

PARENT HANDBOOK

2010-2011

Head Start
The Right Start



- Letter from the Director
- Head Start Program Directory and Contacts
- The Head Start Promise
- Chapter 1: About Our Program
 - Hours of Operation
 - Inclement Weather Policy
 - More at Four
 - Attendance & Attire
 - Student Pick up and Drop Off
 - Head Start Discipline Policy
- Chapter 2: Specialized Services
 - Transition Services
 - Services to Children with Disabilities
 - Special Services
 - Mental Health
 - Exclusion Policy
- Chapter 3: Health and Nutrition
 - Telephone
 - Emergency Information
 - Illness
 - Transportation of Sick Children
 - “Medical and Dental Home”
 - Epidemic Control Policy
 - Administering Medication
 - Asthma & Children
 - Healthy Habits
 - Nutrition
 - Infant and Toddler Safe Sleep Policy
- Chapter 4: Family Services General Information
 - Ages Served
 - Eligibility Requirements
 - Enrollment Process
 - Withdrawing from the Program
 - Change of Information
 - Available slots
 - Family Partnerships
 - Parents are Important to Head Start
 - Parent Involvement
 - In-Kind
 - Parent Meetings
 - Volunteering at Head Start
 - Fathers and Friends of Head Start
 - Head Start Parent’s Rights
 - Head Start Parent’s Responsibilities
 - Information/Grievance Procedure
- Chapter 5: Working Together & Responsibilities
 - Education is a Two Way Street
 - Home Visits
 - Head Start Transportation Services
 - Morning Pick Up
 - Afternoon Drop Off
 - Late Parent Policy
 - Pick Up
 - Drop Off
- Chapter 6: FAQs, Information, and Policy
 - Frequently Asked Questions
 - Child Abuse/ Neglect Policy
- 2010-2011 Head Start Calendar

Dear Parents:

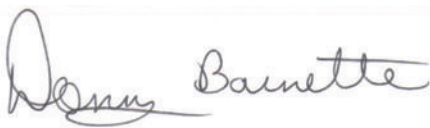
Welcome to the first step in preparing your child for success in the school years to come! We are pleased that you have chosen our CCAP's Head Start to begin your child's early education journey.

We take great pride in our classrooms and the services we provide to your child and family. At Head Start, you will find we take a holistic approach to meeting the education needs of your child ages birth to 5. Whether it is asthma screenings, hearing and dental exams, or basic educational assessments, I hope you find that we support the potential of our students by addressing every aspect of their educational, physical, mental, and social needs.

In today's world, it is critical that we give the children in our community an advantage when they enter kindergarten, an advantage that gives them a far greater chance of being a star student, healthy adolescent, and successful adult. We know that what we provide your child today will lay the foundation for their transition into elementary school and beyond.

If you have any questions about your student's experience throughout the process, or need additional assistance, do not hesitate to contact us at any time. We wish you a happy and wonderful year. Welcome to the Head Start family!

Sincerely,



Donna Barnette
Head Start Director



Head Start Program Directory and Contact Information

Name of the center my child attends _____

Telephone Number _____

My Teachers _____

Administrative Office:

5135 Morganton Road
Fayetteville, NC 28314
(910) 487-9800
Donna Barnette, Interim Head Start Director

Grantee Agency:

316 Green Street/ P.O. Box 2009
Fayetteville, NC 28302
(910) 485-6131
Cynthia Wilson, CEO

Child Development Systems:

Assistant Manager of Collaborative Services	Sandra Shambley	487-9800 ext. 40
Health Coordinator	Dorothy Spencer	487-9800 ext. 12
Special Needs Coordinator	Brenda Pleasents	487-9800 ext. 20
Program Eligibility Coordinator	Ebony Dickinson	487-9800 ext. 15
Nutrition Coordinator	Shadia Young	483-3782
Transition Coordinator	Miranda Teel	323-3482

Child Services:

Child Services Manager	Annie Kelly	487-9800 ext. 16
Child Services Coordinator	Rona Davis	487-9800 ext. 21
Child Services Manager	Janice Wright	487-9800 ext. 17
Child Services Coordinator	Risa Murray	487-9800 ext. 28

Family and Community Partnerships:

Family Services Manager	Linda Darden	487-9800 ext. 24
Family Advocate Coordinator	Christiana Adeyemi	487-9800 ext. 30
Family Advocate Coordinator	Wanda Fogg	487-9800 ext. 29
Family Advocate Coordinator (Expansion)	Nikita Bellamy	487-9800
Transportation/Facilities Coordinator	Ramon Robinson	323-5181, ext. 222
General Maintenance Worker	Danny Lucas	323-5181

Ashton Woods

119 Stein Street
Fayetteville, NC 28303
Phone: 868-2724
Phone: 868-4338
Fax: 860-1015
On-Site Supervisor:
Tonya Underwood

Bonnie Doone

5204 Hodge Street
Fayetteville, NC 28303
Phone: 867-4418
Fax: 867-5988
On-Site Supervisor:
Cynthia Walker

Fairlane

5604 Sack Street
Fayetteville, NC 28303
Phone: 826-9605
Fax: 826-9597
On-Site Supervisor:
Tonya Underwood

E.E. Miller

1361 Rim Road
Fayetteville, NC 28314
Phone: 485-6129
Fax: 485-0146
On-Site Supervisor: Gail Carter

Hay/Branson

925 Davis Court
Fayetteville, NC 28311
Phone: 485-4093
Fax: 485-1101
On-Site Supervisor:
Cynthia Walker

Holland Homes

3039 Enterprise Avenue
Fayetteville, NC 28306
Phone: 323-1482
Fax: 323-0014
On-Site Supervisor:
Angelique Gray

Lake Rim

1054 Rim Road
Fayetteville, NC 28314
Phone: 864-2696
Fax: 864-7816
On-Site Supervisor: Gail Carter

Lewis Heights

4868 Bickett Street
Fayetteville, NC 28301
Phone: 864-4561
Fax: 864-6768
On-Site Supervisor:
Tonya Underwood

McNeill

4382 Fox Grove Circle
Fayetteville, NC 28304
Phone: 488-1310
Fax: 488-3920
On-Site Supervisor:
Angelique Gray

Murchison Road

107 University Avenue
Fayetteville, NC 28301
Phone: 488-5355
On-Site Supervisor:
Cynthia Walker

River Commons 1/2/4

328 Deep Creek Road
Fayetteville, NC 28312
Phone Lines:
323-5181
Fax Lines:
483-1051
On-Site Supervisors:
Chelsei Carr, ext. 221

