

PARENT HANDBOOK

2018-2019

Head Start/Early Head Start/ABC



Parent Handbook

For the parents/guardians of children who are enrolled in Head Start, Early Head Start or ABC

The mission of NADC Head Start is to provide a high quality developmentally appropriate program for children and their families resulting in social and academic success.

In accordance with Federal law, NADC Head Start/Early Head Start/ABC does not discriminate on the basis of race, color, national origin, sex, age, or disability.

Topics of Discussion

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Licensing/Non-Religious Instruction and Activities Statement

Dear Parent,

Welcome to the NADC Head Start/Early Head Start/ ABC Program! We look forward to getting to know you and your family. As a first step, we have developed this handbook to give you introductory information about our program.

This handbook contains information about all of the different service areas of the program and how they apply to your child and your family. It also contains policies and procedures that will help you understand the NADC Head Start/Early Head Start/ABC Program and how it directly affects your child and family. Please read all sections of this handbook and keep it for future reference.

As the parent/legal guardian of your child, you are welcome in the center at any time during the day to visit with your child, volunteer in the classroom or speak with any staff member with comments or concerns about your child or family.

Once again, welcome to NADC Head Start/Early Head Start/ABC Programs! It is our goal to “Teach the Children and Serve the Families”.

Sincerely,

NADC Head Start/Early Had Start/ABC Programs Staff



Mission Statement

The mission of NADC is to provide a high quality developmentally appropriate program for children and their families resulting in social and academic success.

Vision Statement

We believe that all children have the right to be healthy, live in a safe and nurturing environment that recognizes diversity, and that a child’s family is their primary teacher. We pledge to provide quality services that result in a successful outcome.

Core Values

Child’s natural curiosity

Each child is an unique individual

Primary language and culture of each family

The role of parents as the child’s primary caregiver, teacher and advocate.

Partnerships with parents and the community to set the foundation for healthy development and lifelong learning.

Culturally competent and skilled staff

Care and Compassion

Teamwork

Professional Growth

Center Contact Information

All staff can be contacted by email at first initial last name @ nadcinc.org

Center	Center Director/Phone	Family Service/Phone
Mtn. View Head Start / Early Head Start	Martha Goins – 269-4341 Paula Kaser – 269-4341	Marcia Lawrence – 269-5805 Theresa Trammell – 793-3234
Salem Head Start	Christina Worsham – 895-3434	Marcia Lawrence – 269-5805
Viola Head Start	Lindsey Newton – 458-2016	Marcia Lawrence – 269-5805
Batesville North Head Start / Early Head Start	Janiece Perkey – 698-9127 Jamie Burnett – 698-9127	Marcia Lawrence – 269-5805 Theresa Trammell – 793-3234
Batesville East Head Start	Kelly King – 698-0014	Marcia Lawrence – 269-5805
Cave City Head Start	Angelia Womack – 283-5341	Marcia Lawrence – 269-5805
Sulphur Rock Head Start / Early Head Start	Rhonda Wood – 799-3415 Holly Combee – 799-3415	Marcia Lawrence – 269-5805 Theresa Trammell – 793-3234
Melbourne Head Start / ABC	Rebecca Cragle – 368-5229	Marcia Lawrence – 269-5805
Calico Rock Head Start	Renee Lindsey – 297-8853	Marcia Lawrence – 269-5805
Evening Shade Head Start	Gina Miller – 266-3460	Marcia Lawrence – 269-5805
Highland Head Start / Early Head Start	Whitney Lester – 856-1190 Michaela Manning – 856-2411	Marcia Lawrence – 269-5805 Theresa Trammell – 793-3234

Head Start/Early Head Start/ABC Central Office Contact Information

Staff	Position	Phone/Email
Linda Cooper	Head Start Director	870-793-3234 / lcooper@nadcinc.org
Linda Cruz	Assistant HS / EHS Director & ERSEA	870-793-3234 / lcruz@nadcinc.org
Teresa Goings	Early Head Start Director/Education Specialist	870-793-3234 / tgoings@nadcinc.org
Carol Wilkes	HS/EHS Health & Disabilities Specialist	870-266-3460 / cwilkes@nadcinc.org
Paula Murphree	HS / EHS Food Service Specialist	870-368-4396 / pmurphree@nadcinc.org
Theresa Trammell	EHS Family Service Specialist & HS/EHS Mental Health	870-793-3234 / ttrammell@nadcinc.org
Marcia Lawrence	HS Parent, Family & Community Specialist	870-269-5805 / mlawrence@nadcinc.org
Shannon Glenn	HS / EHS Office Assistant	870-793-3234 / sglenn@nadcinc.org
Kelly Thornton	HS/EHS Coach & Partnership Liaison	870-266-3460 / kthornton@nadcinc.org

NADC Administrative Office Staff (870)793-5765

Charlie Morris, Executive Director
Ron Cantrell, Certified Public Accountant
Staci Albert, Director of Operations and Human Resource
Marie Thorne, Finance Specialist
Diana Stevens, Human Resource Specialist
Eddie Powell, Director of Information Technology

NADC Administrative office staff can be contacted by email at:
first initial last name @ nadcinc.org

Nondiscrimination Statement

In accordance with Federal civil rights law and U.D. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800)877-8339.

Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found on-line at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866)632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) Fax: (202)690-7442

(3) Email: program.intake@usda.gov

Our Promise to You: Confidentiality

Our relationship with your family begins with a promise – all information that you provide to program staff during your family’s enrollment and participation in our program is protected by confidentiality.

No information that you share with us, either verbally or in writing, is shared with any other persons or agencies without your written consent.

All children and family records are kept on our computerized data tracking system which is password protected.

Only NADC Head Start/Early Head Start/ABC Programs staff such as your child’s teacher, your family service worker or other authorized personnel has access to your records. Other authorized personnel may include NADC Central Office staff, state licensing officials, or program evaluation officials. Any person other than NADC Head Start/Early Head Start/ABC Programs staff who reviews your child’s records must sign the confidentiality agreement in the front of your child’s records indicating the purpose of the review.

All personnel are committed to the assurance of confidentiality for your family. In addition to all written records, you are assured confidentiality of all conversations, conferences, and other verbal communications.*

Beginning with this promise of confidentiality, we hope to build a partnership with you and your family. We hope that you will grow to trust the program staff that you work with and know that they will

Safe Parking at the Center

When you arrive at the center, please observe these parking regulations and safe driving guidelines:

1. If your center has a “No Parking” zone at the front of the center, please do not park in this area. The area has been designated as a “No Parking” area for safety reasons. It serves as a fire lane so that fire trucks or other emergency vehicles will have direct access to the center in the event of an emergency. Your vehicle should not block this area. Because this area is also directly in front of the entrance, keeping this area clear of vehicles also ensures the safety of children and parents as they enter and exit the facility.
2. Please do not park in parking spots that are reserved for persons with disabilities. These spots are reserved so that persons with physical limitations will have easy access to the facility. Only persons with a displayed permit are allowed to park in these areas.
3. Always be aware of pedestrians. The parking lot at the center is very busy at drop-off and pick-up times. Always be aware that there may be small children near your vehicle and drive with caution.
4. As another safety measure, your child should never be left unattended in your automobile. Your child is not safe when unattended, even in a locked car. Always bring siblings into the center with you when you arrive at the center to drop off or pick up your child. This is the best practice to ensure the safety of your child.



