

Parent Handbook

Spokane Head Start, Early Head Start

A Program of the Community Colleges of Spokane

**YOUNG
MINDS
BIG
FUTURES**



Community Colleges
of Spokane



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Welcome to Head Start/Early Head Start!

We're excited to have you and your child join us as members of the Spokane Head Start/Early Head Start community. Head Start and Early Head Start are comprehensive early childhood education programs that promote school readiness from birth to kindergarten. School readiness means children are ready for school, families are ready to support their children's learning, and schools are ready for children. We promote children's growth in cognitive, social, emotional, physical development, and health.

Children do better in school when parents are involved, and we believe that you, as the parent, are the first and most important teacher of your children and that your engagement is an important part of your child's success. We welcome you to become involved in some of the many parent participation opportunities in our program, such as volunteering in the classroom, trainings, parent events, etc. We especially encourage parents to consider being part of Policy Council. The Policy Council meets monthly and allows parents and community members to have input in program direction and to share ideas about how we can improve our services to families.

This handbook includes important information about program policies and practices that will help you and your child get the most benefit from your Head Start/Early Head Start experience.



District Director

Vision, Mission, and Values Statements

Vision

Enhancing lives of children and families for success in school and life.

Mission

We are dedicated to providing high quality education, health, and social services for the wellbeing of young children and their families.

Values

Empower Through Education

We recognize the power of education to transform and enrich the lives of children and families. We support lifelong learning and foster individual development as a cornerstone for personal wellbeing and success.

Foster Respect, Inclusion and Diversity

We welcome diversity and honor individuals for their unique contributions to the program.

Serve the Community

We value partnerships within the community. Together we strive to anticipate and respond to community needs, collaborating to enhance services that enrich the quality of family life.

You Are Part of Our Team

Head Start (HS) and Early Head Start (EHS) depends on you to make our program successful! There are many opportunities for you to get involved. We welcome you to become involved in your child's HS/EHS classroom.

WAYS YOU CAN VOLUNTEER AND GET INVOLVED

Health and Nutrition Activities

- Help with health screenings.
- Share family recipes.
- Help with classroom cooking activities.

Classroom Opportunities

- Read with children.
- Help with classroom activities.
- Support your child's learning goals at home.
- Share family traditions and culture.
- Help with art activities.
- Prepare classroom activities at home.
- Sing a song/play instrument.
- Share about your job or hobbies.

Office Activities

- Answer phones.
- Decorate bulletin boards.
- Put information in cubbies.
- Help with mail and filing.
- Photocopy flyers.

Program Planning

- Represent your site at Policy Council.
- Assist with program self-assessment.
- Participate in parent committee meetings.
- Recruitment at community events.

While you participate in program activities such as classroom or center volunteer, attending parent meetings/trainings, etc., Head Start will pay for childcare for your non-enrolled children. See your family services coordinator for a Child Care Reimbursement form.

IMPORTANT: Regular volunteers need to have a TB test (see your medical provider) and a Criminal History Check.

IMPORTANT: All adults and children **must** wash their hands when entering the classroom. Hand sanitizer is **not** an acceptable alternative and is not provided.

IN-KIND

We need over \$1 million worth of volunteer hours each year to count toward required nonfederal match, or "in-kind," requirements. Time spent at home supporting your child's learning goals can also count toward in-kind.

IMPORTANT: We must keep track of how many hours parents give to our program.

Classroom and Children Services

Parents are welcome to visit their child's classroom at any time; however, please make other arrangements for the enrolled child's siblings. Drop-off and pick-up can be hard for young children. If possible, allow extra time to say "good-bye" at the beginning of a session and for pick-up at the end of the day.

Children enrolled at HS/EHS have the chance to build friendships with other children and adults. They learn through play—actively exploring the world around them including art, water play, music, movement, and story time. They develop self-regulation skills and to express their emotions appropriately, readiness to learn, and independence. Most importantly, children learn to feel good about themselves and school! To support this, HS/EHS staff:

- Involve parents in planning child activities and gathering in-kind at home.
- Give children many opportunities for success and lots of positive messages.
- Help children learn how to solve problems.
- Meet with you four times during the year to talk about goals for your child.
- Offer cooking activities and teach good health and safety habits.
- Water activities are offered indoors using approved water/sand play tables and outside sprinkler may be permitted for summer classroom sessions. Swimming or outdoor pools are not allowed.
- Support individual and cultural differences that help children develop self-identity and strengthen their family and community relationships. Activities of a religious nature are not a part of Head Start/EHS.

