

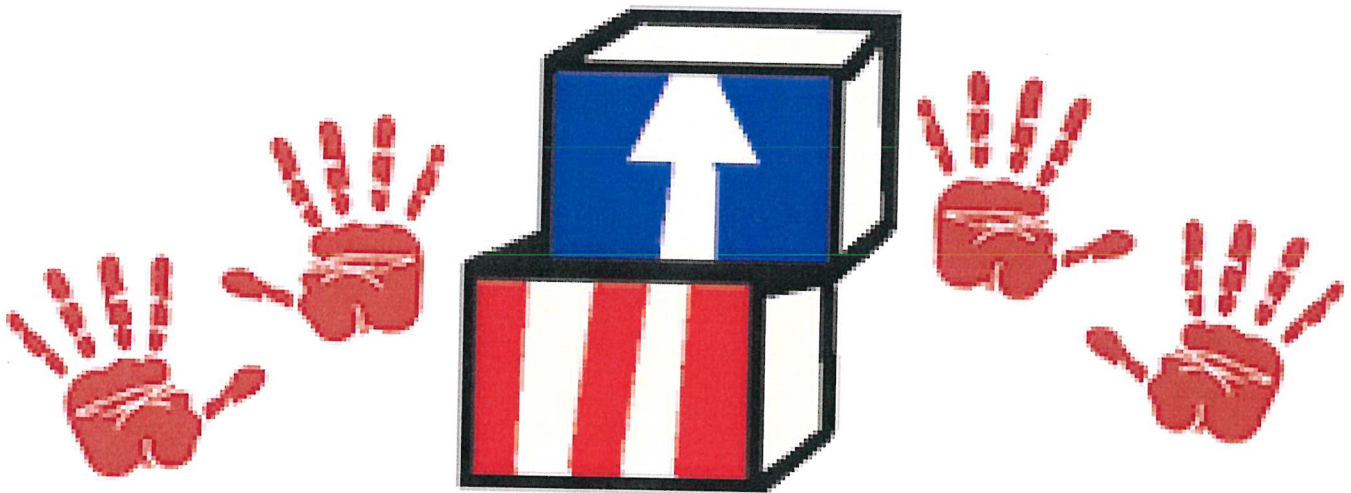
BLUE RIDGE OPPORTUNITY COMMISSION, INC.

**BROC HEAD START**  
**PARENT HANDBOOK**

**FOR**

**2023-2024**

Head Start



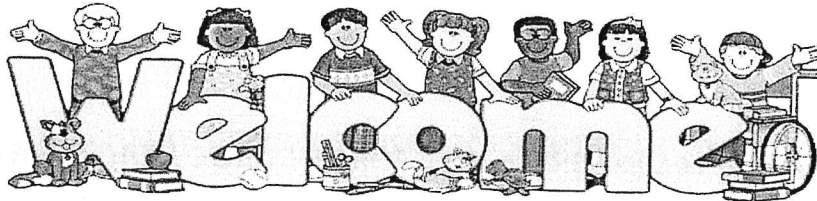
Serving children, families and communities in  
Alleghany, Ashe & Wilkes Counties since 1965



**TABLE OF CONTENTS "PARENT HANDBOOK" 2023-2024 PROGRAM YEAR # 5**

Welcome Message from Head Start Director	Page 1	Smoking and Tobacco Restriction Policy	Page 16
Head Start Centers' & Office Contact Information	Pages 1- 2	Home Visits, Parent / Teacher Conferences	Pages 16-17
Mission Statement & Program Description	Page 2	Example of a Head Start Classroom Day & Schedule	Page 17
Eligibility for Head Start Services	Pages 2- 3	Father Involvement / Positive Male Role Models	Page 17
Fraud Statement	Page 3	Confidentiality	Page 17
Non-Discrimination Statement	Page 3	Volunteer Requirements / Substitute Care Givers	Pages 17-18
Safe Procedure for Pick-Up and Delivery at the Head Start Centers	Pages 3-5	Head Start Parents' "Rights" & Parents' "Responsibilities"	Page 18
Safe Procedure for Pick-Up and Delivery at the Cub Creek and the Gap Civil Head Start Centers	Pages 3-4	Complaint / Grievance Policy and Procedure for Head Start Parents	Page 19
Safe Procedure for Pick-Up and Delivery at the North Wilkesboro Head Start Center	Pages 4-5	Child & Family Service Areas of BROOC Head Start	Pages 19-21
Safe Procedure for Pick-Up and Delivery at the Ashe Sizemore & the Lomax Head Start Centers	Page 5	Family & Community Engagement: Parent Involvement, Center Parent Committees, Health Services Advisory Committee, Policy Council, Governing Body-BROOC Board of Directors and Working with Non-Custodial Parents	Pages 19-21
Children's Attendance	Page 5	Early Childhood Development & Health Services:	Pages 21-26
Early Arrival & Late Pick-Up Procedures	Page 6	Early Childhood Education Services: Communication On-line with Your Child's Teachers Through the TSG Family Site, Screenings & Assessments, Indoor Play/Outdoor Play, Field Trips and Transitions	Pages 21-22
Authorized Persons to Release Child To, Child Custody Agreements & Court Orders	Page 6	Health Services: Emergency Medical Care Plan, Children's Required Medical Examinations, Up-to-date Immunizations, Well Child Care, Health Screenings, Healthy Habits, Nutrition Services, Children with Food Allergies or on Other Special Diets, and Family Style Meal Setting	Pages 22-24
Drug & Alcohol Summary	Page 6	Health Services continued: Administering Medication at Head Start, Prescription Medications, Over-the-counter Medications, and Blanket Permission for Medication Administration for Chronic Conditions	Pages 24-26
Inclement Weather Policy	Page 6	Health Services continued: Social & Emotional Development, Providing Parents/Legal Guardians Opportunities to Participate in a Research-Based Parenting Curriculum: ReadyRosie & Triple P Positive Parenting Programs	Page 26
Other Closings	Pages 6-7	Transportation Services: Riding the Head Start School Bus, Safety Education for Children & Parents, Transportation Safety Training, Bus Transportation Guidelines, and Transporting Children for Health Services by Automobiles	Pages 26-29
Children's Clothing & Change of Clothing	Page 7	Disabilities & Special Needs Services:	Pages 29-30
Birthday Snacks & Religion & Holiday Celebrations	Page-7	Early Childhood Learning Knowledge Center, Technical Assistance & Office of Head Start (ECLKC)	Page 30
No Foods Can Be Brought from Home for Any Occasion...	Page 7	Teachers...Parents Communicator Red Folder	Page 30
Quiet / Rest Time	Page 7	Parents' Notes of Other Important Information and Things to Remember & Space to Write Notes, etc.	Pages 30-31
Center Closings	Page 8		
Photographs, Videos & Video Surveillance System	Page 8		
Head Start Exposure Control Plan / Blood Borne Pathogens	Page 8		
Hand Washing Policy for Adults & Children	Pages 8-9		
Communicable Diseases, Short-Term Exclusion Policy for Children & Symptoms of Contagious Diseases	Pages 9-10		
Reporting Suspected Child Abuse & Neglect Policy	Pages 10-11		
Prevention of Shaken Baby Syndrome and Abusive Head Trauma Policy	Pages 11-13		
Community Resources	Page 14		
Change in Information	Page 14		
Guidance & Positive Discipline Policy for Children	Pages 14-15		





*Welcome Parents, Guardians & Families!*

*Welcome to Blue Ridge Opportunity Commission's (BROC's) Head Start Program! I am so pleased that you have chosen to enroll your child in a program that has 58 years of experience in helping children to succeed by providing them with educational activities that help them grow mentally, socially, emotionally, and physically. We are also here to help the family succeed in their goals and ambitions.*

*This parent handbook is designed to provide you with information about Head Start and the important role you play in the success of our program and in your child's experience in this preschool setting. We, at Head Start, believe that you are the most important teacher for your child and that you have the primary responsibility for your child's development. You and the staff, while working together as a team, will provide the support your child needs to succeed in school and in life.*

*We are always open to your thoughts, suggestions, and ideas for improvement. We strongly encourage your active participation in the BROC Head Start Program!*

*Sincerely,*

*Brenda Whitley Roten  
BROC Head Start Program Director*

***BROC Head Start Administrative Office***

*710 Veterans Drive, North Wilkesboro, NC 28659*

***Telephone: (336) 903-2065***

***Fax: (336) 651-7684 Website: [www.brocinc.com](http://www.brocinc.com)***



<b><u>DEMOGRAPHIC INFORMATION FOR THE BROCC HEAD START CENTERS:</u></b>			
<b><i>CENTER NAME</i></b>	<b><i>CENTER'S ADDRESS</i></b>	<b><i>CONTACT INFORMATION FOR CENTER</i></b>	<b><i>FACILITY ID #</i></b>
<b><i>BROC Cub Creek Head Start</i></b>	<b><i>1201 A &amp; B Industrial Park Road, Wilkesboro, NC 28697</i></b>	<b><i>Telephone: (336) 651-7690 or (336) 667-0482</i></b>	<b><i>#: 9755061</i></b>
<b><i>Gap Civil Head Start</i></b>	<b><i>145 Cranford Road, Sparta, NC 28675</i></b>	<b><i>Telephone: (336) 372-8918</i></b>	<b><i>#: 03000006</i></b>
<b><i>Lomax Head Start</i></b>	<b><i>5728 Greenhorn Road, Roaring River, NC 28669</i></b>	<b><i>Telephone: (336) 957-8912</i></b>	<b><i>#: 97000017</i></b>
<b><i>North Wilkesboro Head Start</i></b>	<b><i>170 Jolly Street, North Wilkesboro, NC 28659</i></b>	<b><i>Telephone: (336) 651-7698</i></b>	<b><i>#: 97000028</i></b>
<b><i>Ashe County Head Start Sizemore Center</i></b>	<b><i>200 Oak Street, Jefferson, NC 28640</i></b>	<b><i>Telephone: (336) 246-6448</i></b>	<b><i>#: 05000015</i></b>

**MISSION OF HEAD START:** The mission of BROCC Head Start is to provide quality individualized comprehensive services that empower children, with the overall goal of fostering healthy development and increasing social competence of young children in low-income families. BROCC Head Start services are also family-centered, following the belief that children develop in the context of their family and culture. Parents are respected as the primary educators and nurturers of their children.

**PROGRAM DESCRIPTION:** Head Start was established in 1965 by the Office of Economic Opportunity to provide pre-school children from low-income families with a comprehensive program to meet their emotional, social, health, nutritional and psychological needs. Since its inception, BROCC Head Start has succeeded by promoting school readiness in children and self-sufficiency for their families. Since 1966, Head Start has been operating in Alleghany, Ashe and Wilkes Counties under the sponsorship of Blue Ridge Opportunity Commission-BROCC. Head Start also encourages full participation of the entire family in its provision of services. Parents are involved at all levels of the program, and are an integral part of decision making in many ways.

**ELIGIBILITY:** Eligibility for Head Start is determined by guidelines established by the federal government and is based on the child's age and family income which prohibits discrimination (see Non-Discrimination statement below). Families must complete an enrollment application, including health information forms and meet the enrollment requirements. The application must be signed by the child's parent or legal guardian. Children are accepted into the program based on a point system according to the most current "BROCC Head Start Eligibility & Selection Criteria" which uses the criteria of family income, parental status, child's age, foster care situations, special needs and other situations. Children will be

accepted into the program depending upon available space in the classrooms. If there are no slots available in the center, eligible children's names will be placed on a priority ranked waiting list.

**Fraud:** In accordance with Head Start Program Performance Standards *45 CFR Part 1302.12 (m) (1) (iii)*, the following policy applies to applicants for children's enrollment with the BROCC Head Start / Early Head Start Program: For Parents or Legal Guardians who knowingly and willingly attempt to provide or do provide false information for a child's enrollment, the program will initiate corrective action. This includes, but is not limited to any of the following actions: 1) The child will be denied enrollment into the program; 2) If the child is already enrolled and it is determined later that false information was provided for enrollment purposes, the child would lose his/her enrollment slot; 3) The parents/legal guardians may be held liable for reimbursement of cost to the program while child was enrolled.