Pedestrian Safety Guidelines

When walking with your children, whether to the center or at any other time, please observe and teach your children about the following safety tips for walkers:

1. Always walk on the sidewalk. If there is no sidewalk, always walk facing traffic so you can observe oncoming traffic.
2. Wear brightly colored clothing in the daytime and reflective clothing at night to ensure that you are seen by approaching drivers.
3. When crossing the street or walking in a parking lot:
 - a. Cross only at corners or marked crosswalks.
 - b. Stop, look left, right, then left again, and listen before crossing.
 - c. If there are parked cars where you are crossing, make sure that no driver is beginning to pull out.
 - d. Make eye contact with drivers. Never assume that drivers have seen you.
 - e. Never allow small children to cross alone. Young children do not yet have the cognitive skills necessary to make good judgments about when it is safe to cross.

Preschool children are quick and often unaware of danger. Always hold your child's hand to ensure that they do not run into dangerous situations. Always model and teach safe pedestrian rules and supervise your children at all times to ensure their safety.

Parent & Family Engagement

The fact that you have chosen to enroll your child in our program shows that you are an active, involved parent who wants to provide the very best opportunities for your child and family. In the NADC Head Start/Early Head Start/ ABC Programs, we recognize that you as a parent are the first and most influential teacher for your child. Because of the importance of your role in your child's life, we ask that you become our partner in your child's educational experiences. While your child is enrolled in our program, you will be provided with many opportunities for engagement in the program. These include:

- Working with your child's teacher to establish educational goals for your child.
- Working as a classroom volunteer at your child's center.
- Scheduling and taking your child for health services, such as appointments for physical exams.

- Attending parent meetings that give you the opportunity to voice your concerns and ideas about the program. If you are enrolled in Head Start or Early Head Start, You will be part of a parent group that will elect officers to conduct these meetings. The president and vice-president of your group will also serve as representative and alternate on the Head Start/Early Head Start Policy Council. The policy council is a decision-making group made up mostly of volunteer Head Start and Early Head Start parents. Other members are representatives from the community who volunteer their time for the program. The policy council meets once every three months at The Italian Grill in Batesville. Members of the policy council vote on issues concerning policies and procedures for the program.
- Participation in parent educational activities that will help you learn more about your child's health, development and well-being. We are excited to have Teaching Important Parenting Skills: TIPS for Great Kids in our program. TIPS brings you parent information on topics you want when you want it. It is designed to meet your needs or concerns. TIPS will provide you with educational information on a wide variety of topics. Please ask your child's teacher about the TIPS Program and how it will benefit your child and family.
- Participation in family partnerships that will help your family identify strengths and needs. From these strengths and needs, we will assist you to set goals and find resources to help your family accomplish these goals.
- Taking part in parent/child activities at the center.
- Working with your child on Parent and Child At-Home Activities. These activities will provide learning experiences for your child with you as his/her teacher. The activities will be provided by your child's teacher and will be tied to your child's learning activities at the center during the same week. The time that you spend with your child on these activities is very beneficial for your child. It is also considered volunteer time for you. Your child's teacher will ask you to report the number of hours that you spend on these activities each week.
- Activities especially for fathers and children that encourage father participation in their children's educational and life experiences.

You will be asked to participate in many different ways while your child is enrolled in the program. Your participation is one of the key factors in achieving **school readiness** for your child. We appreciate you as a parent and value your ideas and suggestions. We look forward to getting to know you and your family and working with you to insure the success of your participation in the program.

Transferring Custody of a Child

NADC Head Start and Early Head Start respectively ask that our centers not be a place used to transfer custody of a child. We realize that this practice is beneficial to the parents but it creates liability issues for Head Start and Early Head Start staff. Please make arrangements to pick up or drop off the child at a location other than the center. For more information please contact Linda Cooper or Teresa Goings.

Community Engagement

NADC provides a Resource Directory that contains information on many services available for you and your family. For example: Arkansas Department of Health – Immunizations, Woman Infants and Children (WIC)

White River Housing Authority, Department of Human Services, etc. The Resource Directory will be located in the Parent Center and a personal copy may be requested from the center teacher.

If you need assistance, contact the classroom teacher. All information will be kept confidential.



Attendance in NADC Head Start/Early Head Start/ ABC Programs

Regular attendance is very important to your child and to the program. **Your child is enrolled for five days per week and must attend every day that he/she is not too ill to attend or does not meet other excused reasons for absence.** If your child will be absent, please call the center to inform your child's teacher.

If your child is absent for unexcused reasons, your family service worker will contact you concerning your child's absence from the center and to see if there are problems with which we can offer assistance so that your child can return to the center as soon as possible. If unexcused absences continue, your child may be dismissed from the program for lack of attendance after 4 consecutive unexcused absences (pending approval from the Division of Early Childhood/ABC if your child is enrolled in a classroom that is funded by ABC or CCDF).

Your child should arrive at the center no later than 8:00 am each day. If your child is going to be late please call the center and let the Teacher know what time he/she will arrive. If you have not called and informed the Teacher your child will not be allowed to stay that day. This is because we order lunches from another site and we must have food for every child that is in attendance and he/she will miss out on learning activities and not receive the full benefit of the program. If you are consistently late in bringing your child to the center, your child's teacher or center director will contact you about arriving on time each day. Three unexcused tardies are equal to 1 unexcused absence. If your child accumulates 4 unexcused absences through tardiness or full day absence, he/she may be dismissed from the program (pending approval from the Division of Early Childhood if your child is enrolled in a classroom that is funded by ABC or CCDF.)

It is very important that you pick your child up on time every day. You will be informed about your child's hours at the center when your child enrolls in the program. Your child's pick-up time will be based on which program your child is in.

All Head Start centers are open each day from 8:00 am – 3:00 pm. All Early Head Start centers are open each day from 7:30 am – 4:30 pm.

Remember, it is in the best interest of your child to establish a pattern of regular attendance. Good attendance habits will help ensure that your child is **ready for kindergarten.**

Pick-up List/Emergency Contacts/Authorized Adults

When you complete the enrollment for NADC Head Start/Early Head Start/ ABC Programs, you will be asked to provide a list of names and contact information for all of the people who you have authorized to have contact with your child at the center. This list of authorized adults will be the only people who will be allowed to pick your child up or be contacted in case of emergency. The following are policies pertaining to picking up children at the center:

1. All children must be signed in on arrival and signed out at departure.
2. All of the people on your pick-up list must be at least 16 years of age.
3. Photo identification (driver's license) will be requested if persons are unknown to center staff.
4. Always make sure that your list is up-to-date. Any changes to this information must be provided in person. Please do not call the center to add someone to your list.

There are some situations in which people will not be allowed to enter the center even if you have included them on your list. This includes any person who is under a restraining order or order of protection for any child, other family member, or staff member at the center. It also includes any person who is a registered sex offender who by law is prohibited from entering a child care center. It may also include any person who has displayed threatening or improper behavior toward children, families, or staff at the center.

A MINIMUM OF 3 EMERGENCY CONTACTS WITH WORKING PHONE NUMBERS IS REQUIRED,
Phone numbers must be kept updated

The center is not to be used as a place to exchange custody of a child(ren).

Please follow these policies at all times. They are in place for the safety and protection of your child.