River Commons 3/5

328 Deep Creek Road
Fayetteville, NC 28312
Phone Lines:
323-5181
Fax Lines:
483-1051
On-Site Supervisors:
Marsha Thomas, ext. 223

Rosemary Street

260 Rosemary Street
Fayetteville, NC 28301
Phone: 480-0027
Fax: 480-0028
On-Site Supervisor:
Cynthia Walker

Southern Avenue

2229 Southern Avenue
Fayetteville, NC 28306
Phone: 483-3782
Fax: 483-4135
On-Site Supervisors:
Angelique Gray
Ollie Hayes
Gwendolyn Covington

Spring Lake

612 Samuel Drive
Spring Lake, NC 28390
Phone: 960-0776
Fax: 960-3672
On-Site Supervisor:
Tonya Underwood

Strickland Bridge

2767 Strickland Bridge
Fayetteville, NC 28306
Phone: 424-8614
Fax: 423-1348
On-Site Supervisor: Gail Carter

Topeka Heights

3240 Camden Road
Fayetteville, NC 28306
Phone: 425-8733
Fax: 424-9154
On-Site Supervisor:
Angelique Gray

Yadkin Road

5869 Yadkin Road
Fayetteville, NC 28303
On-Site Supervisor:
Cynthia Walker

The Head Start Promise.

The mission of Head Start guides how we provide service to our families every day.

Head Start...

Serving Children

Empowering Families

Strengthening Communities...

Through Teamwork and a Commitment to Excellence!

Philosophy:

The Head Start Program is based on the premise that all children share certain needs, and that children of low-income families, in particular, can benefit from a comprehensive developmental program to meet those needs. The Head Start approach is based on the philosophy that a child can benefit most from a comprehensive, interdisciplinary program to foster development and remedy problems as expressed in a broad range of services, and that the child's entire family, as well as the community, must be involved.

The program should maximize the strengths and unique experiences of each child. The family, which is perceived as the principal influence in the child's development, must be a direct participant in the program. Local communities are allowed latitude in developing creative program designs as long as the basic goals, objectives and standards of a comprehensive program are followed.

Head Start is a comprehensive child development program which serves children from ages six (6) weeks to five (5) years, and their families. It is a child-focused program and has the overall goal of increasing the social competence of young children in low-income families. "Social competence" means the child's everyday effectiveness in dealing with both his and her present environment and later responsibilities in school and life. Social competence takes into account the interrelatedness of social, emotional, cognitive, and physical development.

Head Start services are also family-centered, following the tenets that children develop in the context of their family and culture and that parents are respected as the primary educators and nurturers of their children. Head Start offers family members with opportunities and support for growth and change, believing that people can identify their own strengths, needs, and interests and are capable of finding solutions.

To support the overall goal of improving social competence, Head Start embraces a core set of values, including commitments to:

- Establish a supportive learning environment for children, parents, and staff, in which the process of enhancing awareness, refining skills, and increasing understanding are valued and promoted;
- Recognize that the members of the Head Start community—children, families, and staff—have roots in many cultures. Head Start families and staff, working together as a team, can effectively promote respectful, sensitive, and proactive approaches to diversity issues;
- Understand that the empowerment of families occurs when program governance is a responsibility shared by families, governing bodies, and staff, and when the ideas and opinions of families are heard and respected.
- Embrace a comprehensive vision of health for children, families, and staff, which assures that basic health needs are met, encourages practices that prevent future illnesses and injuries, and promotes positive, culturally relevant health behaviors that enhances lifelong well-being;
- Respect the importance of all aspects of an individual's development, including social, emotional, cognitive, and physical growth;
- Build a community in which each child and adult is treated as an individual while, at the same time, a sense of belonging to the group is reinforced;
- Foster relationships with the larger community, so that families and staff are respected and served by a network of community agencies in partnership with one another; and
- Develop a continuum of care, education, and services that allow stable, uninterrupted support to families and children during and after their Head Start experience.

CHAPTER 1: About Our Program



In this section you will find information about hours, inclement weather, attendance and proper attire, picking up and dropping off your student, our discipline policy, and how we operate.

Hours of Operation

All Head Start/Early Head Start centers are open from 8:00 a.m. – 2:30 p.m.

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.

Inclement Weather Policy

All centers will adhere to the schedule announced by the Cumberland County School System on local radio and television stations. If during inclement weather Cumberland County Schools is closed to students, but it is an optional teacher work-day, CCAP Head Start employees are also expected to report to work or to use a vacation day.

More at Four

More at Four is a state-funded pre-kindergarten program administered by the NC Office of School Readiness through the Department of Public Instruction. Head Start is one of the More at Four providers contracting through the Partnership for Children of Cumberland County. Thirty (30) Head Start Classrooms are designated for this program.

Attendance

Regular attendance at Head Start is important. If you know ahead of time that your child will be absent, please inform the child's teacher. The Family Advocate assigned to your child's center will contact families of children who have:

1. Irregular attendance
2. Extended absences
3. Missed three (3) consecutive days of school

We will make every effort to work with you to resolve the problem causing the absence. Vacation during the Head Start school year is considered an unexcused absence, and we can not guarantee your child's slot will be available when you return.