**Non-Discrimination Statement:** *In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.*

*Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g. Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.*

*To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: 1. **Mail:** U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410; or 2. **Fax:** (833) 256-1665 or (202) 690-7442; or 3. **Email:** [program.intake@usda.gov](mailto:program.intake@usda.gov) . **This institution is an equal opportunity provider.** Updated on 05/05/2022*

### **Alleghany: Gap Civil Head Start Center; Wilkes: Cub Creek Head Start Center**

#### **SAFE PROCEDURE FOR PICK-UP AND DELIVERY AT THE CUB CREEK AND THE GAP CIVIL HEAD START CENTERS:**

The BROCC Head Start Program and the Cub Creek & the Gap Civil Head Start Centers have established safe procedures for pick-up and delivery of children to ensure children are protected from danger and not exposed to risk of harm. This includes safe pick-up and delivery procedures for parents/guardians, as well as, safe pick-up and delivery procedures for the transportation of children by the Head Start bus. These procedures will be communicated to parents/guardians, and a copy will be posted in the center made visible to parents/guardians.

**Children who are transported by their Parents/Guardians:** The earliest a child may enter the classroom is 8:00 a.m. and all children must be picked up by 2:00 p.m. Upon arrival, the child should be accompanied inside the building by the parent/guardian or designated adult who has delivered them to the center. The responsible person will need to sign the child in, and deliver child to their room and teacher. At pick-up, the parent/guardian or other person on the pick-up list must come into the center to sign the child out and notify the child's teacher or person in charge that the child is being picked up. The child will only be released to the parent/guardian or an authorized person designated on the pick-up list.

The center must receive written authorization from the parent/guardian before the child can be released to someone who is not on the pick-up list. For safety purposes, please do not leave children alone in your automobiles due to extreme hot & cold weather conditions and/or unsafe situations while dropping off or picking up your Head Start child. Parents or other Adults must park in the designated parking spaces and always drive slowly and cautiously when entering and leaving the Head Start premises.

**Children who are transported by the Head Start School Bus:** In the mornings, bus transportation for children operates from 7:30 a.m. to 8:30 a.m. The bus will arrive to the designated location to pick up the child or children. A bus monitor adds the child's attendance to the bus roster, will always assist the child on the bus, and then will proceed to buckle the child into the safety seat. After the last child is picked up, the bus will travel to the Head Start center, where the monitor and bus driver will unload the children and walk them into their classroom, ensuring that the classroom teachers are aware the child is present. In the afternoons, the bus transportation for children operates from 2:30 p.m. – 3:30 p.m. The teacher, teacher assistant, and/or bus monitor will walk the children to the bus, count them and use the checklist indicating the child's boarding of the bus. The teacher, teacher assistant, and/or bus monitor will buckle each child into the safety seat. The bus will travel to each destination to drop off the child/children to the parent/guardian or other person on the pick-up list. The bus monitor will assist the child when getting off of the bus and give the child over to the designated adult. No child will ever be released to someone who is not on the pick-up list. The center must receive written authorization from the parent/guardian before the child can be released to someone who is not on the pick-up list.

---

### Wilkes: North Wilkesboro Head Start Center

#### **SAFE PROCEDURE FOR PICK-UP AND DELIVERY AT THE NORTH WILKESBORO HEAD START CENTER:**

The BROG Head Start Program and North Wilkesboro Head Start Center have established safe procedures for pick-up and delivery of children to ensure children are protected from danger and not exposed to risk of harm. This includes safe pick-up and delivery procedures for parents/guardians, as well as, safe pick-up and delivery procedures for the transportation of children by the Head Start bus. These procedures will be communicated to parents/guardians, and a copy will be posted in the center made visible to parents/guardians.

**Children who are transported by their Parents/Guardians:** The earliest a child may enter the classroom is 8:00 a.m. and all children must be picked up by 2:00 p.m. Upon arrival, the child should be accompanied inside the building by the parent/guardian or designated adult who has delivered them to the center. The responsible person will need to sign the child in, and deliver child to their room and teacher. At pick-up, the parent/guardian or other person on the pick-up list must come into the center to sign the child out and notify the child's teacher or person in charge that the child is being picked up. The child will only be released to the parent/guardian or an authorized person designated on the pick-up list. The center must receive written authorization from the parent/guardian before the child can be released to someone who is not on the pick-up list. For safety purposes, please do not leave children alone in your automobiles due to extreme hot & cold weather conditions and/or unsafe situations while dropping off or picking up your Head Start child. Parents or other Adults must park in the designated parking spaces and always drive slowly and cautiously when entering and leaving the Head Start premises.

**Children who are transported by the Head Start School Bus for field trips:** The teacher, teacher assistant, and/or bus monitor will walk the children to the bus, count them and use the checklist indicating the child's boarding of the bus. The teacher, teacher assistant, and/or bus monitor will buckle each child into the safety seat. The bus will travel to the destination. The teacher and teacher assistant will assist the children when getting off of the bus and escort them to the



destination. Before boarding the bus after the field trip, the teacher, teacher assistant, or other trained personnel will use the checklist and add the child's attendance to the bus roster. The teacher or teacher assistant will always assist the child on the bus, and then will proceed to buckle the child into the safety seat. The bus will travel back to the Head Start center, where the teacher and teacher assistant and bus driver will unload the children and walk them into their classroom.

.....

**Ashe: Sizemore Head Start Center; Wilkes: Lomax Head Start Center**

**SAFE PROCEDURE FOR PICK-UP AND DELIVERY AT THE SIZEMORE AND THE LOMAX HEAD START CENTERS:**

The BROG Head Start Program and the Sizemore & the Lomax Head Start Centers have established safe procedures for pick-up and delivery of children to ensure children are protected from danger and not exposed to risk of harm. This includes safe pick-up and delivery procedures for parents/guardians, as well as, safe pick-up and delivery procedures for the transportation of children by the Head Start bus. These procedures will be communicated to parents/guardians, and a copy will be posted in the center made visible to parents/guardians.

**Children who are transported by their Parents/Guardians:** The earliest a child may enter the classroom is 8:00 a.m. and all children must be picked up by 2:30 p.m. Upon arrival, the child should be accompanied inside the building by the parent/guardian or designated adult who has delivered them to the center. The responsible person will need to sign the child in, and deliver child to their room and teacher. At pick-up, the parent/guardian or other person on the pick-up list must come into the center to sign the child out and notify the child's teacher or person in charge that the child is being picked up. The child will only be released to the parent/guardian or an authorized person designated on the pick-up list. The center must receive written authorization from the parent/guardian before the child can be released to someone who is not on the pick-up list. For safety purposes, please do not leave children alone in your automobiles due to extreme hot & cold weather conditions and/or unsafe situations while dropping off or picking up your Head Start child. Parents or other Adults must park in the designated parking spaces and always drive slowly and cautiously when entering and leaving the Head Start premises.

**Children who are transported by the Head Start School Bus:** In the mornings, bus transportation for children operates from 7:15 a.m. to 8:15 a.m. The bus will arrive to the designated location to pick up the child or children. A bus monitor adds the child's attendance to the bus roster, will always assist the child on the bus, and then will proceed to buckle the child into the safety seat. After the last child is picked up, the bus will travel to the Head Start center, where the monitor and bus driver will unload the children and walk them into their classroom, ensuring that the classroom teachers are aware the child is present. In the afternoons, the bus transportation for children operates from 2:45 p.m. – 3:45 p.m. The teacher, teacher assistant, and/or bus monitor will walk the children to the bus, count them and use the checklist indicating the child's boarding of the bus. The teacher, teacher assistant, and/or bus monitor will buckle each child into the safety seat. The bus will travel to each destination to drop off the child/children to the parent/guardian or other person on the pick-up list. The bus monitor will assist the child when getting off of the bus and give the child over to the designated adult. No child will ever be released to someone who is not on the pick-up list. The center must receive written authorization from the parent/guardian before the child can be released to someone who is not on the pick-up list.

**HEAD START CHILDREN'S ATTENDANCE: Please notify the staff at your child's Head Start Center when your child will be absent.** If a child is "unexpectedly absent" and the family or caregiver has not contacted the Center within one hour of the start of classroom time (8:00 am), staff are required to attempt to contact the family on that day. The urgency for contacting the absent child's family member or regular caregiver as soon as possible is to ensure that the child's well-being is adequate; methods of contact may be by telephone, text, email, Facebook or a direct face-to-face contact. Family support will be offered to promote children's regular daily attendance, while emphasizing the positive benefits of regular attendance as it strengthens school readiness for the child and for the family.

**Applicable to All Children Enrolled in the BROc Head Start Centers and Classrooms-**

**Early Arrival Procedures:** Head Start Staff cannot accept children before the Head Start site's scheduled or licensed start time in the mornings. Families who are not following the proper times for drop-off are reminded of this policy and that they are placing their child's slot in jeopardy.

**Late Pick-up Procedures:** Whenever a child is not picked up by the center's closing hour and if neither the parent nor the authorized person(s) can be reached by telephone or by other methods and has not notified the center of late pick-up, the local Department of Social Services Child Protection Services is called 15 minutes after the regularly scheduled pick-up time, if no contact has been made with the parent / guardian or anyone on the emergency contact list. Families who are not following the proper times for pick-up are reminded of this policy and that they are placing their child's slot in jeopardy.

**Authorized Persons to Release Child to:** Parents must provide a list of persons they authorize for their child to be released to at the center or at the bus stops or at fieldtrip locations. Authorized persons, who are unknown to Head Start staff, must show a picture identification before being allowed to receive a child. No child will be released to unauthorized persons.

**Child Custody Agreements / Court Orders:** If there is a Custody order or a Protection from Abuse order prohibiting one of a child's parents (or other persons) from picking him or her up at the Head Start Center, staff must be notified and have a copy of the most current legal agreement at the center and in your child's main file prior to the child's first day of Head Start classes. Although staff cannot physically prevent an unauthorized person from picking up a child, they will call the Police or Sheriff's Department immediately to intervene. Also, if one parent has been given primary legal custody, information about the child cannot be released without the primary custodial parent's written consent. If the biological parents are separated and there is no custody agreement on file, the staff **cannot** prevent either of the parents from taking their child from the premises if the biological parent's name is on the child's birth certificate. Likewise, information about the child may be shared at either parent's request.

**Drug & Alcohol Summary:** Any persons suspected of being under the influence of drugs or alcohol will be encouraged to not remove their children from the Center if they are driving or seem unable to care for their children. Individuals showing indications of being under the influence may also be asked to leave Head Start classrooms or functions. Persons asked to leave will be offered alternatives to driving such as calling a friend, relative or taxi. If they refuse to leave and seem unable to care for their children, the local Department of Social Services Child Protection Services may be called. If they insist on driving, law enforcement will be called. It is not the intention of Head Start to judge or blame individuals suspected of alcohol or other drug use. Our intent is to provide for the safety of all Head Start children. Be advised that all efforts will be made to not release the child to a person who by staff's judgment is under the influence of drugs or alcohol. Staff will attempt to contact the parent, legal guardian, or other authorized persons to make alternate pick up arrangements.

**Inclement Weather Policy:** During severe weather conditions, parents should tune in to WXII television for announcements on center delays or closings. If your county's school district is closed due to severe weather conditions, the Head Start Centers will also be closed. Parents may also check their cell phones for text announcements and the children's classroom Facebook page for postings concerning center operations.

**Other Closings of Head Start Centers:** Other situations, including but not limited to, electrical power, lack of water, lack of heat or air conditioning, hazardous road conditions or other situations which may endanger the health or safety of children and employees, may result in one or more of the BROc Head Start Centers being closed. Families will be notified

by telephone, text, email, Facebook and/or television when these conditions occur. If the closing is during the program day and we are required to relocate the children, you will be advised of the location where to pick up your child.