Family Partnerships

Our program is a family-focused program that offers you and your family the opportunity to work together with NADC Head Start/Early Head Start/ ABC Programs staff in partnership to identify family strengths and needs and to establish goals based on those strengths and needs. The success of the partnership depends on your level of participation and involvement. All information shared with program staff is kept in strict confidentiality.

NADC Head Start/Early Head Start/ABC staff is available to work with you through assistance, advocacy, or referral on any need that your family may have. Some of these needs may include, but are not limited to:

Housing	Energy Assistance	Employment
Food	Family Counseling	Child Care
Clothing	Substance Abuse	Financial Assistance
Health	Education	Parenting

Our program maintains an open door policy for parents and you are encouraged to take part in all aspects of the program. Staff is available to discuss any needs or concerns you may have. Welcome to the NADC Head Start/Early Head Start/ ABC Programs family. Working together we can build a successful partnership that will be beneficial to your family and help you reach your goals. Making sure family needs are met will ensure that your child is **ready for school.**

Father Involvement

Our program recognizes that both mothers and fathers play an essential role in the healthy development of their children. Mothers and fathers have different parenting styles and children learn from each one. Children benefit from a strong, cooperative co-parenting relationship between mothers and fathers whether or not parents reside in the same home. Our hope is that both mothers and fathers will share fully in all aspects of their child's educational experience.



Community Partnerships

In order to provide quality services for our children and families, NADC Head Start/Early Head Start/ABC Programs works to establish community partnerships with other agencies and providers of services related to the needs of enrolled children and families. These working partnerships can be either verbal or written agreements and provide for the efficient services to families. Community partnerships are essential to the quality of our program.

Some examples of established partnerships are: Health care providers (doctors, dentists and health offices), mental health providers, disability service providers, public schools, colleges, Department of Human Services, literacy councils, interagency councils, civic clubs, libraries, churches and many more.

Our partnership with these agencies enhances our program. All staff and parents are representatives of our program in the community and can work within the community to promote our program and improve our community.

We encourage you to be actively involved in community activities, such as becoming a registered voter, getting involved with parent/teacher organizations in your public school, attending local meetings on issues concerning your family or volunteering in your child's classroom. Your involvement in advocacy for your family and in decision-making on issues in your community can bring about positive changes in your community.

School Readiness

School readiness can have many different meanings. It could mean that you have your child registered for Kindergarten at a school of your choice, it could also mean that you have practiced the alphabet with your child, or it could mean that you have purchased a lunch box and new shoes along with the list of supplies found at Walmart. To us here at NADC Head Start/Early Head Start/ ABC Programs, it means preparing your child by teaching them the skills, knowledge and attitudes necessary for success in school and later in life. Our approach to school readiness applies to all children even the infants and toddlers we serve.

Families play a critical role in helping their children prepare for school and a lifetime of academic success. Many research studies indicate that a supportive family can have an impact on reading, writing and communicating. Families that support children in school have children who make friends, get along well with the teacher and the other students and who are excited and eager to learn. It is these children, the ones who have families that stand behind them, that stick with the difficult tasks and finish what they start. Even if you had an experience with school that was not so great, you have the power to help your child have a great and wonderful school outcome. There are four family life practices that you can start working on that will definitely have a positive effect on your child's success in school. The first is to use positive discipline. Tell your child what you want them to do instead of saying what not to do. Also, you can provide language-rich experiences. Talking to children as they experience the world teaches children vocabulary and shows them how to share thoughts. One very important goal is to establish family routines. Consistent family routines strengthen relationships and help children learn to regulate their behavior. Believe it or not, this self-reflection is critical for school success. Finally, read to your child. If you help your child learn to love reading, they will be more successful in all of their educational experiences.

At NADC Head Start/Early Head Start/ ABC Programs, we have developed school readiness goals under nine different domains. We think these goals are a work in progress and we are looking for feedback from you, public school officials, child care providers and our own staff. We will be working toward these goals for your child from the minute you enroll in the program. Children will not achieve these goals alone. They need our help and yours. Children who have parents who are involved and interested and teachers who are knowledgeable and skilled will have a greater chance of being successful on these goals. These goals will not be reached by forcing children to participate in activities that are meant for older children, but they will be achieved with careful, intentional teaching and planning. To some this may look like play, but to the children, it is how they learn best!



Kindergarten Readiness

NADC Head Start/Early Head Start/ ABC Programs follow the Head Start Child and Development and Early Learning Framework and the Arkansas Benchmarks for Three and Four year old children to develop the school readiness goals for children participating in our program. These two frameworks have been aligned in the Association of Measurements which shows the relationship of Arkansas Early Childhood Education Framework Benchmarks to other measurements.

Kindergarten Readiness Skills

1. Language Development

- Children from NADC Head Start will be able to engage in meaningful communication and will be able to speak in complete sentences upon entering Kindergarten.

2. English Language Development, Literacy Knowledge & Skills

- Children leaving NADC Head Start will be able to demonstrate knowledge and skills that are pre-cursors for reading and writing.

3. Logic & Reasoning Skills

- Upon entering Kindergarten NADC Head Start children will be able to demonstrate problem solving skills.

4. Social & Emotional Development

- NADC Head Start children will be able to demonstrate the skill of self-regulation and develop healthy relationships with peers and adults.

5. Physical Development & Health

- Children leaving NADC Head Start will be able to demonstrate the importance of health & safety routines and rules. They will also leave NADC with age appropriate gross and fine motor skills.

6. Social Studies Knowledge & Skills

- NADC Head Start children will enter Kindergarten with an understanding of themselves, their families and community.

7. Creative Art Expression

- NADC children will be able to use creativity and imagination to manipulate materials (such as pencils, brushes and scissors) and assume roles in dramatic play.

8. Science Knowledge & Skills

- NADC children will be able to demonstrate the skills to observe and collect information and be able to use it to ask questions, explain, and draw conclusions.

9. Mathematic Knowledge & Skills

- NADC children will be able to demonstrate knowledge of numbers and number concepts. They will demonstrate an understanding of measurements, shapes, and their properties.

Child Development

Every parent in NADC Head Start/Early Head Start/ ABC Programs has the opportunity and responsibility to actively participate in their child's development. One of the ways this involvement occurs is when parents attend parent-teacher conferences and if you are a Head Start/Early Head Start parent allowing staff to make a home visit two times per year. This is a wonderful opportunity for parents and teachers to come together to discuss and plan. Another way that parents are involved is that they will be asked to provide observations and feedback on their child's progress throughout the year. This helps the teacher plan and individualize for the children. We want to support and assist parents as they help their children be successful in school and later in life. We want all children to have positive outcomes and we use a variety of tools to collect the data that supports child progress. Parents will be able to view their child's portfolio and offer information that will enhance their child's experience in the program. Together, we can make the developmental experience for children who participate in NADC Head Start/Early Head Start/ ABC Program one of the best life has to offer. We want you and your child to feel empowered and successful. Please let us know how we can help and support you!