Student Pickup and Drop Off

The adult bringing and picking up the child must park in designated parking spaces and enter the center, sign the child into the classroom and release the child to the Head Start staff present in the classroom. The adult picking up the child must also enter the building and classroom to sign the child out for the day. Emergency contacts must be updated regularly.

Children will not be released to individuals that are not listed on the Social Services Enrollment Form. Adults must be 18 years of age or older to receive children. All changes in pick up or drop off arrangements must be pre-arranged and submitted in writing to the Family Advocate assigned to the center.

Attire

Each child must come clean and in clean clothes and shoes. The following but not limited to will not be allowed in the classroom: open toed shoes, heels, heelys and cleats. We cannot be responsible for your child's toys or jewelry if they are lost or stolen. Children are not allowed to bring toys or food to school.

We cannot stress too strongly the necessity of labeling all of your child's clothing that he/she puts on and off. Two (2) sets of clothing per season (summer and winter) must be brought when the child enrolls and will be kept at the center in case of an accident. This set of clothing must be clearly marked with the child's name.

Head Start Discipline Policy

The Cumberland Community Action Program, Inc. Head Start believes that children need positive discipline. Discipline is the whole basis of society, and when it is weak, inconsistent, or lacking, everyone is in trouble. Discipline is guidance and encouragement used to help the child as he learns and grows. It helps him get along with others as well as to develop self-control.

Young children need the freedom to evaluate, decide, create and explore, however, they are not experienced enough, or emotionally mature enough, to be in charge of themselves over long periods of time. Therefore, they need to accept an adult being in charge of them.

In addition, the Department of Health and Human Services, Administration for Children, Youth and Families, which funds our Head Start Program and the NC Division of Child Development have established rules regarding discipline that our program strictly adheres to in its operation.

Acceptable methods of discipline that may be utilized with Head Start children in order to spot potential unacceptable behavior include the following methods and procedures:

1. Preventive discipline is the key to success. The teachers shall be observant and alert in order to spot potential trouble areas and take appropriate action before problems arise.
2. The teachers shall set the example for good behavior by exhibiting courtesy, consideration, and caring for both children and adults.
3. Children and teachers shall jointly establish rules during the first few days of school and thereafter as needed.
4. Teachers shall go directly to an overexcited child, stoop down in order to have eye contact, speak kindly with authority, and give him some direction about what he should do next. Choices may be given if appropriate.
5. Children will not be allowed to spit, hit, kick, scratch, bite or attack other children or teachers. The teachers will not scold but firmly states that the behavior will not be allowed, physically restraining the child if necessary. When the child has calmed down, the teacher talks to him about the incident.
6. When a child loses control and is in danger of hurting himself or others, the teacher may use her hands, arms and body to hold the child.
7. A child may be removed to a separate room under direct supervision of a teacher until he has regained control and is ready to rejoin the group. This should be for a short period (3-5 minutes).
8. The procedure called "Time Out!" may be used when needed. This involves removing the child from the group and situating him in a designated area of the classroom within view of the teachers. The child sits or stands until he is able to rejoin the group and exhibit acceptable behavior. "Time Out" should be for a limited period of time (3-5 minutes). If over-used, "Time Out," becomes ineffective. "Time Out" is used as a final measure of discipline.
9. Children shall be told and helped to thoroughly understand why they are in "Time Out."
10. When the child rejoins the group, the staff will reassure

him of their affection and look for opportunities to praise, encourage and reinforce acceptable behavior.

11. When possible, teachers will ignore unacceptable behavior and reinforce positive behavior. This strategy is usually called redirection.

Conduct of preschool children which disrupts normal classroom activities on a frequent or extended basis may be indicative of physical or emotional problems. In these instances, the parents/guardians will be contacted and together with designated Head Start staff, steps shall be taken to address the problems under the guidance of a professional consultant.

Corporal (physical) punishment and total isolation of a child is strictly prohibited in Head Start, and any Head Start staff member that employs these methods will be terminated (fired). We do not hit children when we want them to stop hitting. We do not spit at children to indicate they should not spit.

The following rules shall be followed by all Head Start staff, substitutes, volunteers, and service providers:

1. No child shall be handled roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, pulling hair or spanking.
2. No child shall ever be placed in a locked room, closet, or box.
3. No discipline shall ever be delegated to another child. (Example: "Johnny, go over there and hit Mary.")
4. No food shall ever be withheld, or given, as a means of discipline.
5. No child shall ever be disciplined for lapses in toilet training.
6. No child shall ever be disciplined for not sleeping during rest time.
7. No child shall ever be retained in the classroom, as a means of punishment, when other children go to play.
8. No child shall be removed from the classroom unless accompanied by an adult to supervise him.
9. No child shall be verbally abused. This shall include but not limited to the following:
 - a. Yelling at children
 - b. Teasing children
 - c. Ridiculing or shaming children
 - d. Using abusive or profane language either directed at or in the presence of children, parents, or staff
 - e. Talking about a child's problem in front of him or where he can hear.
10. No child shall be stood where he is facing a corner or wall for punishment.
11. No child shall be forced to eat; however, all children shall be encouraged to try new foods.

Head Start cares deeply about children and believes that the discipline policy and procedures of our program enhances the self-esteem of both children and staff. When a person feels good about himself, most often, he will feel good about others and his world. Please, be aware that any Head Start staff member, volunteer, or service provider who has reason to suspect that a child is abused or neglected is required by law to immediately report it by telephone to the Department of Social Services (DSS), Child Protection Division. The primary concern of Head Start is the health, safety and well-being of its children and families.

Chapter 2: Specialized Services



In this section you will find information regarding transition services, mental health services, services for children with disabilities, the Head Start Exclusion Policy, and additional services provided to families.