CURRICULUM

All children enrolled in HS/EHS are provided with a learning environment encompassing varied experiences to support their social emotional, cognitive, physical, and language development. Children will be taught and cared for in a manner appropriate to their age, individual interests, temperament, language, culture, and stage of development. In HS and EHS we use *The Creative Curriculum* to support the whole child in acquiring the skills they need to succeed and thrive as lifelong learners. We also use Conscious Discipline to promote social-emotional learning and support family wellness. See your child’s teacher or family services coordinator for more information.

We believe children learn through their experiences as they explore the world around them. Our classrooms provide many opportunities for exploration and learning supported by your child’s teachers. Our classrooms are also designed to meet the needs of specific age groups – infants, toddlers, and preschoolers. Some classrooms may have mixed age groups as needed to support children moving from toddler rooms to preschool.

STAFF TO CHILD RATIOS

Our classrooms are staffed with the following adult to child ratios at a minimum. You will frequently see additional staff in your child’s classrooms as we work to ensure quality learning environments:

- Infant classrooms: 1 adult to 4 children
- Toddler classrooms: 1 adult to 4 children
- Preschool classrooms: 1 adult to 10 children

HOLIDAYS AND CELEBRATIONS

Celebrations in classrooms focus on all the things your child is learning. We will leave holiday celebrations to you and your family.

SAMPLE CLASSROOM SCHEDULE

- Arrival
- Breakfast/brush teeth
- Choice activities
- Handwashing
- Lunch
- Rest time (working day and school day)
- Snack
- Outside play
- Departure

DRESSING FOR SCHOOL

Your child should:

- Wear comfortable play clothes that are easy to wash—we do lots of messy projects.
- Dress for the weather, including hats, mittens, and boots. If you don't have these items, talk to your family services coordinator. We go outside almost daily.
- Bring an extra set of clothes, labeled with your child's name, to be left at the site.
- Wear shoes that are safe for running, climbing, and playing. No flip-flops or strapless sandals.

CHILD GUIDANCE AND DISCIPLINE

Sometimes a child may engage in behaviors that are unsafe for themselves or others. HS/EHS staff and parents work together to develop a behavior support plan. We also work with other professionals as needed to help make the classroom a safe, enjoyable place for all children.

Our full-time program staff are all trained to use Conscious Discipline for social and emotional child guidance and to teach children self-regulation skills. Child restraint is not used.

TOILET TRAINING

Teachers will work with parents to support toileting readiness. Provide extra underwear and clothes at school while your child is learning this new skill. Children are encouraged but not forced to use the toilet. Talk with your child's teacher about the use of training pants and pull-ups.

BITING

Biting is a behavior which most often occurs with infant and toddler children and sometimes with preschool children. We support children in learning self-control and developing problem solving skills. If a child is bitten, an icepack will be applied to the injury. Accident reports will be made, and the parent will be notified that day if your child is bitten or has bitten another child/adult. If biting becomes frequent, we will meet with parents and develop a plan for home and school.

REMINDERS FOR PARENTS

Please silence your cell phone when participating in site activities and when dropping off or picking up your child. Please do not allow your child to bring their toys to school.

IMPORTANT: You **must** sign your child in and out of the classroom **daily!** Full legal signatures are required using the electronic attendance system.

Infant/Toddler Services

COMMUNICATION

You are welcome to join your child in the classroom. You can rock or nurse your baby and participate in activities throughout the day. It is important to let us know every day about your baby or toddler. We invite you to use the “Daily Communication Log” in each room. Tell the teacher about any changes in food, bottles, sleep, emotions, and health. We welcome your ideas concerning family traditions and activity ideas.

FEEDING

Breastfeeding: This is the best food for infants. We want to support you when nursing your baby. We can provide you with a comfortable, private place to feed your baby. Talk with your family services coordinator or classroom teacher about any additional needs. Breastmilk is welcomed with child’s name and date labeled.

Bottles: Tell us what formula your baby is using. In most cases, we will provide that formula. If it is a low-iron or specialized formula, we will need a note from your child’s doctor. Infants will be held while drinking from a bottle.