**Children's Clothing:** Children are encouraged to wear comfortable clothing which allows for self-dressing (that can be managed for the child's bathroom needs); avoid dressing child with clothing that has complicated fasteners. Please dress your child in washable play clothes that are appropriate for the day's weather conditions. Keep in mind that the children participate in a variety of fun and "messy" activities such as painting, sand and water play, as well as outside play. We discourage you from sending your child to school in "dress clothes" because it is likely they will be soiled while participating in the day's activities. Children's shoes should be protective of toes, heels and soles of little feet; sneaker type shoes or other soft-soled shoes that are suitable for running and climbing are recommended -no flip-flops, jelly shoes, sandals or dress shoes with slick soles, please. In the winter, gloves/mittens, caps/hats and winter coats/jackets are recommended. Please label each clothing item with your child's first and last name, including coats, sweaters, gloves, hats, etc.

**Change of Clothing:** All children need an extra set of clothing (underwear, pants, shirt, and socks) that can be kept at school for use in case of accidents. The extra clothing should be clothes that you can spare and be labeled with your child's name. It will be kept in your child's individual cubby until needed. If your child soils his/her clothing, it will be returned to you "unwashed" due to Head Start not being allowed to launder children's clothing due to NC Sanitation regulations.

**Birthday Snacks/Religion and Holiday Celebrations:** Birthdays and holidays are celebrated in some cultures, but not in all cultures. Head Start is made possible by Federal and State funds. Consequently, religion may not be a part of any Head Start and/or Lomax & Sizemore NC Pre-K program activities. Holiday celebrations are appropriate and meaningful for three, four and five-year old children. Teachers are sensitive to the religious practices of our Head Start families and make every effort to consider those practices when planning celebrations. Head Start respects the individual wishes of families as to whether or not holidays and birthdays are celebrated. Parents wishing to not have their children take part in birthday or holiday celebrations should discuss their preferences with the Head Start Center Director and with their children's Teachers. For this reason, Head Start will not celebrate birthdays and other special occasions at the center on an individual family basis. Each month, a day will be set aside in each classroom to celebrate the birthdays for that month.

No foods can be brought from home for any occasion by parents, volunteers or staff. Due to NC Department of Environmental Health and Natural Sanitation Standards, Head Start Performance Standards and special dietary requirements, refreshments for children's celebrations will be provided by Head Start. The program provides all foods and supplies needed to acknowledge all special occasions including birthdays.

Parents are encouraged to join the class for a special cooking experience, if the parent has a healthy treat idea or a special family recipe to share. Parents can give the teacher a list of supplies/ingredients needed, so that the program can purchase prior to the cooking experience, and plan a day to assist with a classroom nutrition activity in which the children, parent and teachers make and eat the food during class.

**Quiet / Rest Time:** Your child will have a rest period each day. It is not required that he/she takes a nap, but it is necessary that they rest quietly in order to not disturb other children who need to sleep. Children who do not nap can look at a book or participate in other quiet activities. Individual cots and sheets are provided by Head Start and laundered at the center. Parents wishing to send a blanket or beach towel for their children may do so; please label with child's name; these personal bedding supplies (blankets, beach towels, etc.) will be sent home weekly for parents to wash and return to the center.

## CENTER CLOSINGS FOR HOLIDAYS OR CLOSED FOR OTHER REASONS-

**Holidays-** Head Start Centers will be closed to observe the following:

- New Year's Day
- Martin Luther King, Jr. Birthday
- President's Day
- Easter Monday
- Memorial Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

If any of the holidays fall on a Saturday or a Sunday, then the regular workday nearest the holiday will be observed.

**Other Closings-**Occasionally, the Head Start Center is closed for inclement weather, for staff training, to coincide with the public school's closing dates or closed for other reasons; parents will be notified in advance, whenever possible.

**Photographs, Videos & Video Surveillance System:** Pictures of the Head Start children are taken regularly by staff for the purpose of classroom activities and decorating bulletin boards. On some occasions, the local newspaper staff and/or designated Head Start staff will take photos of children, parents, legal guardians and center volunteers engaged in special activities at the Head Start center or on educational field trips for use in a newspaper article or for other publicity. Each Head Start center is equipped with a Video Surveillance System. Videotaping is used for instructional purposes which include ongoing observations, behavior modification planning, educational purposes, in-house training and staff development.

**Head Start Exposure Control Plan:** The program establishes, maintains and enforces work practice controls and engineering controls to eliminate or minimize all contact with blood or other potentially infectious materials. Each Head Start Center's Resource Area has a *Blood Borne Pathogens Compliance Program* notebook. The program notebook details written procedures for preventing risk, specifies the use of personal protective equipment, guidelines for cleaning and information on the *Hepatitis B* vaccine. Also available at each Head Start Center is a copy of *Material Safety Data Sheets* for the cleaning supplies that are utilized. All staff and all volunteers are required to follow these standard operating procedures.

### **Adults' Hand Washing Policy:**

Proper hand washing is the most important infection control measure of preventing the spread of communicable diseases. All staff, volunteers, visitors or special services providers must comply with the hand washing policies in accordance with the NC Department of Environment and Natural Resources Sanitation Regulation #.2828 which says to wash hands:

- Upon reporting for work
- Before and after handling food
- Before feeding children
- After smoking, eating, drinking, chewing gum or tobacco
- Before handling clean utensils or equipment
- After toileting or handling of body fluids

- After sneezing, coughing, using a handkerchief or tissue
- After handling soiled items such as garbage, mops, cloths or clothing
- After removing disposable gloves
- After handling animals or animal cages
- After any time the hands may become contaminated

**Children’s Hand Washing Policy:**

Children shall wash hands:

- Upon arrival at the Head Start Center
- After each visit to the toilet
- Before eating meals or snacks
- Before and after brushing their teeth
- Before and after sand or water play
- After sneezing
- After handling animals or animal cages
- After any time the hands may become contaminated

Adults and children must comply with the detailed description for proper hand washing procedures at Head Start as follows:

- Wet hands with warm, running water at least 80°F in temperature
- Apply soap
- Scrub lathered hands all over, under, between fingers for at least 20 seconds
- Rinse thoroughly under warm running water
- Dry hands with single use paper towel, discard paper towel, and
- Obtain clean paper towel to turn off water

**Communicable Diseases:** The Head Start program follows guidelines set forth by the Centers for Disease Control and Prevention (CDC) for child care providers, along with local Health Departments, when determining exclusion and attendance policies for children that are exhibiting symptoms of any communicable disease. Individual parents or legal guardians will be contacted regarding any health concerns and/or any requests that their child see a health care provider for diagnosis and treatment.

**Short-Term Exclusion Policy for Children:** The staff at the Head Start center cannot adequately care for a sick child without compromising the care of the other children. Therefore, the Head Start Health Services Advisory Committee has approved the following policies for excluding children from Head Start with information adapted from the *ABC’s of Safe and Healthy Child Care, DHHS, US Public Health Service & CDC:*

“A child shall not attend Head Start if he/she has any of the following symptoms unless a health care provider determines that the illness is not contagious and the child is well enough to attend and participate in the regular routine.”

Disease	Symptoms	Exclusion
Fever	Above 100° degrees F axillary (under the arm) or above 101° degrees F orally (by mouth)	Fever must be normal without fever-reducing medication for 24 hours, before returning to Head Start
Irritable child	Continuous crying or requirement of too much attention to allow the provision of safe care to the other children	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child

Vomiting	Have two or more episodes within a 12 hour period	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child
Rash	Body rash with fever or behavior change	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child
Diarrhea	Runny, watery or bloody stools. Changes from child's usual stool pattern- increased frequency of stools, looser/watery stools. Stool runs out of the child's underpants or child cannot get to the bathroom in time	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child
Eye discharge	Thick mucus or pus draining from the eye	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child
Severe coughing	Child's face becomes red or blue, or cough is followed by high pitched whooping sound	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child
Sore throat	With fever and swollen glands	Exclude only if the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child

**Attention Parents:** Children with an infectious or contagious disease must have a note from their health care provider that states the child is able to attend Head Start. This note must be sent to the Center Director or to the Family Advocate. If a child becomes sick while at Head Start and is suspected of having a communicable disease or communicable condition, he or she will be separated from the other children and placed in the center's designated "Sick Child Area" until the child leaves the center. Parents, legal guardians or authorized persons will be contacted immediately to pick up the sick child.

Please come to pick up your child as soon as possible. You will only be called if your child is too sick to remain at Head Start. Transportation can be arranged if you do not have transportation to pick up your child. Also, the Family Advocate will be available to assist in making arrangements for your child to receive appropriate medical attention, if needed.

#### **Reporting Suspected Child Abuse and Neglect:**

The Head Start Staff, Parents, Special Service Providers, Volunteers or any other individual is required by the NC Reporting Law (*#General Statute 7B-301*) to make a report if they have cause to suspect that any child is being abused, neglected, or dependent. Staff who fail to make a report of suspected child abuse or neglect are subject to disciplinary action and may also be subject to criminal prosecution. Based on the NC Reporting Law (*#General Statute 7B-301*), anyone who reports suspected child abuse or neglect in good faith is immune from civil or criminal liability.

All Head Start staff are trained regularly on recognizing the signs of child abuse/ child neglect and on their requirement to report suspected abuse or neglect. Training includes providing intervention, support and assistance to families that are in need of help. Staff will use good judgment in discussing their suspicions with a family or disclosing that a report was made. Reports of suspected abuse or neglect are made to the Department of Social Services Child Protection Services in the county in which the child resides. Head Start staff are required by law to cooperate with the DSS staff in the investigation of such cases. The health, safety and wellbeing of its children and families is the Head Start program's primary concern.

For more information-About Child Abuse & Child Neglect which includes: "Reporting Suspected Abuse & Neglect, Recognizing Child Abuse and Neglect, For Parents Who Need Help, Twelve Alternatives to Lashing Out at Your Child, and If You are Reported for Child Abuse or Neglect", refer to [divisions/social-services/child-welfare-services/child-protective-](#)

[services/about-child-abuse-and-child-neglect](#) or call the National Child Abuse Hotline at 1-800-4-A-CHILD (1-800-422-4453); IF IT IS AN EMERGENCY, CALL 911!

### **Prevention of Shaken Baby Syndrome and Abusive Head Trauma:**

We at BROC Head Start believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death. According to North Carolina Child Care Rule for child care centers, 10A NCAC 09 .0608, each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT.

### **BROC Head Start's Procedure/Practice:**

#### Recognizing:

- Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

#### Responding to:

- If SBS/AHT is suspected, staff will:
  - Call 911 immediately upon suspecting SBS/AHT and inform the director.
  - Call the parents/guardians.
  - If the child has stopped breathing, trained staff will begin pediatric CPR.

#### Reporting:

- Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing [webmasterdcd@dhhs.nc.gov](mailto:webmasterdcd@dhhs.nc.gov).
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. Phone number: Alleghany County 336-372-1445, Ashe County 336-846-5719, Wilkes County 336-651-7490.

### **Prevention strategies to assist staff in coping with a crying, fussing, or distraught child:**

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change.

If no physical need is identified, staff will attempt one or more of the following strategies:

- Rock the child, hold the child close, or walk with the child.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Turn on music or white noise.
- Get child involved in an activity he/she enjoys.
- Try to get child to talk about his/her feelings/emotions.
- Refer to "Guidance and Positive Discipline Policy for Children" in Parent Handbook for more information.

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors:

Behaviors that are prohibited include (but are not limited to):

- shaking or jerking a child
- tossing a child into the air, onto a cot, chair, or car seat
- pushing a child into walls, doors, or furniture
- Refer to “Guidance and Positive Discipline Policy for Children” in Parent Handbook for more information.