Transition Services

Head Start facilitates the successful transition of children and their families into, through and out of the program. At enrollment, parents are provided with information about Head Start and the services provided. Children and families are welcomed into the program through Open House activities. Parents receive transition training, kindergarten registration schedules and information on supporting their child by means of transitioning out of Head Start into kindergarten. Procedures on receiving a transition file are submitted to parents through their child in letter form at the end of the school year. You as the parent/guardian can request copies of pertinent Health/Education information from these files such as: Child's birth certificate, shot record, physical, vision screening, speech and hearing results and the Learning Accomplishment Profile chart. The parent/guardian must show picture ID and sign for the transition file.

Services to Children with Disabilities

Head Start and Cumberland County Schools maintain a collaborative agreement to meet the unique needs of children with disabilities, providing a wide range of services to include: social, educational, nutrition, medical, speech, occupational and physical therapy.

Head Start includes children with diagnosed disabilities into regular classroom settings with non-disabled children. A minimum of 10% of all Head Start enrollees are children with disabilities. This 10% may be from families whose income exceeds the National poverty guidelines for enrollment.

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.

Special Services

Head Start makes it possible for all children with special needs to be identified early in the program year.

- Each child is screened in the areas of speech and language, thinking and hearing skills, motor skills and social, emotional development. Parents are notified if further evaluation is needed in any of the areas and are involved in ways to help their children achieve their specific goals.
- Speech, language and mental health specialists observe classrooms as well as provide information and resources to teachers and parents.
- Parents are assisted in transitioning their child into public school.

Mental Health

Head Start provides mental health services for Head Start children and families. Consultants are available to help teachers and parents encourage behaviors which move children in the direction of cooperation, making friends and appropriate choices, developing a strong sense of self-esteem and coping with life's challenges. Consultants periodically visit the classroom to work with the staff, families and children. If it seems your child could benefit from individual attention, your signed permission will be requested before any further services are offered.

Exclusion Policy

The safety and well being of all Head Start children and staff is the primary concern of the Cumberland Community Action Program. There is zero tolerance of children consistently displaying aggressive behaviors to peers and staff in the classroom setting and during Head Start bus transportation. Head Start has Zero tolerance for children displaying aggressive behaviors such as spitting and biting.

All efforts will be implemented to provide appropriate services to children and families to address the child's social emotional needs. In the event the child's behavior severely interrupts the classroom environment, parents refusal of mental health services, or the mental health strategies are not effective, Head Start will follow the plan to decrease the child's Head Start days and or week. This exclusion may interrupt the child's Head Start enrollment.

Chapter 3: Health and Nutrition



In this section you will find information regarding emergencies, illness, transportation of sick children, administering medication, asthma, nutrition, healthy habits, Head Start's Epidemic Control Policy, and other information regarding the general well-being of your children.

Telephone

For all emergency calls, the telephone is located in the center's office or hallway.

Emergency Information

Emergency information for all children is located in individual Health/Family Services files in the center.

These records contain names, address, and phone number of the child's parents and emergency contact person, as well as the child's physician and preferred hospital.

Staff health information is located in the center's Day Care files and at the Main Office, CCAP, Inc. 316 Green Street.

Illness

If your child comes to school when he/she is not feeling well, they will be vulnerable to infection. It is in the best interest of your child and of the other people at school to keep him/her home when he/she is ill. A child needs to be well to be able to participate actively in the program.

Keep your child at home if he/she has a fever, bad cold, upset stomach, earache, rash, or swollen glands.

If a child is well enough to come to school, we will expect them to go outdoors with his classmates, weather permitting.

If your child becomes ill while at school and you are called, please cooperate by picking him/her up promptly. We will not call unless your child needs to be sent home.

If your child has a prescribed medication, it must be in the original container with the pharmacist's label which lists the child's name, date the prescription was filled, the physician's name, the name of the medicine or the prescription, and the dosage.

Transportation of sick children

The lead teacher or responsible staff member will be available to immediately transport the sick or injured child to the doctor or hospital emergency room. They are responsible for assuring that the permission slip authorizing the center to obtain emergency treatment is taken with the sick or injured child.

IT IS VERY IMPORTANT THAT YOU INFORM THE PROGRAM OF ANY CHANGES IN ADDRESS OR TELEPHONE NUMBERS.

"Medical and Dental Home"

Head Start Health Services works closely with parents, Health Department, Department of Social Services and other agencies to ensure health services are provided and all children are enrolled in a "medical and dental home". Parents who receive Medicaid or Private insurance are encouraged to use this source of payment for needed health services. All children are required to have an annual medical examination completed and on file within 30 calendar days and an annual dental examination within 90 calendar days of entrance to the program. Parents not enrolled in the Medicaid program are encouraged to apply for North Carolina Health Choice Insurance for children. Contact your Family Advocate for assistance to obtain Health Insurance.

Forty-five calendar day health services will be provided for your child while he/she is enrolled in the program. These screenings will consist of speech, hearing, vision and developmental.

North Carolina Immunization Law requires that all children are immunized against childhood diseases. Proper immunizations must be up-to-date and remain up-to-date while in the Head Start program. Children not up-to-date will be excluded until they are up-to-date.

You are strongly encouraged to follow-up on all failed screenings in a timely manner. The Head Start staff will assist you with services of hearing, vision, speech, developmental, physical or dental.

Epidemic Control Policy

No child or staff person will be admitted into the center who, is suspected of having a contagious disease. Bus Monitors will observe children daily before getting on the bus for signs and symptoms of illnesses. If the child appears ill, the parent will be requested to keep the child at home and seek medical attention as needed.

If it is suspected, during the day, that a child or staff person has a contagious disease, the child will be removed from the classroom and taken to the sick area. The parent will be called to come and get the child. The staff person will be sent home until it can be determined if the staff person is not contagious.

Parents shall be notified if there is an epidemic of a contagious disease at their child's center. A note will be sent home immediately giving you the necessary precautions for you and your child. The centers are not equipped to care for children or staff while they are contagious.