Meals: We offer healthy, nutritionally balanced meals and snacks. We eat family style meals. Between about six months and one year of age your child can begin to drink from a cup. This will prepare your child for being weaned from the bottle between 12-13 months. Tell us what foods your baby eats at home and when they try a new food. Introducing new foods is up to the parent; teachers will help you.

DIAPERING

We will keep a record of when your child is changed. We provide diapers and wipes while your child is in our care. We follow strict hygiene procedures; wear disposable gloves and use disposable changing table paper. Afterwards, hands are washed, and the changing area is cleaned with sanitizing solution.

SLEEPING

In keeping with state safe sleep guidelines, infants will be placed on their backs in their own crib. Staff do not use blankets, bumper pads, mobiles, or stuffed animals in the crib. No child over six weeks of age will be swaddled or restrained in any way. Infants and toddlers can be rocked to sleep or swaddled to rest but the blanket or swaddling will be removed before placing the child in the crib to rest. Our program will follow safe sleep standards per licensing. The intent is to provide a safe, soothing, and comfortable place for children to sleep. Infants and toddlers are allowed to sleep on their own schedules. Toddler classrooms provide a consistent rest time as part of the daily classroom routine.

Additional Services

DUAL LANGUAGE LEARNERS

For families who speak a primary language other than English, we work through community agencies to access interpreters. Staff also have access to telephone interpretations services as needed to help connect families to services. We may provide written information in languages other than English as requested. Classroom environments and materials reflect and honor the home languages, cultures, and diversity of the children enrolled. When possible, we hire staff who speak the languages of enrolled children as well as English.

MENTAL HEALTH

We consider mental health to be a foundation for the HS/EHS program. Mental health is about our social and emotional well-being and affects the relationship between children and parents and our relationship with everyone around us. Conscious Discipline curriculum is used with children and parents.

Our goals for children and families are to:

- Respect and value others as individuals.
- Provide a safe, secure, and nurturing environment.
- Learn social skills, which lead to positive self-esteem.
- Seek help and support when needed.

Teachers, family service staff, and mental health consultants help children learn to share feelings, build trust, problem-solve, resolve conflicts, and develop independence and attachments. All these lead to the development of positive mental health. Parent training is offered in these same areas. Mental health consultation services are available. Ask staff for more information. Community resources are also available.

DISABILITIES

All children receive health and developmental screenings within 45 days of enrollment. This is to identify areas where further evaluation may be needed. If you have any concerns about your child's development, talk to your child's teacher.

KINDERGARTEN TRANSITION

Staff support parents with kindergarten registration including identifying home school, obtaining and completing registration paperwork, and required immunization records. With parent permission, we send a summary of child development and learning to Spokane Public Schools to be shared with the receiving kindergarten teacher.

Nutrition Services

Children in our program are served nutritious meals following the Child and Adult Care Food Program guidelines.

IMPORTANT: If your child has any food restrictions and/or milk allergies, please let us know. Your family services coordinator and teacher will work with you, our cooks, and the nutrition specialist, a registered dietitian, to meet your child's needs.

MEALTIME IS PART OF CLASS TIME

It is very important that your child arrive at school on time to eat with their classmates. Under special circumstances, if you bring your child late for breakfast, we can provide them with some food. Because the classroom has a schedule they follow, you may have to go to the kitchen to get the food and you must remain with them while they eat.

Children learn a lot at the table when they serve and pour for themselves, pass foods and take part in conversations. They are even willing to try foods they might not eat at home! Parents tell us this all the time. So be positive and don't tell your child, "You won't like that!"

Children who attend for more than 6 hours will receive breakfast, lunch, and an afternoon snack. Children who come for the part day morning session receive breakfast when they arrive and lunch before they go home. Afternoon session children receive lunch when they first arrive and a snack before they go home. Menus are provided to parents with the site monthly newsletter.

Because we don't allow food to leave the classroom, please let your child sit at the table to finish their meal or snack.

- Parent volunteers may eat in the classroom when their participation is scheduled at least two days in advance and they are helping with the meal.
- Due to rising food costs, we can only provide a child-sized meal and only two volunteers at a time are allowed to eat in the classroom.
- Non-enrolled siblings of enrolled children are not allowed to eat meals in the classroom.