Strategies to assist staff members in understanding how to care for children aged 3 to 5 years:

Staff review and discuss:

- The five goals and developmental indicators in the 2013 North Carolina Foundations for Early Learning and Development, [ncchildcare.nc.gov/PDF forms/NC Foundations.pdf](http://ncchildcare.nc.gov/PDF/forms/NC_Foundations.pdf)

Strategies to ensure staff members understand the brain development of children up to five years of age:

All staff take training on SBS/AHT within first two weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age. Staff review and discuss:

- Brain Development from Birth video, the National Center for Infants, Toddlers and Families, [www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth](http://www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth)
- The Science of Early Childhood Development, Center on the Developing Child, [developingchild.harvard.edu/resources/inbrief-science-of-eed/](http://developingchild.harvard.edu/resources/inbrief-science-of-eed/)

Resources:

Resources designated to provide support or a local county/community resource:

- Triple P Positive Parenting Program Practitioners
- ReadyRosie Parenting Curriculum
- Mental Health Consultant
- Behavior Specialists, if available
- Child Abuse Prevention Team of Wilkes

Parent web resources:

- The American Academy of Pediatrics: [www.healthychildren.org/English/safety-prevention/athome/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx](http://www.healthychildren.org/English/safety-prevention/athome/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx)
- The National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>



- The Period of Purple Crying: <http://purplecrying.info/>
- Triple P Positive Parenting Program: [www.triplep-parenting.com](http://www.triplep-parenting.com)
- National Center on Early Childhood Health and Wellness: Resources for Families

#### Facility web resources:

- Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Abusive Head Trauma, <http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=+>
- Preventing Shaken Baby Syndrome, the Centers for Disease Control and Prevention, [http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing\\_SBS\\_508-a.pdf](http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing_SBS_508-a.pdf)
- Early Childhood Learning & Knowledge Center (ECLKC): Preventing and Identifying Shaken Baby Syndrome and Abusive Head Trauma
- National Center on Early Childhood Health and Wellness: Resources for Early Educators
- Center on the Social and Emotional Foundations for Early Learning: Staff Training Modules
- National Center for Pyramid Model Innovations (NCPMI)
- Pro-Solutions Online Professional Development Health and Safety Training

#### Application:

This policy applies to children up to five years of age and their families, operators, early educators, substitute providers, consultants, special services providers and uncompensated providers.

#### Communication Staff:

- Within 30 days of adopting this policy, the child care facility shall review the policy with all staff who provide care for children up to five years of age.
- All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age.
- Staff will sign an acknowledgement form that includes the individual's name, the date the center's policy was given and explained to the individual, the individual's signature, and the date the individual signed the acknowledgment
- The child care facility shall keep the **SBS/AHT staff acknowledgement form** in the staff member's file.

#### Parents/Guardians:

- Within 30 days of adopting this policy, the child care facility shall review the policy with parents/guardians of currently enrolled children up to five years of age.
- A copy of the policy will be given and explained to the parents/guardians of newly enrolled children up to five years of age on or before the first day the child receives care at the facility.
- Parents/guardians will sign an acknowledgement form that includes the child's name, date the child first attended the facility, date the operator's policy was given and explained to the parent, parent's name, parent's signature, and the date the parent signed the acknowledgement.
- The child care facility shall keep the **SBS/AHT parent acknowledgement form** in the child's file.

### Community Resources:

Each family in Head Start receives an updated *Resource List* for their county. The document is a comprehensive listing of community resources, agencies, programs and services available to individuals, families and children in Alleghany, Ashe and Wilkes counties. The Family Advocate distributes the resource list as part of the initial acceptance into the program and is available to assist parents in the use of the *Resource List*. The Family Advocate can help you to locate resources and provide confidential referrals to agencies providing services, such as Food Stamps, clothing, employment assistance, job training, housing, health services, domestic violence, Medicaid, substance abuse issues, counseling, WIC, etc. Resource packets are also compiled for parents with brochures, pamphlets, flyers and information on community programs and all service areas of Head Start.

Head Start develops community partnerships with various programs, agencies and resources, including the following: BROC Programs, Child Adult Care Food Program (CACFP), Child Care Resource & Referral (CCR&R), Children's Developmental Services Agency (CDSA), Community Partnerships for Children (Smart Start), Daymark Recovery Services, Dental Clinics, Departments of Social Services, Family Literacy Programs, Family Resource Centers, Fire Departments, Health Departments, Jodi Province Counseling Services, Law Enforcement Agencies, Libraries, Local Media (newspapers, radio stations, websites, etc.), Public Schools (Local Education Agencies-LEAs), Samaritan Kitchen of Wilkes, Triple P Positive Parenting Program, Wilkes Community College, Wilkes Public Health Dental Clinic, Women Infants Children-WIC, etc.

**Change in Information: In Case of an Emergency Situation, it is very important that Head Start staff members are able to reach you or a designated adult at all times!** Whenever there is a change in your mailing or physical address, phone numbers, emergency contacts, health care providers, health conditions, work/school schedule /contact information, family situation or other pertinent information, please submit this information to the Family Advocate in writing as soon as the change occurs. It is also important for us to be aware of any household changes or transitions your child may be experiencing. This will help to enable the Head Start Staff to be even more supportive, empathetic and understanding of your child's individual needs.

**Guidance and Positive Discipline Policy for Children:** Head Start is committed to maintain a healthy and safe environment for all children who are in our care. Only positive discipline will be used in our centers. Discipline will be used in such a way as to promote self-control, self-esteem and respect for the rights of others. Children are taught to assume responsibility for their actions and appropriate behavior is encouraged and rewarded. Our goal is to provide an accepting classroom environment where all children are viewed equally. Each classroom teacher will develop rules with their children at the beginning of each school year; these rules will be posted in the classroom, shared with the children's parents/legal guardians and reviewed frequently with the children.

Firm positive statements and redirection of inappropriate behaviors shall be the accepted techniques used in the classroom. In some instances, a child may need to spend some time away from the rest of the group in order to regain control of his/her behavior. **Physical discipline, verbal humiliation, demeaning or other inappropriate language shall not be directed to children at any time.** This includes parents and other caregivers of the children enrolled to refrain from such actions while on the Head Start premises or at any other Head Start sponsored function.

It is the responsibility of the Teacher or any adult who is responsible for the supervision of children to ensure that:

- Discipline shall not be associated with food, rest, toilet training or isolation for illness.
- Physical punishment shall not be administered to children. The following activities are forms of punishment, not discipline, and are not to be used for children. These include, but are not limited to: restraints, harsh treatment, washing mouth out with soap, taping or obstructing child's mouth, placing unpleasant or painful tasting substances in mouth or on lips, verbal

or abusive language, isolation without supervision, placing child in dark area, inflicting physical pain-such as hitting, pinching, pulling hair, slapping, swatting, spanking, kicking, twisting arm, etc.

Our positive guidance policy is to begin with an environment which reinforces positive behavior in children. If a child behaves inappropriately, we will use a number of methods to encourage positive behavior. It is the responsibility of the Teacher or any adult that is supervising the children to help prevent discipline problems by:

- Anticipating and intervening before disruptive behavior occurs.
- Providing a learning environment that is interesting, challenging and at the developmental level of the child.
- Being consistent, following the daily schedule every day and having an orderly flow through routines so that a child is neither hurried nor required to spend much time waiting in line.
- Having rules that children help develop and making sure children understand the rules. Being firm, fair and consistent.

When inappropriate behavior occurs in the center, these steps will be taken:

1) Teacher will talk to the child and try to help them find appropriate ways to correct the behavior or solve the problem causing the behavior. For example: "Use your words to tell how you feel. Hitting is not okay" or "Let's practice sharing. How about I set the timer for 5 minutes and you take turns when you hear the ring?"

2) If talking is unsuccessful, the adult will re-direct the child by giving them other acceptable choices. For example: "Since we've talked and can't solve the problem, you can go to another learning center to play."

3) If the previous steps have not changed the behavior, the child will be placed in a "Safe Space or Mindful Thinking Spot" where they are instructed to sit, relax and calm themselves for one minute per year of age (e.g. 3 year old child sits "quietly" for 3 minutes).

Safe Space or Mindful Thinking Spot rules are:

1. An adult will supervise the child at all times.
2. Child will choose a breathing technique posted in the safe space to calm.
3. After calming, child will remain calm and wait age-appropriate minutes (e.g. 3 years-3 minutes).
4. Then, the teacher will discuss with the child the situation and guide the child through the problem-solving steps.

Parents and teachers will discuss the child's behavior at parent/teacher conferences, on home visits and whenever the teacher or parent feels a discussion is necessary. For children who exhibit challenging and extremely disruptive behaviors, Head Start will request a parent conference to inform and work with the parent in developing a plan of action.

If a child's behavior jeopardizes the safety of him or herself and/or the safety of others, the parents or legal guardians must meet with staff members to develop a joint plan of action to support the child's continued participation in the program. When a teacher, the family or other involved person(s), has significant concerns about a child's emotional, social, cognitive, language/communication development, sensory function or behavior, the Center Director, teacher and the family, in consultation with the Head Start Director, Behavior Specialist, Mental Health Consultant, with the school system's Preschool Exceptional Children's Program and other available resources, shall work together to develop a coordinated plan to support the child's placement in the program. Every effort shall be made to maintain the child's enrollment and participation.

### Smoking and Tobacco Restriction:

Head Start children shall be in a smoke and tobacco free environment. No Smoking in any Head Start facility, on premises and/or on any off premise activity, such as on children's field trips: Smoking is not permitted in any of the Head Start centers, on the premises and/or on any off premise activity. All staff, volunteers, special service providers, parents/legal guardians and/or any other visitors must refrain from smoking or using any tobacco products, including inside their vehicles, while on the premises of the Head Start centers, on or near Head Start buses, or on any off premise activity, such as children's fieldtrips.

The Division of Child Development and Early Education made some changes to the North Carolina Child Care Rules that went into effect October 2017. Some of these rules included new rules, revised rules, and rules that were moved to new sections in the NC Child Care Rules. One of the enforced rules, orders child care centers to ensure that children are in a smoke free and tobacco free environment. NC Child Care Rule 10A NCAC 09.0604 Safety Requirements for Child Care Center (h-j) states:

(h) Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the child care center, in vehicles used to transport children, or during any off premises activities. All smoking materials shall be kept in locked storage. For child care centers in an occupied residence that are licensed for 3 to 12 children when any preschool-age children are in care, or for 3 to 15 children when only school-age children are in care, the premises shall be smoke free and tobacco free during operating hours.

(i) Signage regarding the smoking and tobacco restriction shall be posted at each entrance to the center and in vehicles used to transport children.

(j) The operator shall notify the parent of each child enrolled in the center, in writing, of the smoking and tobacco restriction.

This serves as formal notice that the Head Start center that your child attends is a smoke free and tobacco free environment. Signs are posted at the entrance indicating that the facility and premises are smoke and tobacco free. Signs are also posted on buses and other agency-owned vehicles that are used for transporting children. We strive for the safest environment possible for the children, staff and families. Please ensure that you or anyone in your vehicle does not smoke or use any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, while on the premises of the Head Start center, or on any off premise activity, such as a field trip.

**Home Visits:** Head Start believes that the Parent-Teacher partnership, which includes the home visit, is the key to a successful preschool program. The home visit provides staff with greater familiarity with the children and their families; it also gives the families a greater opportunity to get to know the staff. The purpose of the home visit is to discuss each child's progress; meeting in the home allows parents and children to communicate in a familiar, comfortable setting. Your child can show the Teachers some of the things that are important to him or her at home, including introductions to siblings and pets so that the staff will know who he/she is talking about when they are mentioned at school. As part of the Head Start program, your child's Teachers will be contacting you for permission to arrange a home visit once in the fall and once in the spring. Head Start Family Advocates and/or Management staff may also request permission to arrange a home visit in order to partner with families to ensure needed services are provided.

**Parent/Teacher Conferences:** The Parent/Teacher conferences are also offered three times per year. The first two are generally held at the center and the third Parent/Teacher Conference is normally held in the spring in conjunction with the second teacher made home visit. During these conferences, parents are asked to share information about their child's progress, to help identify specific goals they would like for their child to achieve, give input into the curriculum and learn more about their child's educational progress from the teachers' observations. At each conference, teachers will share specific progress since the last contact and review the child's classroom records. Your participation in these conferences is greatly encouraged so that teachers and parents as a team can enhance learning both at Head Start and in the home.