The child or staff person will not be allowed to return to the center until the disease has run its course, and the person's physician sends a note stating that the child is no longer contagious. The Physician must complete a Physician's Report stating when the child may return. This must be submitted to the Head Start teacher/staff.

Some of the contagious diseases are, but not limited to: Ring Worm, Chicken Pox, Conjunctivitis (pink eye), Impetigo, Measles, Head Lice, Infectious Diarrhea, Hepatitis, Whooping Cough and Strep Throat.

Administering Medication

No drug or medication shall be administered to any child without specific instructions from the child's parent, a physician, or other authorized health professional. No drug or medication shall be administered after its expiration date. No drug or medication shall be administered for non-medical reason, such as to induce sleep.

Prescribed medicine shall be in its original container bearing the pharmacist's label which lists the child's name, date the prescription was filled, the physician's name, the name of the medicine or the prescription number, and directions for dosage.

Over-the-counter medicines, such as cough syrup, decongestants, acetaminophen, Ibuprofen, topical teething medication, topical antibiotic cream for abrasions or medication for intestinal disorders shall not be administered unless authorized by the physician.

Any medication remaining after the course of treatment is completed shall be returned to the child's parent.

All medication administered to a child shall be documented on a Medication Log and signed by the staff person administering the medication.

Asthma & Children

Asthma is the most common chronic illness in children. If your child has been diagnosed with asthma, it is extremely important to notify your child's teacher, and Family Advocate.

Our goal is for your child to remain symptom free during the school hours. In order to provide the best possible care for your child, you must submit the following information on each asthmatic child:

1. Emergency Asthma medication and equipment (spacers, tubing, mask) must be maintained at the enter for each asthmatic child.
2. A copy of the current Asthmatic Action Plan.
3. A signed Medication Authorization Form with the names and dosage of medications that can be administered at school.
4. A signed medical management form noting signs & symptoms.
5. Notify your child's teacher of any allergies, irritants or activities that cause asthma or allergy symptoms.
6. Notify your child's teacher of your child's early warning signs that an asthma attack is progressing and needs medical attention.
7. Notify your child's teacher if the child is absent due to asthma.

Healthy Habits

“A Child’s Health is just as important as the Child’s Education”

Healthy habits are established in the classroom with daily tooth brushing, emphasis on hand washing and other habits that help reduce the spread of illnesses. All classes exercise dental self-care through brushing teeth, using fluoride toothpaste.

Family style eating with balanced, nutritious meals gives children an opportunity to learn about healthy eating habits with support from their peers. We use the classroom for teaching children health habits around safety. We ensure that playground rules are followed and safety devices such as helmets and car seats are used appropriately.

We encourage parents to become involved in the Health Services Advisory Committee so that they can help develop policies that foster a health environment for all children in the Head Start program.

Nutrition

Breakfast, lunch and (1) one afternoon snack is provided to all children in Head Start. Head Start follows the Child and Adult Care Food Program (CACFP) and United States Department of Agriculture (USDA) guidelines ensuring that each child receives at least ½ to 2/3 of their daily nutritional requirements.

Staff receives in-service training on the principles of nutrition and their application to child development and family health which promotes sound eating habits. Parents are invited to attend all training programs.

Head Start staff follows all necessary precautions for children with food allergies or special diets.

The educational aspect of the nutrition program is incorporated into the daily classroom activities through discussion about food during meal times, field trips, story time, role play and family style dining. Family style dining allows the children to participate, to the extent possible, in the food preparation process which includes setting the table, passing out milk and serving their own food items. All classrooms are equipped with child size utensils and equipment to accommodate all children. Children who refuse to eat certain foods are encouraged but not forced or intimidated into eating it. Staff will offer the food at another time. At no time is food used as a reward or punishment. This can create eating problems and unpleasant associations with food.

Children are not to bring food to school with them. Food brought in by parents, during special events or celebrations must be commercially prepared (store bought) and in its original packaging. The approved list of foods is *cheese, yogurt, fruit/vegetable muffins, salad, biscuits, fresh fruit (to exclude grapes), english muffins, mini bagels, raisin bread, cornbread, saltine crackers, graham crackers, ginger snaps, vanilla wafers, cheese and other flavored crackers, granola, oatmeal cookies, Nutri-grain bars, sugar-free Jell-O, vanilla pudding, 100% fruit frozen pops, pinwheel/ sandwich trays, or meat/cheese tray.*

Infant and Toddler Safe Sleep Policy

According to the National SIDS and Infant Death Program Support Center about 77 of every 100,000 babies born in the U.S., die of SIDS. The causes of SIDS are unknown at this time. The American Academy of Pediatrics, the SIDS Alliance, the Association of SIDS and the Infant Mortality Programs and the National Institutes of Health recommend back sleeping as the safest position for babies. To assist in reducing the risks of SIDS, Early Head Start shall implement the following policy:

- Infants and toddlers will be placed on their backs during nap time;
- Infants under 12 months of age shall be placed on a firm tight-fitting mattress for sleep in a crib, unless the center receives a written waiver of this requirement from a health care provider;
- Waterbeds, sofas, soft mattresses, pillows, and other soft surfaces shall be prohibited as infant sleeping surfaces;
- All pillows, quilts, comforters, sheepskins, stuffed toys, and other soft products shall be removed from the crib;
- If a blanket is used, the infant shall be placed at the foot of the crib with a thin blanket tucked around the crib mattress, reaching only as far as the infant’s chest;
- The infant’s head shall remain uncovered during sleep (Caring for our Children, Standard FA 190A);
- When an infant or toddler can easily turn over from the supine to the prone back to front position, they will always be put down to sleep on their back, but allowed to turn to whatever position they prefer to sleep; and
- When infants 12 months or younger are sleeping, the room temperature will not exceed 75° F.