EATPLAYGROW™

Head Start and Early Head Start are using an early childhood health/nutrition curriculum developed by The Children's Museum of Manhattan (CMOM) and The National Institutes of Health's (NIH's) We Can! program. We like this curriculum because it teaches positive messages about health/nutrition in fun and engaging ways, and it uses art, literacy, math, and physical activities to teach health and nutrition. We hope to engage everyone with information and strategies to make healthy choices at school and at home! Ask your teacher what the lesson for the month is so you can support your child's learning at home.

NUTRITION LEARNING EXPERIENCES IN THE CLASSROOM

At least once a month, toddler and preschool classrooms do a food preparation project during class time. If you have ideas about simple foods that children can help prepare, let your child's teacher know. Food may only be purchased by HS staff for all activities. We mainly use foods for learning that are low in sugar, fat and salt in order to promote health.

HS/EHS PROMOTES HEALTHY FOOD CHOICES

- Our policy does not allow sweets to be brought into the classroom for birthdays or other occasions. There are other ways to celebrate. Talk to your child's teacher for other ideas.
- Please, no gum or candy in the classroom.

Outside food is not allowed including home-canned, frozen, or prepared foods. Accommodations for individual special diets must be arranged in advance with the dietitian and site staff. The menu is posted in classrooms each week and is provided in your monthly site newsletters.

Health Services

Our goal is good health for your child and your entire family. We expect your child to have a medical and a dental home with continuous accessible health care. We are available to help connect you with these services in our community.

HEALTH SCREENINGS

Staff provide the following health screenings and results for all enrolled children: vision, hearing, height, and weight.

EMERGENCIES OR SUDDEN ILLNESS

- We are trained to provide emergency First Aid and will call 911 if needed.
- We will call you at home, school, or work in case of an emergency. If you are not available, we will call the emergency contact that you have listed on your Release and Treatment Authorization form.
 - **IMPORTANT:** Please tell us when phone numbers for you or your emergency contacts, doctor, or dentist change.
- We will ask you to sign a release so that your child can be treated at a hospital in case of a serious injury or illness when we are unable to reach you or your emergency contacts. If you cannot get to the center and your child is being transported to the hospital, a staff member will accompany your child and remain with your child until you or a family member arrive.

HEALTH CARE PLAN

Staff follow the written program Health Care Plan available at each site as well as the Head Start Performance Standards to provide comprehensive health services to all enrolled children. Parents can review a copy of the Health Care Plan at their child's site upon request.

FIRST AID

All staff who provide direct care to children are required to attend pediatric first aid and CPR training. At least one staff with first aid and CPR certification must be present with each group of children. Staff are required to keep their first aid/CPR certification current. Every classroom maintains a fully stocked first aid kit including an infrared, no-touch thermometer.

IMMUNIZATIONS

Washington state law requires all children to be fully immunized or exempt prior to starting school. There are exceptions for families experiencing homelessness or in transition. See your family service coordinator or health care provider for additional information.

WELL-CHILD EXAM

Well-child exams are required for all children. These exams ensure that your child is healthy and typically developing. Infants and toddlers need exams frequently while preschoolers need them yearly. Follow the schedule your health care provider recommends for your child. Staff are required to obtain a copy of the most recent exam for your child records.

DENTAL EXAM

Dental exams are required for all children. Staff are required to obtain a copy of the most recent exam for your child's records.

MEDICATION AT SCHOOL

If your child is taking any form of medication, our first preference is for medication to be given at home, before and after school. If medication needs to be given at school, we must have authorization from your doctor before beginning and/or discontinuing medications. Connect with your family services coordinator for more information.

WHEN YOUR CHILD IS SICK

IMPORTANT: Please call as soon as possible if your child is sick or won't be at school that day. If your child is too sick to play outside, then your child is too sick to be at school. Sick children cannot remain at school.

If child has diarrhea, or is vomiting, they must be symptom free for 24 hours before returning. Children may return when they are fever free without medication. In certain cases, if your child has been hospitalized or seen in the ER or Urgent Care, we ask that you bring a note from the doctor when your child returns to class letting us know that your child is well enough to return to school. We have healthcare policies and procedures that gives more detail about illness. If you are interested, ask a staff person to share that with you.

Your child must remain at home when:

- **Vomiting:** Two or more times in 24 hours.
- **Rash:** A Body rash that is not associated with heat, diapering, or an allergic reaction.
- **Lice, ringworm, or scabies:** Parent will be notified if discovered at school and unable to return until after the first treatment has been completed.
- **Diarrhea:** Two or more watery stools in 24 hours.
- **Eye infection:** Drainage from the eye.
- **Sore throat:** With fever or swollen glands.
- **Just not feeling well:** A child experiencing lethargy, persistent crying, difficulty breathing, or a significant change in behavior or activity level indicating illness.
- **Fever:** Temperature of 100.4° or more.
- **Open wounds or sores:** Need to be completely covered when fluid is present.