**Example of a Schedule of a Typical Day in a Head Start Classroom:**

7:15-7:30 a.m.	Bus Driver/Bus Monitor arrives & prepares to begin bus route
7:45 – 8:00 a.m.	Teacher arrives, plans & prepares classroom & playground for children's daily activities
8:00 -8:30 a.m.	Arrival of Car Riders & Bus Riders/greeting/free play, transition
8:45 a.m.	Prepare for breakfast, bathroom, hand-washing, transition
9:00 a.m.	Breakfast family style & conversation, clean-up, transition
9:30 -11:50 a.m.	Children's activities- fine & gross motor, small & large groups, one-on-one instruction, outdoor play, exploring /work time in learning centers, transition
11:50 am-12:00 noon	Prepare for lunch, bathroom, hand-washing, transition
12:00-12:30 p.m.	Lunch family style, conversation, clean-up, transition
12:30-12:45 p.m.	Brush teeth, prepare for quiet/rest time, transition
12:45 pm – 1:45 pm	Quiet/rest time/children who do not take a nap may engage in a quiet activity, transition
1:45 pm-2:00 pm	Free choice activities/p.m. snack/ prepare for departure-bus riders & car riders, transition
2:00 pm –2:45 pm	2:00-2:30 pm: Departure-Car Riders, good-byes; 2:30-2:45 pm: Departure-Bus Riders, good-byes
2:00 - 3:45 pm	Teacher planning, clean classroom, home visits, bus returns to the center, staff's departure.

**Father Involvement / Positive Male Role Models:** Head Start offers special activities and events for fathers and other father-figure positive male role models. We encourage all men involved in the Head Start child's life to participate in home visits, classrooms, field trips, family partnership agreements, goal setting and other opportunities for individual and group male involvement and leadership. Children guided by responsible male caregivers have the opportunity to experience the unique male perspective. Fathers and father figures are also encouraged to volunteer their time with Head Start.

**Confidentiality:** All Head Start families' and children's files are kept strictly confidential. Any information shared with Head Start staff will be handled with care, respect and in a professional manner. The individual dignity of children, families and staff will be respected and protected at all times in accordance with local, state and federal laws. Information about Head Start children, families or staff will not be revealed to anyone other than individuals authorized to receive such information. An example of a confidential situation may include the following: Staff may not openly discuss a matter about another child with you, including information about an incident in which your child was involved, e.g. the name of the child who bit your child or if he/she bit another child, no names of any children involved.

Staff will not release any information about your child unless written parental/guardian consent is given. If you want records to be provided to another agency, you must sign a *Release of Information Form*. These forms are available from the Family Advocate upon request. Ongoing training is provided for staff and volunteers on confidentiality issues.

**Volunteer Requirements / Substitute Care Givers:** Head Start encourages and welcomes parents and community members as volunteers. We provide a volunteer orientation and information packet in compliance with federal, state and

local standards for individuals interested in supporting the Head Start agency. Staff support and supervise all volunteers, working closely to make sure that standards are followed and the volunteer's experience is a positive one.

Community volunteers and Head Start parents are utilized as substitute workers. In order to qualify as a substitute worker, the volunteer must complete the "*Day Care Health Questionnaire*", meet requirements as stated by the most current NC Child Care Licensing, and have a current TB test that indicates the person is free from tuberculosis. In order to ensure a safe and healthy environment for children, staff and other volunteers, additional requirements must be met according to the most current NC Child Care Licensing. For more information on volunteering, contact your child's Center Director.

### Head Start Parents' Rights:

- To be recognized as my child's primary educator and to make decisions regarding his/her education
- To be welcomed in the center or classroom during all program hours
- To always be treated with respect and dignity by all staff and other parents
- To be informed regularly about my child's progress in Head Start
- To decide how I will participate in the program's activities
- To participate or not, without fear of endangering my child's right to be enrolled in the program
- To participate as a member of the Center Parent Committee meetings
- To help plan parent activities to improve daily living for my family
- To be informed about operation of the program through my center's Policy Council representative and ongoing program communication
- To be informed about community resources concerned with employment, health, education and the improvement of my family life
- To expect guidance for my child from Head Start teachers and staff that will help his/her total individual development
- To express my concerns by following the Complaint / Grievance Procedure for Head Start Parents
- To share my culture in developmentally appropriate ways
- To be able to learn about the operation of the Head Start program, including the budget and the level of education and experience required to fill various staff positions
- To take part in planning and carrying out programs designed to increase my skills in areas of possible employment
- To take part in major policy decisions affecting the planning and the operation of the program

### Head Start Parents' Responsibilities:

- To set a pattern of regular school attendance, send my child to Head Start on a daily basis and notify the center when my child is absent, for whatever reason
- To learn as much as possible about the program and to take part in major policy decisions
- To accept the program as an opportunity through which I can improve my life and my children's lives
- To take part as an observer, a volunteer or a paid employee, and to contribute my services in whatever way I can toward enrichment of the total program
- To provide parent leadership by taking part in elections, to explain the program to other parents and to encourage their full participation
- To welcome Teachers and Staff into my home to discuss ways that Parents can help their children's development at home, in relation to school experiences
- To work with the Teacher, Staff and other Parents in a cooperative way
- To offer constructive criticism of the program, to defend it against unfair criticism and to share in evaluating it
- To take advantage of programs designed to increase my knowledge about child development and my skills in areas of possible employment
- To become involved in community programs which help to improve health, education and family life
- To teach my child to show respect and correct language to use in the classroom, on the bus and on fieldtrips
- To obtain the Head Start health requirements for my child which include: up-to-date immunizations and a physical exam within 30 days of enrollment; and to obtain any recommended follow-ups, such as lead screening or hemoglobin checks and to report my child's illnesses to Head Start staff
- If my child is a bus rider: to have my child ready when the bus arrives to pick him/her up in the morning and to have a responsible person at the bus stop to receive my child in the afternoon; to follow all Head Start Bus Transportation Guidelines
- If my child is a parent transport: to follow Head Start procedures on arrival and departure
- To work in partnership with Head Start staff to strengthen my family and prepare my child for school
- To show respect and courtesy to staff members and to other parents
- To participate in Center Parent Committee meetings
- To notify Head Start in writing of any change of information, such as a change in address, phone, emergency information, authorized persons who may pick up my child, health issues or family situations
- To participate with ongoing communications from Head Start to me that will be sent home regularly in the red colored "Teachers ...Parents Communicator" folder; this includes responding and returning the red folder each day my child attends Head Start classes

**COMPLAINT / GRIEVANCE PROCEDURE FOR HEAD START PARENTS:** As a Head Start parent or legal guardian, you may have an occasion where things in the Head Start program are not going as well as you would like. As staff, we hope such occasions will not exist or if so, be very rare. However, if such occurs there is a process to have your concerns addressed. First, please discuss the issue with the specific person involved and attempt to resolve the problem as soon as possible. For example, if it is a classroom issue, discuss with your child's Teacher(s) or if it involves another program area such as health or family services, discuss with the Family Advocate. If they are unable to help you or you feel that the issue has not been resolved, please address your concerns to the Center Director. If the issue persists, you can address your concerns to the Head Start management staff at the Administrative Office. Remember that your opinion and viewpoint is important and we welcome your suggestions that may be helpful for program improvement. If the problem is still not resolved to your satisfaction, you have the right to file a complaint / grievance as stated in the following steps:

Policy: Parents/legal guardians who have a grievance, complaint or who are dissatisfied with an adverse action which would directly or indirectly affect their children, should file a complaint by the following procedures:

- Informal Phase-
  - (A) A grievance / complaint is brought to the attention of the Center Director.
  - (B) If the conference with the Center Director does not resolve the grievance / complaint, the parents/legal guardians may request a conference with the Tri-County Head Start Director.
  - (C) If after this conference the grievance / complaint is not resolved to the parents' or legal guardians' satisfaction, the parents/legal guardians shall bring the matter to the Head Start Policy Council Grievance Committee for mediation.
  - (D) If not settled there, the parents/legal guardians may schedule a conference to bring the issue to the Blue Ridge Opportunity Commission, Inc. (BROC) Executive Director.

All the steps above (A, B, C, D) are the Informal Phase of the grievance procedures. If the problem has not been resolved during the Informal Phase, the parents/legal guardians can make a Formal Appeal.

- Formal Appeal-
  - (A) The parents/legal guardians submit to the Tri-County Head Start Director, in writing, a description of the situation and a statement of grievance / complaint. The words "Appeal", "Complaint", or "Grievance" should appear at the top of the first page of this document, along with the parents'/legal guardians' names and the date of the grievance statement.
  - (B) Within five (5) working days, the Tri-County Head Start Director notifies the parents/legal guardians in writing as to the date, time and place that the Grievance Committee of the BROC Head Start Policy Council will hear the parents'/legal guardians' appeal. The Grievance Committee must meet within fifteen (15) days to hear the appeal.
  - (C) After the BROC Head Start Policy Council hears the Grievance Committee's report, it may hear additional statements in the matter, but must take action no later than the next regularly scheduled meeting after the meeting at which it hears the Policy Council Grievance Committee report.

## CHILD & FAMILY SERVICE AREAS OF BROC HEAD START

### FAMILY & COMMUNITY ENGAGEMENT SERVICES-

The objective of the Family and Community Engagement Services area is for program staff, parents, families and community to come together to form respectful, goal oriented relationships, and to identify and support children and

families by assisting them in assessing their strengths and needs. Head Start staff will engage in a process of collaborative partnership building with families to establish mutual trust and to identify realistic family goals, strengths and supports. Information, referral and resources will be provided in response to the goals chosen by the parents. The partnership process will involve family goal setting in coordination with pre-existing plans. By achieving family goals, parents will reinforce the gains made by their Head Start child and work towards their own personal self-sufficiency. Teachers and Family Advocates will check frequently by phone, at the center and on home visits to review families' goal progress throughout the school year. By building collaborative partnerships with families and the communities, we provide the necessary services and supports which help us to empower our entire community.

**PARENT INVOLVEMENT:** Head Start strongly believes that parents are the key to their child's success and recognizes the parents as the child's first and most important teacher! A family-centered program, Head Start is designed to support parents as the most important influence in their child's life. Support your child's experience in Head Start by getting involved in their education, including direct involvement in decision making groups within the program. Every parent has the opportunity to assist in the governance of activities which address interests and needs that support the education and healthy development of their child. Some ways that parents can choose to participate include: classroom aide, assisting on field trips, making items for a classroom project, help organize/clean toys/prepare classroom materials, present cultural activities to children, participation in Health Advisory Committee, Center Parent Committee or Policy Council, etc. Head Start greatly appreciates parents volunteering in the center and throughout the program. The more Parents contribute their knowledge to the program, the stronger the program can be. Head Start has an "open door" policy in which parents are always welcomed. However, volunteering by parents is not required in order for a child to be accepted and enrolled in the program.

Center Parent Committee (CPC): The objective of this Committee is to plan and implement program activities for children and parents. Meetings are scheduled throughout the center operational period on a monthly or bi-monthly basis, in person and/or virtually. Parents choose specific topics to learn more about and speakers are scheduled to provide training during the CPC meetings. Topics of training may include some of the following: budgeting, low calorie cooking, prevention of communicable diseases, modifying children's behavior issues, reducing stress in children and families, fire safety in the home, how to teach children to enjoy reading, preparing your child for kindergarten, early childhood development, etc. All parents are eligible to participate in their children's Center Parent Committee meetings. The Head Start tri-county federal budget, sets aside "Parent Activity Funds" to support the center parent committees' approved parent activities.

Health Services Advisory Committee (HSAC): The objective for this group is to evaluate health services, identify and plan for screening of community health problems and help advise in issues of difficulty related to the Head Start health services area. HSAC meetings are scheduled two times per year, in person and/or virtually; and may meet more frequently to conduct subcommittee business. Parents, staff and health providers are eligible to participate in the HSAC meetings.