Chapter 4: Family Services



In this section you will find information regarding eligibility, enrollment, withdrawal from program, changing information, home visits, available slots, family partnerships, parent involvement, volunteering, parent meetings, and additional information you need to know.

Ages Served

Cumberland Community Action Program's Head Start serves birth to four and five year-old children with priority given to children who reach their fourth birthday on or before August 31st. A child must have reached his/her third birthday before an application will be accepted for the preschool program. Once a child is enrolled in the preschool program, he/she is eligible to attend until he/she reaches kindergarten age.

Eligibility Requirements

Children are accepted into Head Start based on the national poverty guidelines for family income which are updated annually. At least 90% of the students enrolled in Head Start must be from families whose income falls below these guidelines with the neediest being placed first. Cumberland Community Action Program gives priority for those enrollment slots above the guidelines to the diagnosed disabled, with low income disabled children receiving first priority. Applications are screened for eligibility by Family Advocates.

Enrollment Process

After a child has been accepted for enrollment into the program, the parent or legal guardian will be notified to meet with the Family Advocate to complete all of the required enrollment forms. These forms must be signed by one or both parents or legal guardians. Each child must have a medical examination signed by a licensed physician within thirty (30) days after entering the program.

Withdrawing from the Program

If you are planning to move or withdraw your child from the program, please inform the Family Advocate assigned to your child's school of your plans. We appreciate knowing ahead of time that you will be withdrawing your child for any reason. Children enrolled in the Head Start Program are not automatically transferred into another Head Start center unless there is an opening at the time of relocation. If there is no opening at the time of relocation, we need to re-verify your income to determine eligibility before your child can be placed on the receiving center's waiting list.

Change of Information

If you change your address, phone number or people listed as emergency contacts, please notify your Family Advocate of changes immediately. It is important that this information be accurate at all times. All changes must be done in writing and witnessed by a Head Start staff person.

Available slots

Cumberland Community Action Program, Inc. Head Start is funded to serve birth to five year old children annually, of which at least 10% are required to be children with a diagnosed special needs condition. Applications for enrollment are accepted on an ongoing basis throughout the year with primary recruitment conducted from February-July for August enrollment.

Family Partnerships

Building on strengths, Head Start staff work with families to support them in meeting goals that they have identified. Information, referral, and resources will be provided in response to the goal(s) chosen by the parent. Frequent check-ins by phone, site and home visits will be made to check on goal progress throughout the year. All families are strongly encouraged to participate in the goal setting process within ninety (90) days of entrance into the program.

Parent Involvement

Parent involvement is an integral part of a successful program for you and your child. Home visits build strong, supportive relationships between staff and parents. Parents meet together for monthly meetings, educational programs, and other parent gatherings. Parent workshops are offered that are based on parent interests. Volunteering at Head Start provides the opportunity to gain new skills, develop skills you already have and may be used as job experience!

In-Kind

The Federal Government requires that 20 percent of the Head Start grant be matched with contributions from parents and the community. These are called “in-kind” and consist of volunteering, attending Head Start activities, donating materials, working on your child’s educational goals at home, serving on Policy Council, and many other ways. You will be asked to fill out “in-kind” forms when you give services or materials to Head Start.

Parent Meetings

Parent meetings are held throughout the year, with parent-generated topics and speakers. These meetings give parents an opportunity to learn and practice leadership skills, have fun and make site-based decisions. Parents are encouraged to take an active role in these meetings. Parent meetings are generally held at the center your child is assigned to. Meeting dates and times are decided on during the first parent meeting to be announced at the beginning of the school year.

Volunteering at Head Start

All parents are encouraged to volunteer in their child’s classroom. Parents who volunteer more than 20 hours a month will be required to participate in a volunteer orientation and be required to register in the Criminal History Registry and supply the Head Start program with proof of a negative TB tine test.

Fathers and Friends of Head Start

Fathers and Friends of Head Start have a vision and mission to:

- Support and encourage men to become more active in the lives of children.
- Educate staff and parents to effect change in the knowledge, attitudes and behaviors toward father figures.
- Acknowledge parents as partners in raising their children, even when they do not live in the same household.

Fathers and Friends of Head Start is a fairly new initiative started 8 years ago. Meeting dates and times are decided by the Fathers and Friends present at the first meeting (TBA). Different activities include: Skating, Kite flying, Bowling, Game Days, Picnics, and a host of many more events. For more information concerning this initiative please contact the Family Advocate Coordinators: Christiana Adeyemi -487- 9800 ext. 36/ Wanda Fogg- 487 9800 ext. 29.

Healthy Marriages/Family Enrichment of Head Start

Healthy Marriages/Family Enrichment program is a new initiative that helps to create a strong and stable environment for raising children. It is about helping couples and families to gain access to the skills and knowledge necessary to form and sustain healthy relationships. For more information concerning this initiative please contact the Family Advocate Coordinators: Christiana Adeyemi -487- 9800 ext. 36/ Wanda Fogg- 487 9800 ext. 29.

Head Start Parent's Rights

1. To take part in major policy decisions affecting the planning and the operation of the program.
2. To help develop adult programs which will, improve daily living for my family.
3. To be welcomed in the classroom and be treated with respect and dignity.
4. To participate or not, without fear of endangering my child's right to be in the program.
5. To be informed regularly about my child's progress in Head Start.
6. To expect guidance for my child from Head Start teachers and staff which help his total individual development.
7. To take part in planning and carrying out programs designed to increase my skills in areas of possible employment.
8. To be informed about all community resources concerned with health, education, and the improvements of my family life.