Guidance Procedure Based on Conscious Discipline

- Staff of NADC Head Start/Early Head Start/ ABC Programs will create a **school family** which creates a safe, caring classroom that fosters meaningful academics and social learning. Part of building this school family includes each child having a meaningful job, creating rituals, making classroom commitments, and **building connections** with each child. The school family promotes and encourages kindness and helpfulness.
- Classrooms will practice the **Safe Keeper Ritual**: My job is to keep you safe. Your job is to help keep it that way! Safety is the core of this curriculum.
- Children will learn anger management, helpfulness, assertiveness, impulse control, cooperation, empathy, and problem solving skills.
- **Breathing techniques** will be taught as a way to relax, become calm, regain composure, and maintain.
- **The Safe Place in the classroom provides an opportunity for children to remove themselves from the group** in order to become calm, regain composure, and maintain control when upset, sad, angry, or frustrated. Children go the Safe Place in order to be helpful and not hurtful to themselves and others. There may be breathing techniques posted, family photos, squishy balls, comfort bags, or many other things there to help manage feelings. Time out will not be used.
- **All behavior is viewed as a call for love (help) and will be seen as an opportunity to teach** the child skills so that next time the child/children will be better able to handle the situation on their own. Children will be involved in the conflict resolution process.

- Staff will help the children to be successful instead of attempting to make or “get them” to behave. For example, the perspective, “How can I get this child to clean up?” will be changed to, “How can I help this child be more likely to choose to clean up?”

- The staff will **focus on what they want the child to do!** Instead of saying, “No pushing, you know better than to push your friend, you need to be nice to your friends.” The staff will say, “When you want your friend to move, say, ‘Move please.’ Tell him now for practice.”

- Children will be **offered choices and given consequences.** For example, “When you throw the blocks, one of your friends could get hurt. You can throw the ball when we go outside and you can build with the blocks. If you choose to throw the blocks again, you will have to leave the block area. We are going to keep our friends safe.”

*There may be extreme situations when a child may need to be temporarily removed from the center or have a shorter number of hours in the center because of **extreme behavior** issues. This would occur if a child was beginning to show signs of **serious safety risks** to themselves or other children and staff.*

NADC Head Start/Early Head Start/ ABC Programs staff is aware that young children often have difficulty expressing their feelings and will often act out these feelings through their behavior. Understanding the difference between what is typical behavior and what we should be concerned about can be a challenge for parents and staff in the classroom. Our program has specially trained staff and consultants that can help in centers or in the home. If you have any questions or concerns about any area of your child's behavior, please discuss it with your child's teacher.

Dr. Becky Bailey



"This is about learning to change your own behavior, and your children's behavior, so that you can embrace and resolve conflict and enjoy life. ... Easy to Love, Difficult to Discipline."

— Becky Bailey

MENTAL WELLNESS AND DISABILITIES

PROMOTING SOCIAL AND EMOTIONAL COMPETENCE

NADC Head Start/Early Head Start/ ABC Programs staff actively works with parents to intentionally plan, organize and implement experiences that foster children's social and emotional development. This is accomplished by:

- Strengthening parents' understanding of the importance of emotional and social health for success in school, work, and life.
- Strengthening the family's understanding of their role in the development of children's social competence.
- Planning experiences in the home and classroom that support positive social and emotional growth in young children.
- Assisting all children with positive social and emotional growth.
- In partnership with families, developing activities to maximize the full potential of children with challenging behaviors, special needs, or atypical development.
- Having a system that is in partnership with families and provides for early identification and prevention of concerns that may interfere with a child's social and emotional development.
- Assisting staff and parents in accessing and utilizing community mental health resources.
- Building community partnerships that support the development of services and programs that build resiliency in families, young children and youth.

The Ages and Stages: Social Emotional Questionnaire is being utilized to screen each child within 45 day of enrollment and Conscious Discipline principles are used to promote a positive relationship-based community which focuses on building a "school family" within the classroom. NADC Head Start/Early Head Start/ ABC Programs also partners with several Mental Health Consultants and Community Mental Health Agencies. Regularly scheduled classroom observations are conducted throughout the year and individual consultative services are available to all families. Should you or any member of your family be in need of support services, please do not hesitate to contact your Center Director.

DISABILITIES/SPECIAL SERVICES

Through early intervention, a child with special needs can be identified and individual needs met. We believe that we must meet the individual needs of each child in order to meet the needs of the whole child.

All children are screened in the areas of speech/language, cognitive, vision/hearing, motor and social emotional development. Parents are notified of the results and if there is a concern noted. NADC Head Start/Early Head Start/ ABC Programs is required by IDEA to refer any child whose screenings show a suspected delay or disability to the appropriate lead agency. A team meeting will be held with the parent to discuss how we may best assist the child to strengthen any areas.

With parental input and permission, NADC Head Start/Early Head Start/ ABC Programs and the Local Education Agencies (LEAs) work together with the parent to serve suspected and diagnosed children with special needs. If your child is eligible for special services, you will participate in developing an Individual Education Plan (IEP) or Individualized Family Service Plan (IFSP) that will ensure your child's individual needs will be addressed and be integrated into the classroom activities. NADC Head Start/Early Head Start/ ABC Programs will also assist in the transition of services from Early Head Start to Head Start or Pre-K and from Head Start or Pre-K to the public school.

Transitions

Your child's enrollment in NADC Head Start/Early Head Start/ ABC Programs may involve many changes or transitions. These transitions include coming to the Early Head Start center on his/her first day of enrollment, moving from one classroom to another, turning 3 and going to school with the "big kids" in a Head Start/ABC/Pre-K classroom, or graduating to kindergarten. Change is sometimes difficult for all of us. At NADC Head Start/Early Head Start/ ABC Programs, we recognize that children need time and preparation for these transitions. The following are some of the activities that we hope that you and your child will participate in to ensure that your child feels secure and comfortable in his/her new environments:

Transitioning from home or other setting

Before your child's first day at the center, your child's teacher will contact you to schedule a visit with you and your child in your home. The purpose of this home visit is for you and your child to meet the teacher in a setting that is safe and familiar. The teacher will share information with you and your child about what to expect as a newly enrolled family. On your child's first day of school, he/she will remember the teacher's visit to your home and feel more comfortable and ready to spend the day at the center. In addition, you are always welcome to spend time with your child at the center.

Transitioning from Early Head Start to Head Start/ABC/Pre-K

When your child is 2 1/2 years of age, you and your child's teacher will begin to prepare your child for transition from Early Head Start to Head Start/ABC or a state pre-K classroom. You will be invited to a conference to plan 6 months of activities that will prepare your child to transition on or after his/her 3rd birthday. This will include activities in the classroom and at home. You will also be asked to visit the center with your child to ensure that he/she becomes familiar with the new environment. All families must re-verify income eligibility before children can transition from one program to the next so during this time, center staff will ask that you provide current documentation of income.

Transitioning from Head Start/ABC/Pre-K to kindergarten

All of your child's experiences in NADC Head Start/Early Head Start/ ABC Programs have led up to this point. Working together, you and your child's teachers have focused on school readiness and prepared your child for his/her transition from our program to kindergarten. During the last months of the program year, information about your child will be sent to the public school of your choice. This will include your child's immunization records and other information that the school will need to enroll your child in kindergarten. You will have the opportunity to participate in activities to prepare for the transition to kindergarten.

All of these activities throughout your child and family's years in NADC Head Start/Early Head Start/ ABC Programs are designed to ease your child's transitions from one stage of life to the next. As you change and grow with your child, always remember that you are your child's "Forever Teacher". Your child will learn more from you than any other individual or institution. Parent engagement in education is one of the strongest predictors of success in school and life.