Policy Council (PC): The purpose of the PC is to maintain a structure of shared governance and involvement among parents, program administration, BROCC Board and the community. At its meetings, the Council will develop, review, and approve or disapprove program policies, program goals and objectives. These meetings are scheduled every two months, in person and/or virtually, during the center operational period and may meet more frequently to conduct subcommittee business. The Policy Council is comprised of at least 51% current Head Start parents and 49% representatives of the community. For Head Start Centers with 30 or less children enrolled-one parent member and one parent alternate member is elected by their center parent committee to represent them on the PC; for Head Start Centers with 31 or more children enrolled-two parents are elected as members and two parents as alternate members by their center parent



committee to serve on the PC. Members of the Council work together for the good of all Head Start parents and children. There are opportunities to make suggestions and express ideas for program improvements, approve and disapprove decisions for Head Start policies, budgets, hiring of staff, as well as plan activities for families and community involvement.

Governing Body: The group is called the Blue Ridge Opportunity Commission, Inc. (BROC) Board of Directors which is legally responsible for overseeing the Head Start program and setting the program's financial priorities. The BROC Board ensures that the program is in compliance with Federal, State, Tribal and local laws and regulations, including the Head Start Program Performance Standards and laws defining the nature and operations of the governing body. A representative from the BROC Board serves as a member of the Head Start Policy Council; a member of the Policy Council represents Head Start on the BROC Board of Directors.

Working with non-custodial parents: When possible and with permission of the custodial parents, Head Start would also like to include non-custodial parents by providing information about the children's progress and by providing ideas about how the non-custodial parents can support their children's progress toward meeting his/her educational goals.

## **EARLY CHILDHOOD DEVELOPMENT & HEALTH SERVICES-**

### **EARLY CHILDHOOD EDUCATION SERVICES:**

Head Start parents and teachers work together to ensure each child's school readiness by individualizing educational instruction according to the children's strengths and needs; this ensures that each child grows physically, socially, intellectually and emotionally. Head Start is committed to providing a strong foundation for each child enrolled. The children are prepared for school through use of the *Teaching Strategies Gold Curriculum* which is aligned with the most current *Head Start Early Learning Outcomes Framework-Ages Birth to Five* and the NC Kindergarten Guidelines. These guidelines focus on the following five central domains that are essential for school and long-term success:

1. Language and Literacy-communication
2. Cognition-mathematics development & scientific reasoning
3. Approaches to Learning
4. Perceptual, Motor and Physical Development
5. Social and Emotional development

Communicating On-line with your Child's Teachers through the *Teaching Strategies Gold* Family Site: Each Head Start family is invited to communicate on the *Teaching Strategies Gold* on-line family site regarding their children's ongoing development, classroom activities, to view electronic samples of his or her work & play at Head Start, to read reports about their development and learning, etc. **BE SURE TO SIGN-UP FOR THIS OPPORTUNITY TO HELP THE TEACHERS PLAN MEANINGFUL ACTIVITIES THAT MATCH YOUR CHILD'S STRENGTHS, NEEDS & INTERESTS! NO FEE TO USE THIS SITE!**

Screenings & Assessments: All children will receive a developmental and social/emotional screening within 45 days of their entry date into Head Start. The following areas will be screened: Gross and fine motor skills, cognitive, language, self-help, hearing, vision, and social and emotional development. Parents will be notified if further evaluation is needed in any of these areas and are involved in ways to help their children achieve their specific goals. In addition, ongoing developmental assessments are conducted throughout the school year. Information from formal assessments, parent input, teachers' classroom observations and samples of children's work is gathered and used to plan appropriate learning activities to support early learning. Children in a developmentally appropriate learning environment are better prepared when entering kindergarten.

Indoor Play, Outdoor Play and Field Trips: Children participate in daily indoor and outdoor play. They also join their class on field trips around the community, such as libraries, fire departments, parks, farms, etc. Field trips enhance classroom curriculum and also provides opportunities for parents to spend time with their children. All BROC Head Start children's field trips require prior approval from the Head Start Administrative Office. Parents must also sign a *Field Trip Permission Form* in advance in order for their child to participate. Parents/guardians and volunteers who wish to assist on a field trip, must participate in a volunteer orientation prior to the field trip.

The children are encouraged to express their feelings, to develop a good feeling about themselves and to get along with other children. A variety of learning centers are located in each classroom; the children are free to choose activities from these centers. Examples of classroom learning centers include: the block center, dramatic play center, computer center, sensory center, music and movement center, book center, art center, science center, writing center and math center.

Transitions: Transitions involve meeting new people, going to new places and adjusting to new schedules. Examples of transition include moving from home or from one child care program to Head Start, from Head Start to Kindergarten or from one Head Start classroom or center to another. Children and families experience many transitions throughout their lives. Most children adjust easily to leaving home or switching child care centers; however, it is normal for some children to experience difficulties at making the transition. Head Start has a process that provides services and staff assistance to help you and your child if separation difficulties occur. Through a team effort, Head Start works together to make sure parents and children feel supported and have the information needed for a successful transition to Head Start and from Head Start to Kindergarten.

## **HEALTH SERVICES:**

The Health Services content area of Head Start consists of several different aspects of health which includes physical health, mental health and nutrition. Head Start Health Services staff provides a comprehensive ongoing health program for the children and their families with emphasis on early identification and prevention of health problems. This is accomplished through health screenings, health education for children and parents, identification of special health needs with appropriate follow-up, and assistance to families with referrals and follow-up treatments. The program works closely with parents, Health Departments, dental clinics and other agencies to ensure health services are provided. Our goal is to link parents to an on-going health care system "medical home" and a "dental home" in their community. The Head Start Center's Family Advocate is the primary contact for families for assistance in seeking health services.

EMERGENCY Medical Care Plan: The Head Start centers have a written plan which assures emergency medical care can be obtained for children, staff and volunteers. The plan describes the procedures to follow, provisions for communication and transportation to a specified medical resource. Permission for emergency care, a designated doctor, clinic or hospital and the name of the person to contact in the event of an emergency is obtained from each parent during their child's enrollment into Head Start. A copy of this is kept in the child's center's emergency notebooks in classroom and on the bus, and in the comprehensive folders at the center and at the Head Start administrative office. If a physician or health care provider recommends basic First Aid is appropriate and can be given by a staff member certified in First Aid, then First Aid may be administered rather than making a trip to the child's physician/health care provider or nearest hospital.

Children have Required Medical Examinations & Up-to-date Immunizations: All enrolled children are required to have an annual medical examination completed and on file within 30 calendar days of entrance to Head Start. NC Immunizations

Law requires that all children be immunized against childhood diseases. Proper immunizations must be up-to-date and remain updated while children are enrolled in Head Start. Children not up-to-date on immunizations will be excluded until they are up-to-date. While your child is in Head Start, we will work with you to make sure your child is up-to-date on all required immunizations by the time he or she enters kindergarten.

Well Child Care: Ongoing access to medical and dental care is essential for all children. Head Start will assist you in getting and keeping a medical and a dental home. Please let your Family Advocate know of any barriers that have prevented you from receiving medical or dental care in the past, so that together we can develop a plan to overcome those barriers.

Health Screenings: Health screening will be provided within 45 days of your child's first day in class, while he/she is enrolled in the program. These screenings consist of speech, hearing, vision and developmental. If your child fails any screenings, you are strongly encouraged to follow-up in a timely manner. The Family Advocates or other Head Start staff are available to assist you with services of hearing, vision, speech, development, physical or dental.

Healthy Habits: Healthy habits are established in the classroom with daily tooth brushing, emphasis on proper hand-washing and other habits that help reduce the spread of illness. All classrooms promote dental self-care through brushing teeth and using fluoride toothpaste; parental consent must be given for use of fluoridated toothpaste. Children are also instructed on the importance of using safety precautions in various situations, which include: appropriate use of safety equipment (such as helmets on the playground), following playground rules, use of child car seats (child restraint devices) and teaching children school bus and pedestrian safety, etc.

Nutrition Services: Menus are reviewed by a licensed dietician who serves as Head Start's Nutrition Consultant with input by staff and parents. The kinds and quantities of foods served conform to minimum standards for meal patterns by the NC Child & Adult Care Food Program. Meals are prepared by trained Food Services Workers in the Head Start centers' kitchens that meet Public Health requirements for food preparation. Breakfast, lunch and an afternoon snack are provided to all children in Head Start. The program follows the NC Child & Adult Care Food Program (CACFP) and US Department of Agriculture (USDA) guidelines ensuring that each child receives at least ½ of their daily nutritional requirements. Because of nutrition standards, safety of foods served and other strict regulations, BROC Head Start prohibits parents and staff from providing any food items at any of the Head Start sponsored activities, on and off site. Menus are posted in the classrooms and each family receives a copy. Each parent fills out a nutrition questionnaire; parents are provided with information concerning diet and general nutrition. Parent education covering a variety of nutrition topics is provided through formal workshops/trainings, newsletters, resource materials in the Parent Resource Area and by informational handouts.

Children with Food Allergies or on Other Special Diets: A written statement from a physician or health care provider is required for children with allergies or special food needs while in the Head Start center. If there are special food needs or dietary restrictions due to cultural or religious preferences, a signed statement from the child's parent must be provided. Parents must alert their child's teacher and provide signed statements designating the specific dietary need prior to their child's entry into Head Start. Head Start follows all necessary precautions for children with food allergies and special diets.

Family Style Meal Setting: All meals are served "family style" with children and a teacher (or other staff, volunteers, etc., if available) sitting together at the table. The family style meal setting gives children an opportunity to learn about healthy eating habits with support from their peers, to socialize, and to practice good food habits. By dining family style, the children are allowed to participate, to the extent possible, in the food preparation process which includes setting the

table, passing some of the food bowls and serving their own food items. All classrooms are equipped with child size utensils and equipment to accommodate all children. Meal time also encourages cultural pride through offering varied ethnic and culture related foods. Children who refuse to eat certain foods are encouraged to try the food item but are not forced or intimidated into eating it. Staff will encourage trying the food again at a later time. Food is not used as a reward or as a punishment at any time at Head Start. The educational aspect of the nutrition program is incorporated into the daily classroom activities through discussion about food during meal times, on field trips, at story time, role playing, etc.

#### Administering Medication at Head Start:

The following provisions apply to the administration of medication in child care centers and are taken from the North Carolina Child Care Rules 10A NCAC 09 .0803, effective February 1, 2021:

(1) No prescription or over-the-counter medication and no topical, non-medical ointment, repellent, lotion, cream, fluoridated toothpaste, or powder shall be administered to any child: (a) without written authorization from the child's parent; (b) without written instructions from the child's parent, physician or other health professional; (c) in any manner not authorized by the child's parent, physician or other health professional; (d) after its expiration date; (e) for non-medical reasons, such as to induce sleep; or (f) with a known allergy to the medication.

(2) Prescribed medications: (a) shall be stored in the original containers in which they were dispensed with the pharmacy labels; (b) if pharmaceutical samples, shall be stored in the manufacturer's original packaging, shall be labeled with the child's name, and shall be accompanied by written instructions specifying: (i) the child's name; (ii) the names of the medication; (iii) the amount and frequency of dosage; (iv) the signature of the prescribing physician or other health professional; and (v) the date the instructions were signed by the physician or other health professional; (c) shall be administered only to the child for whom they were prescribed; and (d) shall be administered according to the prescription, using amount and frequency of dosage specified on the label.

(3) A parent's written authorization for the administration of a prescription medication described in Item (2) of this Rule shall be valid for the length of time the medication is prescribed to be taken.