Head Start Parent's Responsibilities

1. To learn as much as possible about the program and to take part in major decisions.
2. To accept Head Start as an opportunity through which I can improve my life and my children's lives.
3. To take part in the classroom as an observer, a volunteer worker or paid employee, and to contribute my services in whatever way I can toward enrichment.
4. To provide parent leadership by taking part in elections, by explaining the programs to other parents and encouraging their full participation.
5. To welcome teachers and staff into my home to discuss ways in which parents can help their children's development at home in relation to school experience.
6. To work with the teacher, staff and other parents in a cooperative way.
7. To guide my children with firmness, which is both loving and protective.
8. To offer constructive criticism of the program, to defend it against unfair criticism and to share in evaluating it.
9. To take advantage of programs designed to increase my knowledge about child development and my skills in areas of possible employment.
10. To become involved in community programs which help to improve health, education and family life.
11. To provide Head Start with required medical and dental information within 30 days of enrollment and report illnesses to Head Start teacher, Health Coordinator or Family Advocate.
12. To have my child ready when the bus arrives to pick him/her up each morning.
13. To have a responsible person at home to receive the child in the afternoon.

Information/Grievance Procedure

Parents who need information or have concerns about the program should contact the child's teacher first. If the matter cannot be resolved, then the parent should contact the On-site Supervisor. If the parent and the On-site Supervisor cannot solve the problem, an appointment will be scheduled with the Child Services Manager immediately.

If the parent is dissatisfied with the action taken by the Child Services Manager, he/she may then take their concern/complaint to the Head Start Director and then to the Chief Executive Officer, After reaching the level of Chief Executive Officer, parents who have not had their concern/complaint resolved shall follow the complaint procedure outlined as follows:

1. The right to air the complaint to the Head Start Policy Council.
2. If dissatisfied with the decision of the Policy Council, the parent has the right to appeal to the Chairman of the CCAP, Inc. Board of Directors.
3. Upon exhaustion of all administrative procedures, the aggrieved may file suit in court and/or with the Department of Health and Human Services.

Chapter 5:

Parents + Head Start

Working Together



In this section you will find information about how parents and Head Start must work together to achieve success. Parent responsibilities and Head Start responsibilities are outlined along with additional information that parents should know to ensure the success of the student.

Education is a Two Way Street

Our Part...

In Head Start classrooms the process of learning is not left to chance. Head Start's goal is to provide an environment that stimulates each child's curiosity and learning. We encourage each child to develop his/her unique pattern of interests, talents and skills. We know that children learn best through interaction with people and objects, and it is through play that they will achieve their educational goals. While we recognize that each child grows and develops at different rates, their individual goals will focus on the following:

1. Language Development: Listening, understanding, speaking and communicating.
2. Literacy: Phonological awareness (the sounds of words), book knowledge, appreciation of books, print awareness, pre-reading concepts, early writing and alphabet knowledge.
3. Mathematics: Geometry(recognizing, sorting, describing, comparing and naming common shapes)Spatial Sense (showing growth in matching, sorting, putting in a series and regrouping objects according to one or two attributes such as color, shape or size) Patterns, Measurements.
4. Science: Scientific skills (observing, discussing, drawing conclusions and forming generalizations) Methods and knowledge (collecting, describing and recording information through a variety of means, including drawings, maps and charts).
5. Creative Arts: Music, art, movement and dramatic play.
6. Social and Emotional: Self concept, self control, cooperation, social relationships, knowledge of families and communities.
7. Approaches to Learning: Initiative (choosing to participate in an increasing variety of tasks, activities, projects and experiences), curiosity, engagement, persistence, reasoning and problem solving.
8. Physical Health and Development: Fine and gross motor skills, health status and health practices.

Your Part.....You are Important to Head Start

There are so many different ways that you can participate to make your Head Start experience successful. Here's just a few:

- Attend and get involved in parent meeting/trainings and other Head Start activities.
- Volunteer in the classrooms.
- Participate in home visits and conferences.
- Go on field trips.
- Set goals and review your child's progress report.
- Create opportunities for learning at home.
- Be an active participant in your child's ongoing assessment.
- Welcome opportunities to meet with teachers on home visits and Parent/Teacher Conferences to share meaningful information about your child.

Home Visits

It is a requirement of the Federal Government that a minimum of two (2) home visits and Parent Teacher Conferences are completed annually. Home Visits and conferences are an important part of our program. We ask that you participate in home visits and conferences with your child's teacher. We will try to hold them at a time that is convenient for you and we ask that you call in advance if you need to cancel and reschedule.

Head Start believes that learning is a lifelong task, and when young children find it to be interesting and exciting it continues through adulthood.

Head Start Transportation Services

Transportation to and from your child's assigned center on Head Start buses is a service that Cumberland Community Action Program, Inc offers to those families that live within a specified area. We reserve the right to discontinue transportation to and from centers based on our annual budget.

As in all areas of the Head Start Program, the safety and well-being of your child is our first concern. Recent events surrounding child abductions have resulted in increased security measures to safe guard your child. It is for this reason that the following procedures are in place:

The Head Start day begins at 8:00 A.M. and the children leave the center at 2:30 p.m. each and should arrive home no later than 4:00 p.m.

All bus drivers and bus monitors have a Commercial Drivers License with Bus Driver Endorsement through the state of North Carolina and are trained in CPR and First Aid

All Buses are equipped with weight appropriate safety harnesses designed for younger children.

Parent Responsibilities for Transportation

Your child's behavior is important for the safety of others during bus transportation:

Head Start bus transportation is a privilege not a right. There is zero tolerance of children displaying the following behaviors during bus transportation.

- Does not stay seated and or buckled-up
- Uses inappropriate language
- Observed kicking, spitting, hitting, or displaying any other form of physical aggression.

These behaviors will affect your child's transportation privileges.

Your responsibilities as a parent in the transportation of your child are simple.

Morning Pick Up

Have your child dressed and ready for pick-up between the hours of 7:15 a.m. and 8:00 a.m. The bus drivers have many children to pick up each morning and do not have time to wait for your child to get dressed. The bus driver will stop at each pick up point for ½ min. (30 seconds). If you are not waiting with your child (fully dressed) the driver will precede to his/her next stop. Again, we have many children to pick up and cannot wait for you to prepare your child for pick up. Holding your finger up to signify “1 minute” will constitute that your child is not ready for pick up and the Driver will proceed to their next stop.