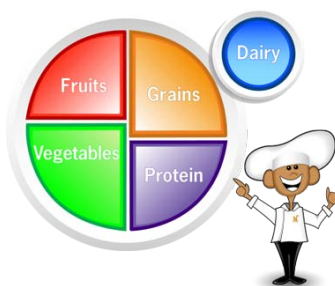


Nutrition for Preschoolers

The objective of the Nutrition service area is to provide food that will help your child remain healthy and have a good outlook on life. We know that it is difficult for children who are hungry or sick to do their best, either at learning or playing. Good nutrition will help to ensure that your child is healthy and **ready for school**.

Our breakfasts, lunches and afternoon snacks are planned to meet 1/2 to 2/3 of your child's daily nutritional requirements. Information that you provide about your child's eating habits or special needs will be included in menu planning, if necessary. If there are any foods your child cannot eat due to medical or religious reasons, we must have proper documentation.

Your child will be encouraged to taste all foods served. Foods are not used as a form of punishment or reward.



If your child is enrolled in Head Start or Early Head Start, they may participate in one nutrition experience each month. In the center, in addition to the experiences, helpers are chosen daily to set the tables. Each child is taught to clean his/her area and carry dishes and flatware to a designated area.

Twice each year, your child will be weighed and measured to track your child's growth and development and the results will be shared with you. If your child is determined to be under or over weight, you may be referred to the health department for WIC services, to a Nutritional Consultant, or to your child's primary care physician.

For health and safety reasons, only foods that are prepared in our contracted or USDA approved kitchens are permitted in our centers. This includes foods for special occasions such as your child's birthday or holiday celebrations.

Menus are available in your classroom or in the parent area at your center.

Throughout the year, you will be provided with opportunities to receive education about nutrition for your family. This will include newsletters, handouts and/or speakers at parent meetings. If you need recipes or nutrition guidelines, etc., please let us know and we will get this information for you.

Nutrition for Infants and Toddlers

The objective of the nutrition service area is to assist you, the parent, in the nutritional development of your infant or toddler and to help with physical and developmental growth.

1. You will be asked to provide staff with information regarding your child's feeding schedule and elimination pattern. This information will need to be updated on a regular basis as the nutritional needs of infants and toddlers change rapidly. You will receive copies of the Daily Routine Form with information about the types and quantities of foods that your child consumes each day. Menus are posted in each classroom.
2. You will be asked to provide the staff with information regarding family eating patterns and cultural issues important for your family.
3. Breast-feeding of infants will be supported and encouraged by the Early Head Start/ABC program. Infants are fed upon demand. Bottled breast milk will be given to infants according to each individualized feeding schedule as demanded by the infant. The baby will be held while taking a bottle. Contents remaining in the bottle after a feeding will be discarded immediately. Unused breast milk will be discarded after 48 hours. On site breast-feeding is welcomed.
4. Iron fortified formula will be provided to babies not receiving breast milk on an individualized feeding schedule as determined by the baby. The baby will be held while taking a bottle. Contents remaining in the bottle after a feeding will be discarded immediately. Parents are welcomed to come by and feed their baby.
5. Iron fortified cereal will be provided to infants between the ages of six months to 11 months, in addition to the formula or breast milk, if the child is developmentally ready. Cereal will be fed with a spoon.
6. After the baby reaches their first birthday, whole milk will be given until the second birthday, unless written recommendation is received from the baby's primary healthcare provider.
7. At six months baby food fruits and vegetables will be introduced one at a time to make it easier to identify food allergies or intolerance. Baby foods will be fed with a spoon.
8. At 1 year of age, toddlers will be given the opportunity to become independent at meal times by being offered a variety of acceptable foods cut into small pieces. When a child is 11 months and is developmentally ready a transition time of 1 month will be used for acceptable foods. Toddlers will use fingers and spoons to self-feed.
9. For health and safety reasons, only foods that are prepared in our contracted or USDA approved kitchens are permitted in our centers. This includes foods for special occasions such as your child's birthday or holiday celebrations.
10. Throughout the year, you will be provided with opportunities for educational information in the form of newsletters, handouts, bulletin boards, and/or guest speakers at parent meetings.
11. To track your child's growth and development, he/she will be weighed and measured according to EPSDT requirements and your teacher-caregiver will provide the results to you. If your child is determined to be under-or over-weight, you may be referred to the health department for WIC services, to a Nutritional Consultant, or to other appropriate services.

Health Services



Many of us think of health care as something we need only when we are sick, but “well-care” can keep children and adults healthier by preventing disease and catching health problems sooner. Everyone in NADC Head Start/Early Head Start/ ABC Programs- families, staff, and health care providers- plays an important role in promoting health. NADC Head Start/Early Head Start/ ABC Programs will strive to see that a complete, comprehensive health service program is available to all families. Program staff will provide assistance to pregnant women in accessing comprehensive prenatal care and resources to meet health and wellness needs during pregnancy.

Physical and Dental exams are required by Head Start and Early Head Start as recommended by the Arkansas Early and Periodic Screening, Diagnostic and Treatment (EDSDT) schedule. The health screenings help us determine how we can do our best to meet your child’s needs. You are encouraged to become involved in your child’s health care process by receiving results of health screenings, keeping appointments made for your child, and transporting your child to these services. With parental consent, any suspected health problems will be followed up on in a timely manner. The purpose of comprehensive health services is to ensure that all children are in optimum health and **ready for school**.

Immunizations are another way to help ensure that your child stays healthy. Every child in Head Start or Early Head Start must be current on all age appropriate vaccines or must have a current Immunization Exemption granted by the state of Arkansas. If the exemption is obtained NADC Head Start and Early Head Start will follow all guidelines described on the waiver: “In the event of an outbreak of a vaccine-preventable disease, the Arkansas Department of Health shall require the exempt student be excluded from school for 21 days or longer depending on the duration of the outbreak. This is for the protection of the exempted person and the protection of others.”

NADC Head Start/Early Head Start/ ABC Program has a Health Advisory Committee whose purpose is to advise in the planning, operation and evaluation of the Health Service Program. The committee members consist of parents, health service providers in the community and other specialists in various health disciplines. The committee meets two times yearly to update the Health, Disabilities, Mental Health and Nutrition plans, report on any new health service available, and help work out any problems that might arise.

Each child entering the NADC Head Start/Early Head Start/ ABC Programs will receive health screenings that are performed by trained staff. The screenings include: hearing, vision, height, weight, and developmental screening.

Children in the center receive a toothbrush and brush their teeth once a day after a meal.

An Emergency Medical Plan, a Child Care Emergency and Evacuation Plan are posted in each center. Parents are encouraged to keep staff informed of any changes in emergency phone numbers. This is how parents will be notified of an emergency or evacuation. Staff members are trained in first aid, safety procedures and CPR. Emergency procedures and evacuation procedures are posted at each center and are practiced regularly.



Good Morning Health Check

Sign-in/Sign-out

To insure that children are free of contagious illnesses, staff visually observes all children upon arrival each morning. Please allow enough time before you leave the center in the morning for this to take place.