(4) Over-the-counter medications, such as cough syrup, decongestant, acetaminophen, ibuprofen, topical antibiotic cream for abrasions, or medication for intestinal disorders shall be stored in the manufacturer's original packaging on which the child's name is written or labeled and shall be accompanied by written instructions specifying: (a) the child's name; (b) the names of the authorized over-the-counter medication; (c) the amount and frequency of the dosages, which shall not exceed the amount and frequency of the dosages on the manufacturer's label; (d) the signature of the parent, physician or other health professional; and (e) the date the instructions were signed by the parent, physician or other health professional. The permission to administer over-the-counter medications is valid for up to 30 days at a time, except as allowed in Items (6), (7), (8) and (9) of this Rule. Over-the-counter medications shall not be administered on an "as needed" basis, other than as allowed in Items (6), (7), (8) and (9) of this Rule.

(5) When questions arise concerning whether any medication should be administered to a child, the caregiver may decline to administer that medication without signed, written dosage instructions from a licensed physician or authorized health professional.

(6) A parent may give a caregiver standing authorization for up to six months to administer prescription or over-the-counter medication to a child, when needed, for chronic medical conditions, such as asthma, and for allergic reactions.

The authorization shall be in writing and shall contain: (a) the child's name; (b) the subject medical conditions or allergic reactions; (c) the names of the authorized over-the-counter medications; (d) the criteria for the administration of the medication; (e) the amount and frequency of the dosages; (f) the manner in which the medication shall be administered;

- (g) the signature of the parent; (h) the date the authorization was signed by the parent; and (i) the length of time the authorization is valid, if less than six months.
- (7) A parent may give a caregiver standing authorization for up to 12 months to apply over-the-counter, topical ointments, topical teething ointment or gel, insect repellents, lotions, creams, fluoridated toothpaste, and powders, such as sunscreen, diapering creams, baby lotion, and baby powder, to a child, when needed. The authorization shall be in writing and shall contain: (a) the child's name; (b) the names of the authorized ointments, repellents, lotions, creams, fluoridated toothpaste, and powders; (c) the criteria for the administration of the ointments, repellents, lotions, creams, fluoridated toothpaste, and powders; (d) the manner in which the ointments, repellents, lotions, creams, fluoridated toothpaste, and powders shall be applied; (e) the signature of the parent; (f) the date the authorization was signed by the parent; and (g) the length of time the authorization is valid, if less than 12 months.
- (8) A parent may give a caregiver standing authorization to administer a single weight-appropriate dose of acetaminophen to a child in the event the child has a fever and a parent cannot be reached. The authorization shall be in writing and shall contain: (a) the child's name; (b) the signature of the parent; (c) the date the authorization was signed by the parent; and (d) the date that the authorization ends or a statement that the authorization is valid until withdrawn by the parent in writing.
- (9) A parent may give a caregiver standing authorization to administer an over-the-counter medication as directed by the North Carolina State Health Director or designee, when there is a public health emergency as identified by the North Carolina State Health Director or designee. The authorization shall be in writing, may be valid for as long as the child is enrolled, and shall contain: (a) the child's name; (b) the signature of the parent; (c) the date the authorization was signed by the parent; and (d) the date that the authorization ends or a statement that the authorization is valid until withdrawn by the parent in writing.
- (10) Pursuant to G.S. 110-102.1A, a caregiver may administer medication to a child without parental authorization in the event of an emergency medical condition when the child's parent is unavailable, and providing the medication is administered with the authorization and in accordance with instructions from a bona fide medical care provider.
- (11) A parent may withdraw written authorization for the administration of medications at any time in writing.
- (12) Any medication remaining after the course of treatment is completed, after authorization is withdrawn or after authorization has expired shall be returned to the child's parents. Any medication the parent fails to retrieve within 72 hours of completion of treatment, or withdrawal of authorization, shall be discarded.
- (13) Any time prescription or over-the-counter medication is administered by center personnel to children receiving care, the following information shall be recorded: (a) the child's name; (b) the date the medication was given; (c) the time the medication was given; (d) the amount and the type of medication given; and (e) the name and signature of the person administering the medication. This information shall be noted on a medication permission slip, or on a separate form developed by the provider which includes the required information. This information shall be available for review by a representative of the Division during the time period the medication is being administered and for six months after the medication is administered. No documentation shall be required when items listed in Item (7) of this Rule are applied to children.
- (14) If medication is administered in error, whether administering the wrong dosage, giving to the wrong child, or giving the incorrect type of medicine, the child care center shall: (a) call 911 in accordance with CPR or First Aid training recommendations; (b) notify the center director; (c) contact the child's parent; (d) observe the child; and (e) document the medication error in writing, including: (i) the child's name and date of birth; (ii) the type and dosage of medication administered; (iii) the name of the person who administered the medication; (iv) the date and time of the error; (v) the signature of the child care administrator, the parent and the staff member who administered the medication; (vi) the

actions taken by the center following the error; and (vii) the actions that will be taken by the center to prevent a future error. This documentation shall be maintained in the child's file.

History Note: Authority G.S. 110-85; 110-91(1),(9); 110-102.1A; 143B-168.3; Effective February 1, 2021 45 Eff. January 1, 1986; Amended Eff. May 1, 2004; April 1, 2001; July 1, 1998; January 1, 1996; Readopted Eff. October 1, 2017

Social and Emotional Development: Head Start recognizes the importance of mental wellness and therefore provides mental health and psychological support to children and families in order to encourage social and emotional development. Through positive partnerships with parents, staff and licensed mental health professionals, Head Start promotes wellness support services through healthy social emotional development of children and fostering resilience in families. The program provides ongoing child social emotional developmental assessments, child observations, consultations with teachers, parents/legal guardians and therapeutic services for children and families. Head Start staff and licensed mental health professionals are available to provide guidance and emotional support to children and parents dealing with challenging life situations. All parents/legal guardians must sign a permission form in order for their children to be observed in the classroom.

Providing Parents/Legal Guardians Opportunities to participate in a Research-Based Parenting Curriculum: Head Start offers opportunities for parents/legal guardians to participate in a research-based parenting curriculum that builds on parents'/guardians' knowledge and offers opportunities for them to practice parenting skills to promote children's learning and development. The two parenting curriculums Head Start will be promoting with parents will be the following:

- ReadyRosie + Teaching Strategies: ReadyRosie is a birth through third grade cohesive family engagement resource that facilitates family partnerships for powerful student outcomes. The evidence informed national program ensures that every interaction a young child has, whether it is with a caregiver, teacher or family member, is supportive of their development. Families and Head Start can work easily together when they have the right tools. Head Start families will receive short, modeled moment videos via text or email each week. These videos model games and activities they can enjoy with their child to support the learning at school; it meets families where they are-in the home, car, grocery store, etc. ReadyRosie provides parenting guidance at parents' and caregivers' "point of need." Its content is curated, aligned to research-based developmental goals for children and connected to classroom learning, so educators and families can rest assured that their time is being spend in meaningful ways.
- Triple P-Positive Parenting Program: A universal research based program is available for Head Start parents and guardians with children birth – 12 years of age who are interested in useful ideas to help them meet the challenges of parenting and develop positive relationships with their children. Triple P is designed to give parents/guardians practical information and advice on positive approaches to parenting. The ideas in the program's materials can be used to promote healthy development in children and to deal with a wide variety of common behavior difficulties, developmental concerns, and other everyday difficulties experienced by parents and caregivers.

## **TRANSPORTATION SERVICES-**

### **Riding the Head Start School Bus:**

Transportation by the Head Start school bus to and from the Head Start Centers is provided for children enrolled at most of the BROG Head Start Centers. However, in order for the program to be in compliance with federal Head Start regulations, NC School Bus Safety standards and NC Child Care Licensing policies, it may not be possible to offer transportation to all Head Start children. Head Start has limited resources to meet the transportation needs of children

enrolled in the program. Due to limited funds, transportation services are primarily for enrolled children who would otherwise be unable to participate in program activities without bus services. Head Start reserves the right to discontinue transportation to and from centers based on the annual budget. Parents are encouraged to provide their own transportation whenever possible.

Bus route boundaries must be set to limit each bus route to no more than one hour. Therefore, there may be some outlying communities where transportation cannot be provided. Also, if children live in areas where transportation cannot be provided due to their roads being in poor condition, deemed unsafe or where the bus driver cannot safely turn the bus around, an approved pick up and drop off point can be arranged in most instances. For most children, door-to-door bus stops may not be possible; instead, meeting locations based on the number of children in a particular area are established for each bus route. The majority of the bus stops are in churches' or stores' parking lots where it is safe for parents to help their children board the bus and for the bus driver to safely maneuver the bus. Head Start will provide bus privileges for as many children as possible but must ensure that the program is taking all necessary safety precautions.

All Head Start Bus Drivers maintain a current Commercial Drivers Licenses (CDL) with P (passenger) and S (school bus) endorsements. Prior to employment, intensive background checks are conducted and previous driving records are thoroughly screened for all bus drivers. Prior to operating a Head Start bus, new drivers are drug screened; all bus drivers are randomly tested for drugs and alcohol on a quarterly basis. In addition, all bus drivers receive an on-the-road driving skills evaluation at least once per year.

A trained Bus Monitor is on board at all times while children are being transported; he or she assists the children in safely boarding and unloading from the buses. The ratio is one bus monitor for up to twenty children; two bus monitors if 21 or more children are being transported.

Head Start buses are equipped with age/size appropriate child restraint devices (CRD) that meet applicable Federal Motor Vehicle Safety Standards (FMVSS 213). Upon boarding the bus, all children are properly buckled in a CRD and remain buckled until reaching the Head Start center or other designated location (e.g. a field trip site).

Bus evacuation drills occur bi-monthly throughout the school year, with the first one within 30 days of the first day of classes. Evacuation drills include both back door and front door evacuation experiences and ongoing bus safety instruction for riders and bus staff.

Safety Education: The Head Start teachers provide pedestrian safety training for parents and children within the first thirty days of the center operational period. (For children entering the program later in the year, the training will be provided within thirty days of their initial entry date.) The *Transportation Safety Education Curriculum: for Preschool Children* is provided by BROCC Head Start. For the children, this training is developmentally appropriate as an essential part of the program experiences. The need for an adult to accompany a preschool child while crossing the street is stressed in the parents' training, as well as in the children's training. In addition, the following 5 activities are taught to the children

- 1) Safe riding practices
- 2) Safety procedures for boarding and leaving the vehicle
- 3) Safety procedures in crossing the street to and from the vehicle at bus stops
- 4) Recognition of the danger zones around the vehicle
- 5) Emergency evacuation procedures, including participating in an emergency evacuation drill conducted on the vehicle the child will be riding.

Parents' Transportation Safety Training: The parents' training ensures that the following points are included:

- 1) Emphasizes the importance of escorting their children to the vehicle stop and the importance of reinforcing the training provided to children regarding vehicle safety, and
- 2) Complements the training provided to their children so that the parent can reinforce safety practices both in Head Start and at home.

Families Who Utilize Head Start Bus Transportation to and from Centers Must Follow These Guidelines:

- The Head Start bus will arrive at approximately the same time each day once the bus route is well established. When the bus schedule varies from routine, the parents will be notified in person or by telephone, text, email and/or a written note. The bus will not be able to wait on your child if you are not already at the bus stop or already coming out your door. The bus cannot wait due to the importance of maintaining a schedule and to avoid holding up traffic with the bus stop arm out.
- Please have your child dressed and ready to go out the door **before** the bus arrives. Be ready at least **5 to 10 minutes before** the scheduled pick-up time; also be ready in the afternoons at least **5 to 10 minutes before** the scheduled drop-off time. It is **not safe** and it is illegal to hold up traffic with the bus stop arm extended any longer than it takes for your child to safely board or exit the bus.
- Do not send food, gum, drinks, chap sticks, money, toys or dangerous objects with your child to the center. Always check pockets and book bags before putting your child on the bus. **This also applies to children transported by their parents.**
- Parents/guardians/designated persons must accompany their child to and from the door of the bus and supervise the child at all times. Children should wait well off the road, at least 10 feet away in a driveway or on the sidewalk or on the grass. Encourage your child to always walk, not run, and to hold the handrail when getting on or off the bus. When exiting the bus, move away from the bus, towards the grass, and never stop to pick up any item that may have blown under the bus or on the ground in front or behind the bus.
- When your child arrives home in the afternoon, you **must** also come to the bus door to meet him or her. If the bus driver does not see you (or the responsible adult you have designated to accept your child), then the driver will take your child back to the Head Start Center. It will be **your responsibility** to come to the center to pick up your child.
- If the parent/guardian/designated person is not at the drop-off site, the child will be returned to the Head Start center. If it is feasible to do so, the bus monitor will leave a note specifying the approximate time of arrival at the drop-off site and where the child will be returned. If the parent/guardian/designated person has not contacted the Head Start center or Head Start Administrative Office by the time the bus arrives back at the Head Start center, the local Department of Social Services will be called.
- In order to keep on schedule, the bus driver or monitor **cannot** engage in lengthy conversations with parents at the bus stops. You will be encouraged to contact the Head Start center by phone or visit to take care of any concerns. **Please make your good-byes brief with your child.** He or she will be okay and you can contact the Head Start center later in the day to see how he or she is doing, if you wish.
- Parents will be notified as soon as possible if bus transportation will be unavailable. In the case of mechanical issues with the bus, while children are being transported on the bus, parents/guardians/designated persons (as listed on child's emergency data form) will be contacted immediately to pick up their children.