PHYSICALLY walk your child out to the bus each morning and release them into the hands of the Bus Monitor.

If you are unable to perform these duties you must designate a responsible adult (this means an individual 18 or older) to act on your behalf. Prior written consent for this designated adult must be given to your child’s teacher.

Afternoon Drop Off

Be at home to receive your child between the hours of 2:30 P.M. and 4:00 P.M.

PHYSICALLY meet the bus at the street or bus stop and receive your child from the hands of the Bus Monitor.

If you are unable to perform these duties you must designate a responsible adult (this means an individual 18 or older) to act on your behalf. Prior written consent for this designated adult must be given to your child’s teacher.

Anyone receiving a child off a Head Start bus (including parents) must be prepared to show valid identification in order for the child to be released.

Late Parent Policy

The first time - The child will be returned to the center and the parent will be required to pick the child up from the center. You will also be reminded of the transportation policy for Head Start.

The second time - At this point your child is in jeopardy of losing transportation services. You will be send a written notice and our Family Services Representative will schedule a meeting to discuss the situation.

The third time – DSS will be notified and a determination will be made by Head Start as to the status of your child’s continued participation in Head Start.

Head Start Responsibilities for Transportation

Pick Up

Bus Monitors will receive your child at the place of pick-up and place your child on the bus in their safety harness.

Bus Monitors will escort your child to their classroom and into the care of the classroom staff.

Drop Off

Bus Monitors will escort your child from their classroom onto the bus placing your child in their safety harness.

Bus Monitors will place your child into your care (or the care of your designated representative) at the drop off point.

Chapter 6: Additional Information, Policy, and Resources



In this section you will find information about how parents and Head Start must work together to achieve success. Parent responsibilities and Head Start responsibilities are outlined along with additional information that parents should know to ensure the success of the student.

Frequently Asked Questions

Can my child ride a different bus to and from Head Start?

Children must be transported on the same bus to and from their designated Head Start Center.

Why can't you come down my road?

Head Start buses cannot enter an area where road construction is being done, or an area where the bus cannot back-up, such as a one-way street.

How do I change the pick-up or drop off location?

A new Emergency Contact Bus Form with the updated information must be submitted to your Family Service Assistant and then a determination will be made as to whether the new location meets the requirements for continued bus transportation.

How does Head Start determine which children get to ride the bus?

The determination is made based on the location of the child's home, (Head Start guidelines limit bus rides to 1 hour) and the safety of the roads in the area of the child's home.

Why am I being asked to change my child's center?

During the first month of school adjustments are made to center enrollment to best accommodate the bus routes for each center. If you are asked to transfer your child to another center for this reason but elect to have your child stay at the center they were originally assigned to you will be responsible for transporting your child to Head Start.

Why is my child picked up from a bus stop instead of my home?

In our efforts to accommodate all the children in the program on occasion a central pick-up and drop-off location will be established when a large group of children live in the same general area.

Can I leave my child alone at the bus stop to wait for the bus?

NO, the parents' responsibilities for pick-up and drop-off are the same as they would be if your child was picked up or dropped off at your home.

What happens if I know I will be late picking up my child?

We understand that emergencies occur. Emergency situations are handled on a case by case basis. We ask that you make every effort to contact your child's teacher as soon as possible to make alternative arrangements.

Child Abuse and Neglect Policy and Procedure

Cumberland Community Action Program, Inc., Head Start Project recognizes that a child of any age, sex, race, religion, and socioeconomic background can fall victim to child abuse and neglect. It has been established that a large number of children who are abused and neglected are never reported to the authorities who can help them or their families receive needed help and support. In addition, Head Start recognizes that child abuse and neglect is a community problem, which must be attacked through a combined effort of concerned citizens, agencies, and professionals working together to effectively identify, prevent, and treat this national malady.

In order to deal effectively with suspected child abuse and neglect in Cumberland Community Action Program, Inc., Head Start Project, the following procedures will be strictly followed:

- Any Head Start staff member, volunteer, or service provider who has reason to suspect that a child is being abused or neglected will immediately report it by telephone to the Department of Social Services (DSS), Child Protection Division.
- The complainant will then notify the Family Services Manager of the action taken and will, notify 24 hours, submit a written report to this person with complete details involving the complaint. The Family Services Manager will immediately forward the complainant's written report to Protective Services, DSS.
- Protective Services, DSS will make a decision whether or not to screen the report or to assign it for investigation.
- If the report is screened, the complainant will be notified in writing by Protective Services, who will send the report via the Family Services Manager.
- If the report is assigned for investigation, the complainant will be notified of any action taken to include the filing of a juvenile petition. If the complainant disagrees with the decision of Protective Services, DSS, North Carolina law allows for an appeal process through the District Attorney. Notification of the results of the investigation will provided to the complainant through the Family Services Manager.
- It is vital that Head Start staff realize that once a report is made that a petition may be filed in juvenile court and they could be subpoenaed.
- All reports of child abuse will be referred to law enforcement for investigation and in some cases criminal charges may be filed

North Carolina General Statutes require that Protective Services, DDS have access to the child and there is no requirement that Head Start or service providers be present during questioning or examining of the child.

The primary concern of Head Start is the health, safety and well-being of its children and families.

All steps taken regarding child abuse and neglect will be in full compliance with all statutes from the "North Carolina Juvenile Code Pertaining to Child Protective Services".

All Head Start classroom staff, bus drivers, and other staff in contact with children will be provided with a copy of this document and the statutes by the Family Services Manager.

CCAP Head Start

5135 Morganton Road
Fayetteville, NC 28314
(910) 487-9800

www.ccap-inc.org/headstart

A division of Cumberland Community Action Program, Inc. (CCAP)