As part of this visual observation, staff will check for any of the following symptoms or potential problems:

- Fever (children must be free of fever above 101 degrees for 24 hours without fever reducing meds)
- Severe cough
- Unusual skin rash
- Bleeding (excessive or uncontrollable)
- Open wounds (deep, open wounds)
- Injuries/bruises/lumps (rash-type bruises)
- Vomiting (child must be free from vomiting for 24 hours before returning to the center)
- Diarrhea (child must be free from diarrhea for 24 hours before returning to the center)
- Head lice (see Head Lice Policy for complete information)
- Other health problems which may interfere with a child's participation in daily activities
- **If any of these symptoms are observed, you may be asked to take your child home.**

If any of these symptoms are observed later in the day, your child may be separated from other children and supervised by a staff member. Center staff will call you to pick up your child. In the event that a sick child's parent/guardian cannot be reached by phone, the child's classroom teacher will call the emergency contact number(s) and inform that person of the child's illness and ask that person to pick up the child.

Hand Washing Procedures

Staff, volunteers and children must wash their hands with soap and running water at the following times:

- * After toilet use.
- * Before and after diapering.
- * Before food preparation, handling, consumption or any food related activity (Ex. Setting the table)
- * Whenever hands are contaminated with blood or other bodily fluids.
- * After handling pets or other animals.
- * Before and after giving medication.
- * Before and after treating or bandaging a wound
(non-porous gloves must be worn if there is contact with blood or bodily fluids).
- * After assisting a child with toilet use.
- * Children and staff shall wash hands with soap and water upon entering the center.

Preparing Children for Screening and Health Services

For your child to be ready to learn, your child should be in optimum health. To ensure the good health of your child, we conduct screenings to check your child's vision and hearing. We also ask that you take your child for physical and dental exams. Taking the time to talk to your child about what to expect during hearing and vision screening and visits to the doctor or dentist will help to calm any fears that they may have. These are some of the things that you can do before the visit to help your child

1. Explain to your child what will be taking place.
2. Read or tell stories about going to the dentist.
3. Read or tell stories about going to the doctor.
4. Pretend you are a dentist; look in the child's mouth and allow him to look in yours.
5. Measure each other's height and weight.
6. Pretend you are a doctor or nurse.
7. Take each other's temperature.
8. Practice vision tests.
9. Talk about what it is like to take a hearing test. Tell your child that a small probe that produces sounds will be placed in his/her ear canal.
10. Point to and allow your child to name pictures in books or in his/her environment
11. Practice walking in a straight line along a straight piece of tape or string.



Head Lice Policy

All children who are enrolled in NADC Head Start/Early Head Start/ ABC Programs are checked for head lice at least twice each week. The purpose of this check is to find and treat head lice early before they have a chance to spread. This protects your child and all other children in the center. Your child will be treated gently and respectfully at all times during this process.

Infants rarely get head lice. However, if a baby does get head lice, the baby should not be treated with over the counter products unless directed by a physician. Parents should ask staff for assistance if a head lice problem occurs with their infant. The following policy pertains to children who are one year and older.

If head lice or nits are found on your child, you will be notified immediately and the following will apply:

1. You (parent/guardian) will be asked to take your child home and treat his/her hair according to treatment package information and instructions on the following page under "What Should I Do if My Child Has Head Lice".
2. You may bring your child back to the classroom after your child is treated for head lice and the nits are removed.
3. If a child remains untreated or head lice infestation persists for any reason, your child will not be able to attend Head Start and the following will apply:
 - a. A conference will be held with family and staff.
 - b. Staff will offer assistance and/or make a home visit.
4. Follow up conference will be held in two weeks to note progress.

We understand that head lice are often difficult to deal with. Please feel free to ask for our assistance at any time.

** This information was taken from the manual of the Arkansas Department of Health*

Medication Policy

Staff will administer medication to children for whom a plan has been made and approved. Parents should check with the child's doctor to see if a dose schedule can be arranged so that the parents can give the medication at home.

Administration of medications poses an extra duty for staff. Having medication in the facility is a safety hazard. Parents are encouraged to arrange a dose schedule that allows them to give children medication.

The first dose of medication should always be given at home to identify allergies or intolerance. Parents are encouraged to arrange a dose schedule with the guidance of the family doctor. Parents may come to the center to administer medication to their child during the child care day.

Important Health and Safety Rules

1. Please send a seasonal change of clothes for your child to store in their cubby.
2. For safety reasons, backpacks are not allowed in Head Start/ Early Head Start/ABC centers.
3. Also, latex balloons are not allowed in Head Start/Early Head Start/ABC centers.
4. Except for special "Show and Tell" days, children should not bring toys from home. Toys from home may be inappropriate, such as toy guns. Some toys may present safety concerns, such as toys or games with small parts that may present a choking hazard. Often children do not want to share their personal toys with other children. For these reasons, please do not allow your child to bring his/her toys to the center.



Sick Child Policy

1. No child or staff shall be admitted who has a contagious or infectious disease.
2. The parent or legal guardian shall be notified as soon as possible when a child has any symptom that requires exclusion from the facility. The child shall be separated from other children and closely monitored until the parent arrives to pick the child up.
3. The caregiver shall determine if the illness prevents the child from participating comfortably in activities, results in a greater need for care than the child care staff can provide without compromising the health and safety of the other children, or poses a risk of spread of harmful diseases to others.

The caregiver shall temporarily exclude the child from child care if the child has:

1. Sudden change in behavior, such as:
2. Lethargy or lack of responsiveness
3. Unexplained irritability or persistent crying
4. Difficult breathing
5. A quickly-spreading rash
6. Fever over 101 degrees/oral, 100/auxiliary (or equivalent method) in a child who also has pain, behavior changes, or other symptoms of illness.
 - An infant younger than 2 months with any increased temperature shall get urgent medical attention, within an hour.
 - An infant younger than 6 months with any increased temperature shall be medically evaluated.
7. Diarrhea, defined as watery/runny stools, if frequency exceeds 2 or more stools above normal for that child, and is not related to a change in diet or medication. Exclusion from child care is required if diarrhea cannot be contained in the diaper or if diarrhea is causing soiled clothing in toilet-trained children.
8. Blood or mucus in stools (unless caused by hard stools)
9. Vomiting illness (2 or more episodes of vomiting in the previous 24 hours)
10. Abdominal pain which lasts more than 2 hours
11. Mouth sores with drooling
12. Rash with fever or behavior change
13. Conjunctivitis or "pink eye" – with white, yellow, or green eye discharge and red ("bloodshot") eyes, exclude only if child has:
14. Pediculosis (head lice), until after the first treatment. (*The result of the first treatment should be the removal of all live bugs and nits.*)
15. Active tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and can attend child care.
16. Impetigo, until treatment has been started;
17. Strep throat, until 24 hours after antibiotic treatment has been started
18. Chicken pox, until all lesions have crusted (usually 6 days after the rash appears)
19. Rubella, until 6 days after onset of rash
20. Pertussis (whooping cough); until 5 days of antibiotic treatment
21. Mumps, until 5 days after onset of gland swelling
22. Measles
23. Hepatitis A, until 1 week after onset of illness or as directed by the health department

You will also be notified if your child:

- Has suffered a head injury
- Cannot use a limb after a fall or injury
- Receives a deep cut longer than one inch or deep facial cuts
- Has problems breathing or an asthma attack
- Sustains a broken or loose tooth from a fall
- Has suspected convulsions
- Has sudden, intense abdominal pain with fever

These conditions may require that Head Start/Early Head Start call an ambulance to transport your child to the appropriate medical facility.