**Your child's safety is our number one concern!**

Therefore, all Parents or Guardians whose children ride the Head Start school bus must follow these guidelines. Failure to do so may result in your family losing their privilege of Head Start bus transportation. If you have questions, please bring those to the attention of the Head Start Staff-your child's Teachers, the Center Director, the Family Advocate, the Bus Driver or Bus Monitor (but not on the bus route, please). Thank you in advance for your cooperation with these guidelines!

**Transporting Children for Health Services in the Head Start Staff/Volunteers' Private Vehicles, etc.:**

When children are transported for Health Services by the staff or volunteers' private vehicles, safety will be ensured at all times by drivers' compliance with the following guidelines:

- All vehicles used to transport children must be in good repair, safe, and free of hazards.
- All vehicles must have an up-to-date annual state inspection and receive regular safety checks.
- All vehicles must have current registration and display a current license plate.
- All vehicles must be insured for liability as required by state and federal laws governing transportation of passengers; proof of insurance must be present in each vehicle at all times.
- All vehicles used to transport children in snow, ice and other hazardous weather conditions must be equipped with snow tires, chains or other appropriate safety equipment.
- All vehicles must have a fully charged fire extinguisher, a First Aid Kit and a functional spare tire.
- All vehicles must contain a comprehensive folder on the child being transported.
- Children must be protected from all traffic hazards while loading and unloading.
- Children **must never** be left alone in a vehicle and must always be supervised by an adult.
- All passengers in the vehicle must be seated in the manufacturer's designated areas.
- While vehicles are in motion, each passenger must be restrained properly with an individual seat belt (adults) and appropriate restraint devices (CRD) for the children.
- Children may not be transported in the front seat of the vehicle.

Ratios during health services transportation in automobiles (not applicable to bus transportation): When transporting children, the best practice is to have another adult to assist with monitoring the children. In the event a monitor cannot be present, the following ratio applies:

- A maximum of three children, at least 3 years of age can be transported in a standard automobile with a driver.
- If 5 or more children are being transported in any type of vehicle, a monitor must also be on board.

**DISABILITIES & SPECIAL NEEDS SERVICES:**

The Disabilities Service Area of Head Start is designed to identify, evaluate needs and coordinate services to children with special needs and their families. BROCC Head Start and the Allegheny, Ashe and Wilkes County Public Schools maintain a collaborative agreement to meet the unique needs of children with disabilities by providing a wide range of services which include: educational, medical, nutritional, occupational, physical therapy, social, speech, etc. Children with disabilities may be dually enrolled in both Head Start and public school's special education programs. Head Start staff work closely with the local school districts and other agencies to be sure that the children's needs are being met with the best quality services.

At least 10% of BROCC Head Start's enrollment is reserved for children with disabilities. Inclusion in Head Start allows children with various needs and strengths to be in an inclusive classroom setting. This inclusion fosters understanding of

individual differences for all children. Head Start makes it possible for all children with special needs to be identified early in the program year through screenings, classroom observations and communications with teachers and parents.

Assisting the family through referrals, locating and providing services with outside agencies for children with special needs are important functions of this service area. Head Start staff work with parents to ensure that they are educated about their child’s disability and are aware of the child’s rights to the best available education. Ongoing training and staff development is provided for classroom staff to ensure the teachers have the knowledge and skills to work with special needs children.

**Early Childhood Learning Knowledge Center (ECLKC), Technical Assistance (TA), Office of Head Start (OHS):**

ECLKC is the official communication channel for Head Start and Early Head Start grantees, TA network, regional offices, Head Start parents and families, OHS consultants, and anyone else involved with Head Start.

Head Start programs and parents visiting the ECLKC will find the latest information on OHS priorities, policies, and programs. The ECLKC also offers tips and promising practices on many early childhood topics including child development, education, and health. Let’s go visit the ECLKC! <http://eclkc.ohs.acf.hhs.gov/hslc>

**Teachers...Parents Communicator Red Folder:**

Head Start’s goal is to establish an ongoing open line of communication between the program and the children’s families. One of the methods of communication will be to send multiple types of written information home with the children on an almost daily basis. Parent/Family Engagement is one of the most important indicators for a child’s success in school. Each day we ask that you check the **red folder** (Teachers...Parents Communicator), read the information, respond if applicable and return the red folder with your child on his or her next scheduled day of class.

**Thank you for enrolling your child in Head Start and for your cooperation with these policies.**



**PARENTS’ NOTES OF OTHER IMPORTANT HEAD START INFORMATION:**

My Child’s Head Start Center: \_\_\_\_\_ & Telephone: \_\_\_\_\_

My Child’s Teachers: \_\_\_\_\_ & Classroom: \_\_\_\_\_

My Child’s Center Director: \_\_\_\_\_

My Child’s Family Advocate: \_\_\_\_\_

My Child’s Bus Driver(s): \_\_\_\_\_

Other Names to remember: \_\_\_\_\_

My Child’s First Day of Class: Month \_\_\_\_\_ / Day of Week \_\_\_\_\_ / Date of Month \_\_\_\_\_







### What Is Child Care?

The law defines child care as:

- three or more children under 13 years of age
- receiving care from a non-relative
- on a regular basis - at least once a week
- for more than four hours per day but less than 24 hours.

The North Carolina Department of Health and Human Services is responsible for regulating child care. This is done through the Division of Child Development and Early Education. The purpose of regulation is to protect the health, safety, and well-being of children while they are away from their parents. The law defining child care is in the North Carolina General Statutes, Article 7, Chapter 110.

The North Carolina Child Care Commission is responsible for adopting rules to carry out the law. Some counties and cities in North Carolina also have local zoning requirements for child care programs.

### Family Child Care Homes

A family child care home is licensed to care for five or fewer preschool age children, including their own preschool children, and can include three additional school-age children. The provider's own school-age children are not counted. Family child care home operators must be 21 years old and have a high school education or its equivalent. Family child care homes will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants. Licenses are issued to family child care home providers who meet the following requirements:

### Child Care Centers

Licensure as a center is required when six or more preschool children are cared for in a residence or when three or more children are in care in a building other than a residence. Religious-sponsored programs are exempt from some of the regulations described below if they choose to meet the standards of the Notice of Compliance rather than the Star Rated License. Recreational programs that operate for less than four consecutive months, such as summer camps, are exempt from licensing. Child care centers may voluntarily meet higher standards and receive a license with a higher rating. Centers will be visited at least annually to make sure they are following the law and to receive technical assistance from child care consultants.

### Parental Rights

- Parents have the right to enter a family child care home or center at any time while their child is present.
- Parents have the right to see the license displayed in a prominent place.
- Parents have the right to know how their child will be disciplined.

The laws and rules are developed to establish minimum requirements. Most parents would like more than minimum care. Local Child Care Resource and Referral agencies can provide help in choosing quality care. Check the telephone

directory or talk with a child care provider to see if there is a Child Care Resource and Referral agency in your community. For more information, visit the Resources page located on the Child Care website at: <https://ncchildcare.ncdhhs.gov/>. For more information on the law and rules, contact the Division of Child Development and Early Education at 919 814-6300 or 1-800- 859-0829 (In State Only), or visit our homepage at: <https://ncchildcare.ncdhhs.gov/>.

### Child Abuse, Neglect, or Maltreatment

Every citizen has a responsibility to report suspected child abuse, neglect or maltreatment. This occurs when a parent or caregiver injures or allows another to injure a child physically or emotionally. It may also occur when a parent or caregiver puts a child at risk of serious injury or allows another to put a child at risk of serious injury. It also occurs when a child does not receive proper care, supervision, appropriate discipline, or when a child is abandoned. **North Carolina law requires any person who suspects child maltreatment at a child care facility to report the situation to the Intake Unit at Division of Child Development and Early Education at 919-814-6300 or 1-800-859-0829.** Reports can be made anonymously. A person cannot be held liable for a report made in good faith. The operator of the program must notify parents of children currently enrolled in writing of the substantiation of any maltreatment complaint or the issuance of any administrative action against the child care facility. **North Carolina law requires any person who suspects child abuse or neglect in a family to report the case to the county department of social services.**

### Transportation

Child care centers or family child care homes providing transportation for children must meet all motor vehicle laws, including inspection, insurance, license, and restraint requirements. Children may never be left alone in a vehicle and child-staff ratios must be maintained.

### Record Requirements

Centers and homes must keep accurate records such as children's, staff, and program. A record of monthly fire drills and quarterly shelter-in-place or lockdown drills practiced must also be maintained. A safe sleep policy must be developed and shared with parents if children younger than 12 months are in care. Prevention of shaken baby syndrome and abusive head trauma policy must be developed and shared with parents of children up to five years of age.

### Discipline and Behavior Management

Each program must have a written policy on discipline, must discuss it with parents, and must give parents a copy when the child is enrolled. Changes in the discipline policy must be shared with parents in writing before going into effect. Corporal punishment (spanking, slapping, or other physical discipline) is prohibited in all centers and family child care homes. Religious-sponsored programs which notify the Division of Child Development and Early Education that corporal punishment is part of their religious training are exempt from that part of the law.

### Training Requirements

Center and family child care home staff must have current CPR and First Aid certification, ITS-SIDS training (if caring for infants, 0 to 12 months), prior to caring for children and every three years thereafter. Emergency Preparedness and Response (EPR) in Child Care training is required and each facility must create an EPR plan. Center and home staff must also complete a minimum number of health and safety training as well as annual ongoing training hours.

### Curriculum and Activities

Four- and five-star programs must use an approved curriculum in classrooms serving four-year-olds. Other programs may choose to use an approved curriculum to get a quality point for the star-rated license. Activity plans and schedule must be available to parents and must show a balance of active and quiet, and indoor and outdoor activities. A written activity plan that includes activities intended to stimulate the development domains, in accordance with North Carolina Foundations for Early Learning and Development. Rooms must be arranged to encourage children to explore, use materials on their own and have choices.

### Health and Safety

Children must be immunized on schedule. Each licensed family child care home and center must ensure the health and safety of children by sanitizing areas and equipment used by children. For Centers and FCCHs, meals and snacks must be nutritious and meet the Meal Patterns for Children in Child Care. Food must be offered at least once every four hours. Local health, building, and fire inspectors visit licensed centers to make sure standards are met. All children must be allowed to play outdoors each day (weather permitting) for at least an hour a day for preschool children and at least thirty minutes a day for children under two. Children must have space and time provided for rest.

### Two through Five Star Rated License

Centers and family child care homes that are meeting the minimum licensing requirements will receive a one-star license. Programs that choose to voluntarily meet higher standards can apply for a two through five-star license. The number of stars a program earns is based upon the education levels their staff meet and the program standards met by the program, and one quality point option.

### Criminal Background Checks

Criminal background qualification is a **pre-service requirement**. All staff must undergo a criminal background check initially, and every three years thereafter. This requirement includes household members who are over the age of 15 in family child care homes.