that exhibit behavioral disorders
- **High School Dropouts:** 71 percent of all high school dropouts
- **Juvenile Detention Rates:** 70 percent of juveniles in state-operated institutions
- **Substance Abuse:** 75 percent of adolescent patients in substance abuse centers
- **Aggression:** 75 percent of rapists motivated by displaced anger

OCAP Head Start Early Head Start strongly support mothers to encourage fathers to become more active in the Head Start Experience with their child. Fathers are encouraged and welcomed to attend meetings to help make decisions, help children with school work, participate in center activities and volunteer at the center.

VOLUNTEERING AND IN-KIND CONTRIBUTIONS

The Head Start Early Head Start Grant is federally funded that requires the receiving Agency to provide a non-federal match. This match can be made by receiving in-kind contributions. **In-Kind** is defined as property or services that benefit a grant-supported project or program and are contributed by non-federal third parties without charge to the grantee. In-kind contributions may consist of the value of real property and equipment and the value of goods and services directly benefiting the grant program and specifically identifiable to it. In-Kind match is counted for the period when the services are provided or when the donated goods are received and used. An in-kind match is defined as a cash donation or other contributions from a third party that can be used to meet the requirements.

This is one reason it is important that you take the time to volunteer at the centers as often as you can. This agency's portion of the required match is over 1 million dollars. So, every hour that you can volunteer is figured in a formula by a fiscal staff and is counted towards meeting that million-dollar match. It is also important that you do the take home weekly bulletin activities sent home with your children and accurately document how long you worked on the activity. By doing so that time is counted toward OCAP Head Start Early Head Start in-kind match.

Now, without meeting the 1 million dollars in in-kind match, the agency Board of Directors is fined by the Federal Government and the governing board of directors has to re-pay head start early head start grant funding to Health and Human Services, Administration for Children and Families, Office of Head start; plus, all penalties of what we may know as additional fees.

TRAINING AND EDUCATION FOR FAMILIES

Staff and parent training/ education will be an on-going endeavor. At each center, resources will be provided to assist staff and parents with decisions about furthering their careers while giving monetary assistance (if funds are available) to attend institutions and classes. GED classes will be offered to parents at local entities within a county; and or coordinated with local secondary education institutions. Literacy improvement will be a priority in each center.

PARENT & COMMUNITY COMPLAINTS GRIEVANCE POLICY & PROCEDURE

Policy

It is the policy of the OCAP Head Start Early Head Program to provide its parents with the best possible service. Employees are expected to treat all parents, suppliers, and general public in a courteous, respectful manner at all times. Employees should always remember that the program's parents come first and that each one is entitled to the same thoughtful treatment that the employee would like to receive. Parents should not be treated in a condescending or impolite manner.

When a parent approaches an employee with a question or complaint, the employee should give that matter immediate attention. If a parent or supplier becomes abusive or argumentative and the employee cannot properly handle the situation, the parent should be referred to the employee's supervisor.

1. Grievance Definition

A grievance is a claim or complaint based upon an event or condition, which affects the operation of the Head Start Early Head Start Program.

A grievance might involve alleged safety or health hazards, unsatisfactory physical facilities, surroundings, materials or equipment, unjust treatment or any other event or circumstance related to the operation of the Head Start Early Head Start Program.

1. Grievance Procedure

Step One: A parent, volunteer or community member shall present the matter in writing to the Center's Family Services Specialist I (FSSI), provided the Family Services Specialist I did not instigate the grievance. The FSSI can assist in transcribing an oral complaint for the parent; if needed.

If the grievance is against the FSSI or the Family Community Engagement \ Early Head Start (FCE\EHS) Manager, the grievance should be presented to the Head Start Early Head Start Director.

If the complaint is not against the Family Community Engagement \ Early Head Start Manager, he/she will fully investigate the complaint involving other appropriate persons as necessary. After a full investigation of all the facts relating to the incident, the Family Community Engagement \ Early Head Start (FCE\EHS) Manager shall give an answer within seven (7) working days.

Step Two: If the response provided in the complaint in step one is not satisfactory to the parent or community complainant; then shall the complaint be presented to the Head Start Early Head Start Director within three (3) working days. The Head Start Early Head Start Director will review the grievance, along with the Human

Resources Manager, and do further investigation involving all parties if necessary, either separately or together.

Step Three: If the decision rendered by the Head Start Early Head Start Director is not satisfactory or if the response was not given, the parent shall file a complaint to the Policy Council Chairperson, within three (3) working days.

The Chairperson of the Policy Council shall within ten (10) working days to convene a hearing with a grievance committee, and witness may attend this meeting.

Recesses or continuances may be granted by a majority vote of the Grievance Committee. The Policy Council Grievance Committee shall make a written recommendation within three (3) working days following the completion of the hearing.