Some diseases must be reported to the state health department when they are suspected or diagnosed. These include: measles, mumps, rubella, whooping cough, meningitis, and tuberculosis. There are other diseases, reported with less frequency among children which also must be reported. For a complete listing, see Appendix B of the Minimum Licensing Requirements for Childcare Centers located in the parent area of your center.

If your child shows any of the above mentioned symptoms/conditions, you should take your child to your family physician. It will be necessary to bring a physician's note stating that child is free from any contagious disease before he/she will be able to return to the center. Should your child develop any of the above symptoms during time spent at the center, you will be notified immediately. Your child will be separated from the other children to prevent cross infection until you are able to pick up the child from the center. In the event that the sick child's parent cannot be reached by phone, the child's classroom teacher will call the emergency contact number(s) and inform that person of the child's illness and have them pick up the sick child.

If you do not have a phone and staff is unable to reach you or an emergency contact person, a staff person will go to your home to inform you or leave a note informing you that your child is sick and to contact the center as soon as possible. Staff will make all efforts to locate you in the event of an emergency.

If needed, staff may offer assistance to the parent to schedule an appointment for the sick child with the family physician.

If your child is ill, but does not have any of the symptoms mentioned above that would exclude them from the center, they may attend. This might include a slight cold, runny nose, or allergy symptoms. Outdoor play is required in licensed childcare centers and is fun and beneficial for your child. Center staff will closely monitor your child's comfort and well-being during outside play.

With your cooperation, all children who attend NADC Head Start/Early Head Start/ ABC Programs will be healthy and safe. We want all children in class every day, so we must take these health measures to ensure everyone stays healthy.



Safety Procedures

Video Monitoring

All NADC Centers are equipped with video and audio monitoring systems. These systems are in place to ensure the safety of your child, for the monitoring of staff and service providers, and for staff training purposes.

Outside Play

To follow Arkansas childcare licensing laws, teachers and caregivers must make every effort to provide children with fresh air daily. Outside play may be limited or cancelled due to inclement weather conditions.

In warmer weather, children will not go outside for extended periods if the temperature exceeds 90 degrees. Center directors will make the determination to permit, restrict, or deny outside play. To protect your child from sunburn, sun block may be applied before your child participates in outside play.

During winter months on days when temperatures are extremely cold, the time scheduled for outdoor play will be reduced or suspended, depending on the temperature and other weather conditions.

Always send appropriate clothing for your child so that they can enjoy outside play.



Emergency Procedures

To ensure the safety of children and staff, monthly drills for fire, earthquake, storm /tornado and intruder emergencies are conducted at all centers. In the event of an emergency that requires children and staff to evacuate the center, your center has designated locations to which they will be evacuated. These alternate locations are posted on the health and safety bulletin board in your child's classroom. Please speak with your child's teacher for complete information and make sure you are aware of the alternate emergency location.



Toileting Guidance for Children 3-5 Years of Age

Typically, children between the ages of two and two and one-half years of age begin to show signs of readiness regarding wearing underwear and using the toilet. Occasionally, some children may not become interested in this self-help concept until their pre-school years. However, it is a necessary skill for pre-school children to exercise bowel and bladder control. It takes time, understanding, and patience to teach a child to use the toilet. Program staff will work together with your family to accomplish this very important stage of social development. The following procedures will be used:

1. Toilet training techniques will be discussed to help families expedite the toilet training process. Appointments will be scheduled, if necessary, to rule out a medical or physical condition that is hindering the toilet training process.
2. A family goal may be established and training will be documented in the IFP.
3. Regular communication and participation in staff/parent conferences will be required.

Modified potty seats and step aids can be used if determined necessary by the family and staff.

Wet or soiled clothing will be placed in a plastic bag and sent home.



A Note About Biting in Infant/Toddler Classrooms

Diane Trister Dodge and Laura J. Colker, co-authors of *The Creative Curriculum*, which is the curriculum we base our program on state, "Biting is very common in group settings of young children."

NADC staff and management team understand that biting incidents are always disturbing to parents, children and caregivers, alike. However, biting is developmentally appropriate for children from ages 12 months to 24 months. This offers little comfort to those whose children are bitten or whose child is the biter. Please be assured that program staff will focus their energies on prevention by carefully observing and understanding the individual needs of the children in their care. Occasionally, the situation requires more intervention and if your child is involved, you may be asked to participate in a conference.

While biting is expected and considered normal development, please know that staff will do everything we can to provide a safe environment for your child.



Special Notes from Infant/Toddler Classrooms

Please remember, in order to have a safe, comfortable environment for your child, you should:

- Enter the center quietly.
- Stop just inside the door.
- Parents are always welcome in the center. Breast-feeding is welcomed and encouraged. All parents are invited to come spend time with their child.
- Only disposable diapers will be used in NADC centers. Diapers will be provided by the program, but parents may donate diapers for their child as an in-kind contribution to the program, especially if you have a particular type or brand that you prefer your child to wear. Changes of clothing should include socks and be seasonal.
- Diapers and changes of clothing belonging to individual children will be kept in cubicles labeled with the child's name. Due to potential hazards, diaper bags will not be left at the center.
- Baby powder will not be used. Creams and ointments with a doctor's prescription, specifically for the child enrolled, can be used and must be provided by the parent.
- Soiled clothing will be placed in a plastic bag and kept in the child's cubby until the child is picked up.
- Due to high health risks, clothing will not be rinsed out.
- Gloves will be used with every diaper change without exception.
- For questions or concerns, please do not hesitate to speak with your child's caregiver.

Ten Ways to Help Prevent Child Abuse

- 1. Be a nurturing parent.** Children need to know that they are special, loved and capable of following their dreams.
- 2. Help a friend, neighbor or relative.** Being a parent isn't easy. Offer a helping hand to care for children so parent(s) can rest or spend time together.
- 3. Help yourself.** When the big and little problems of your everyday life pile up to the point you feel overwhelmed and out of control...take time out. Don't take it out on your kid.
- 4. If your baby cries** – If can be frustrating to hear your baby cry. Learn what to do if your baby won't stop crying. Never shake a baby – shaking a child may result in injury or death.
- 5. Get involved.** Ask your community leaders, clergy, library and schools to develop services to meet the needs of healthy children and families.
- 6. Help to develop parenting resources at your local library.**
- 7. Promote programs in school.** Teaching children, parents, and teachers prevention strategies can help to keep children safe.
- 8. Monitor your child's television and video viewing.** Watching violent films and TV programs can harm young children.
- 9. Volunteer at a local child abuse prevention program.** For information about volunteer opportunities, call 1-800-CHILDREN.
- 10. Report suspected abuse or neglect.** If you believe a child has been or may be harmed, call your local department of children and family services or your local police department. The Arkansas Child Abuse Hotline number is 1-800-482-5964.

Adapted from Prevent Child Abuse America literature- www.preventchildabuse.org

Shaken Baby Syndrome

When a child less than one year old is shaken, it can damage the child's brain, causing blindness, brain damage, paralysis, or even death. This is because babies have large heads and very weak neck muscles. When a baby is shaken the brain moves inside the skull, and this motion can cause the brain to tear, swell and bleed. Older children can also be injured. No child of any age should ever be shaken. It is a form of child abuse. In America every year, treatment is sought for 1,200-1,400 children who are shaken. Of these victims, 25-30% will die as a result of their injuries. Some symptoms of Shaken Baby Syndrome are: irritability, vomiting, sluggishness, difficulty breathing, not smiling or making sounds, seizures, not sucking or swallowing, eyes are not focusing or tracking movement, or pupils are unequal in size.

Help prevent Shaken Baby Syndrome by telling others about the dangers of shaking children. Talk to your day care provider, babysitter, family members, and anyone else who will be caring for your baby.

Never lose control and shake your crying baby. If your baby is crying- check to see if the baby is hungry or wet; gently rock or walk with the baby; take the baby for a ride in the stroller or car; place the baby in a safe place, like a crib, and leave the room for a few minutes; call a friend, neighbor or relative to help; sing or talk to the baby; gently rub the baby's back; offer the baby a noisy toy; think about how much you love you baby and how much he or she depends on you.

**Information taken from the National Center on Shaken Baby Syndrome website at www.dontshake.com*

Child Abuse and Neglect Prevention

Section #1 of the Arkansas State Law governing the reporting of child maltreatment states, "It is the purpose of this act, through the use of complete reporting of child abuse, to protect the best interest of the child, to prevent further harm to the child, to stabilize the home environment, to preserve family life..." Since our program focuses on the family, we are concerned with the wellness and stability of your family. We recognize that the problem of child abuse is truly a cycle...a serious family problem that is passed from generation to generation. Many abusive parents were abused children themselves and now have deep feelings of guilt and hurt. They lack parenting skills and often have unrealistic expectations of their own children. This means that unless the cycle is broken, it continues.

We are all responsible for ensuring that no child suffers abuse or neglect. **The Arkansas State Hotline number for the reporting of child abuse and neglect is 1-800-482-5964.** Call this number if you suspect that any child is being neglected or abused.

All NADC Child Development staff are mandated by law to report suspected child abuse and neglect and will call the hotline to report on any suspected abuse or neglect. If a report is made program staff or by someone outside the program, children may be interviewed and children's records may be viewed by DHS employees, state police officers, or state licensing specialists without prior consent from parents.

All parents feel the stresses and frustrations of everyday life such as work, finances, caring for children, or marital problems. If at any time you feel that you need help in dealing with the stress level in your home, please know that we are available to help. Talk with any staff member with whom you feel comfortable. Always remember that all family information is handled in a confidential manner. We can put you in touch with resources that are available to assist you and your family.



Help for Parents

Being a parent is one of the hardest jobs in the world. It can be overwhelming at times. Most parents want to do a good job of raising their children. But unlike other jobs where you get special training, most parents are left to do the best they can, with what they know from their own experience. There's no need to feel that you are all alone or that no one cares. The Child Help National Child Abuse Hotline is always there to help you. The Hotline is staffed by degreed, professional counselors who are available 24 hours a day, every day of the year. All calls are anonymous and toll-free.

Call 1-800-4-A-CHILD (1-800-422-4453).

Then push 1 to talk to a Hotline counselor or push 2 to have information mailed to you.

(Source: www.childhelp.org)

NADC Head Start/Early Head Start/ ABC Programs Parent Grievance Procedures

These procedures were designed to include parents or guardians of currently enrolled children who have issues or concerns regarding the program. In the interests of successful family relationships, satisfactory resolutions will be sought for all issues and concerns.

1. Address the problem to the Head Start Director – (870)793-3234 or email: lcooper@nadcinc.org
2. If a solution cannot be reached through the Director, the problem or complaint is reported to the local Parent Group.
3. If not resolved, the complaint is reported to the Policy Council
4. If not resolved, the complaint is reported to the Executive Director of NADC, Inc.
5. If not resolved by the Executive Director, the complaint is reported to the Equal opportunity Officer of NADC, Inc.
6. If the complaint is not resolved, the grievance is presented to the Equal Opportunity Committee of the Board of Directors. The committee decides whether the grievance should be presented to the full Board.
7. If the request to appeal to the Board is denied, the agency procedure will end here. If the appeal is granted, the Agency Board of Directors will follow Agency and Head Start Regulations in reaching a solution.

Family Resources

NADC Head Start/Early Head Start/ ABC Programs are family-focused and offer assistance for families who identify unmet needs. We hope you will work in partnership with your family service worker or teacher to assess your family's needs and set goals that will lead to many family accomplishments. If you need assistance in locating resources for issues such as food, clothing, health care, housing, employment, counseling, education, financial assistance, utility assistance, childcare, dental health, etc., please speak with your child's teacher or family service worker.

One great way to locate local resources is a service provided by the Arkansas Department of Human Services on their website at www.arkansas.gov/dhs/resources. To access complete resource information for your county, click "Begin Search", select your county. There are more than 80 needs categories listed from which you may select and all of the local resources available to meet your need. This website is updated frequently to ensure that information is current.

In addition, there is a local resource directory located in the parent area of your center that you are welcome to check out at any time to familiarize yourself with local resources that may be of benefit to your family. We hope that you will allow us to assist you in finding resources to meet the needs of your family. Our goal is to establish a partnership with you and your family that will lead to success in all your endeavors to provide a healthy and happy life for your family.

Arkansas Minimum Licensing Requirements

NADC Head Start/Early Head Start/ABC meets or exceeds all requirements described in the Minimum Licensing Requirements for Child Care Centers in Arkansas. All centers are monitored by licensing specialists and records are maintained for three years. As the parent/guardian of an enrolled child, licensing compliance forms are available to you upon request.

Non-Religious Instruction and Activity Statement

To assure that no religious activity is paid or subsidized by public funds or occurs in any manner suggesting governmental endorsement of any religion or message:

- (a) ABC funds must be used exclusively to support allowable ABC program costs incurred to provide non-religious instruction and activities during the ABC day; and
- (b) No religious activity may occur during any ABC day regardless of the source of funds used to support the activity.

NADC Head Start/Early Head Start/ ABC Programs Parent Handbook

As a parent/guardian of an enrolled child, I have been given a copy of the NADC Head Start/ Early Head Start/ ABC Programs Parent Handbook for the 2018-2019 Program Year. Program staff provided orientation information and/or materials on the following topics:

- ~ Confidentiality
- ~ Pedestrian Safety/Safe Parking at the Center
- ~ Family Engagement
- ~ Attendance/Pick-up Procedures/Emergency Contacts/Authorized Adults
- ~ Family Partnerships/Father Involvement
- ~ School Readiness, Child Development/Conscious Discipline
- ~ Mental Wellness, Disabilities Services
- ~ Transitions
- ~ Nutrition Services
- ~ Health Services/Sick Child Policy/Morning Health Checks/Hand-Washing
- ~ Head Lice Policies
- ~ Preparing Children for Screening and Health Services
- ~ Medication Policy/Health and Safety Rules
- ~ Safety Procedures
- ~ Child Abuse and Neglect Prevention and Reporting Procedures
- ~ Grievance Procedures
- ~ Resources
- ~ Non-religious instruction and activity statement
- ~ "Getting Ready For Kindergarten" Calendar
- ~ "What You Should Know about Shaken Baby Syndrome" pamphlet

I will keep this handbook for reference while my child is enrolled in NADC
Head Start/Early Head Start/ ABC Programs

Parent/Guardian Signature

Date

Staff Signature

Date

July 2018 Revision