The recommendation of the Policy Council Grievance Committee, along with the Head Start Early Head Start Director, shall be presented to the full body of the Policy Council at its next regularly scheduled meeting. The decision of the Policy Council and the Head Start Early Head Start Director will then be presented to the Board of Directors for approval.

PARENT STANDARD OF CONDUCT

Please know that in accordance with the agency's Policies and Procedures, staff members have the right to complain if they feel threatened, coerced, or they are physically attacked by parents. Just as the staff has a standard of conduct with disciplinary infractions, parents are expected to treat staff with a reasonable level of respect. Any use of profanity, threats to staff, social media conversations that can be interpreted as coercion or threatening, or any other manner of undesirable activities may result in the parent being banned from the agency's property and could result in report to appropriate local authorities.

GRADUATION

Graduation ceremonies are functions that are not funded or supported by the Head Start Program. However, we have allowed parents to conduct these functions at a separate offsite venue. Due to irresolvable issues between the parents and/or extended family members, graduation ceremonies are no longer allowed for Head Start Early Head Start Children.

PARKING

For the safety of the Head Start children, we ask that all parents park on the front of our buildings during pick up and drop off of the children.

TEN COMMANDMENTS FOR EFFECTIVE PARENTHOOD

1. Thou Shalt Train Thyself

Children do not learn merely by telling; they learn by showing. Do not expect your child to act better than you act. Examples make the greatest impressions.

2. Thou Shalt Be More Concerned With Relationships Than Rules

The child who knows they are loved by their parents is less likely to rebel against the rules and authority in school and society. Your respect will nourish his respect.

3. Thou Shalt Impart The Faith In Our School

Parents have the basic responsibility for education. A school can only assist parents, not replace them. No amount of support by a teacher can substitute for the support at home. Your attitude about school will become your child's attitude.

4. Thou Shalt Learn To Listen

Listening is a real art. Listening to your child means that you acknowledge his/her worth as a person, respect them and understand their viewpoints.

5. Thou Shalt Spend Time With Thy Children

Parents must make effort to stop and enjoy life as a family. Grab on to the moment to spend time with each other. There is not enough money made to replace your time spent with your children. The family that plays together stays together.

6. Thou Shalt Acknowledge Thy Shortcomings As Parents

Parents that deny their shortcomings end up blaming their children for their own inadequacies. Change what you can change and accept what you cannot change.

7. Thou Shalt Keep A Sense Of Humor

We take ourselves too seriously. We need to learn to laugh at our mistakes. Laughter releases pent-up despair and relieves hostility. Too often, despair and hostility are taken out on our children.

8. Thou Shalt Treat Thy Children Equally

Each child is a unique individual with his/her own personality. They should be loved for who they are, not for what you want them to become. Good parents love their children despite of; imperfections.

9. Thou Shalt Use Discipline

Discipline is providing means for growing up which includes protection and guidance. There is a definite relationship between love and acceptance.

10. Thou Shalt Know When To Let Go

As children grow up so do their responsibilities. Good parents want their children to be free from emotional dependency on them. If parents follow the first nine commandments the tenth will fall into place without much effort. There comes a time when each individual must be responsible for their own actions.

The ABC's of Fatherhood "Building Blocks for Better Dads"

Arrange for some one-on-one time with your children once a week.

Be spontaneous and take time to rejuvenate yourself two or three times a month. Check your children's homework every day.

Devote time each day to pray or meditate with your children. Enjoy a family tradition once every month.

Forgive yourself, forgive your children, and forgive their mother daily.

Give an allowance, regardless of how small, and teach about saving once a week. Have a long heart-to heart chat with your children once a month.

Instead of TV, pursue a common interest or hobby with your kids once a week. Just do what you say and follow through with your children.

Kindness is something your children learn from you by example, every day. Laugh about something with your child every day.

Make sure children complete chores once a week and reward them for doing well. Never bypass opportunities to help your children perform an anonymous good deed. Only a fool would avoid using these suggestions for building better relationships.

Plan a fun excursion so you can be alone with your children with your children once a month. Question children about, "How are school, friends, and family going?" twice a month.

Review schoolwork at the end of each week and praise them for their achievement. Say, "I love you", read to your children and kiss them goodnight every day.

Take pictures. Review goals; reward when goals are reached. Teach a life skill once a month.

Update house rules; adjust privileges and responsibilities once a month.

Visit a library with your children two or three times a month.

Watch out for what you are eating or drinking and make sure your kids eat right.

X-out TV viewing throughout the week while school is going on.

Your house is your castle; help kids develop self-discipline by cleaning their room. Zoom in on becoming a better father rather than mistakes you've made.

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