Parent/Family Services

Building on your family's values, strengths, and culture, our program staff will partner with you to provide support and find the resources to meet your family's needs.

WHO?

Each classroom has a Direct Service Team (DST): the family services coordinator (FSC), lead teacher, and associate teacher who will work with your child and family.

WHAT?

Throughout the year, we work together as partners. Your family service coordinator (FSC) and you will collaboratively identify your goals, identify steps, and locate community resources to help you reach those goals.

Each site will provide unique opportunities for parents and children to learn and have fun together.

HOW?

Our staff is here to:

- Support you in your role as your child's most important teacher.
- Listen to you to help you in developing and reaching your goals.
- Assist you in gaining work experience and seek training programs.
- Provide information and classes on topics of interest.
- Refer you to resources throughout the community to meet the needs of you and your family.
- Home visits occur twice a year to discuss your child and family goals (for center-based services).
- Parent conferences occur twice a year to review child outcomes.

Parent Engagement and Leadership Opportunities

POLICY COUNCIL

Policy Council (PC) is the program-wide parent decision-making group that meets monthly. Parents and community members help make program decisions, provide approval of the hire process, and approve the budget. Parents and staff members share ideas and concerns. Training is provided for Policy Council members. Each site must have at least one primary representative and an alternate. If you are interested in learning more about PC, ask your FSC, teacher, or center manager.

YOU CAN BE AN ADVISOR AND A DECISION MAKER

- Attend parent committee meetings.
- Serve on program-wide committees.
- Become a Policy Council representative or alternate.
- Help with the yearly program self-assessment.
- Serve on the Health Services Advisory Committee (HSAC).

HEALTH SERVICES ADVISORY COMMITTEE (HSAC)

This group of parents, staff members, and community health care professionals meet two times a year to address program issues in the medical, dental, mental health, nutrition, and human services fields. Parents are encouraged to represent their center at HSAC meetings.

PROGRAM SELF-ASSESSMENT

Every year, parents and staff see how Head Start/EHS is doing in meeting family and child needs, as well as federal program rules. Parent participation is very important.

SITE PARENT MEETINGS

All parents are encouraged to attend parent meetings. They are held regularly at your center to give you information about what is happening at HS/EHS and in your community. Parent Committee meetings help parents:

- Meet new people and have fun.
- Share information and solve problems.
- Plan activities for parents and kids.
- Hear about Policy Council and other meetings.
- Talk with staff.
- Share program improvement ideas.

Parent Education

At each site parents complete an interest survey to indicate which topics are of interest to them.

PARENT TRAINING OPPORTUNITIES MAY INCLUDE

- Parent/child relationships
- Credit repair
- Dealing with stress
- Career planning
- Family literacy activities
- Fatherhood/male involvement
- Preventing child abuse and neglect
- Energy Savers (Avista and SNAP)
- Money management
- Conscious Discipline: Parent Education
- First Aid/CPR
- Nutrition

PARENT EDUCATION OPPORTUNITIES

HS/EHS has community partnerships to support parents in furthering their education and employment readiness skills:

- GED classes
- English as a Second Language (ESL)
- High school completion
- Education and training programs offered at the Community Colleges of Spokane

FAMILY SERVICE COORDINATORS WILL HELP YOU FIND RESOURCES

- Financial aid/scholarship
- Career planning/job search skills
- Child care
- Housing and rental assistance
- Work and volunteer experience
- Food assistance
- Mental health or disability services
- Medical and dental providers

HS/EHS may pay for parent trainings and the child care costs while you are attending the training. Talk to a staff person.

COMMUNICATION

Everyone comes to HS/EHS with their own beliefs, values and experiences in life. At HS/EHS, we value the uniqueness of each person. We encourage all children, parents, and staff to talk to each other using the following ground rules:

- Show respect to others.
- Honor differences.
- Be a good listener.
- Talk for yourself; use “I” instead of “you” or “they.”

Because we’re unique individuals, seeing the world from our own point of view, at times we’re bound to disagree with others. Focus on the situation or behavior, not on the person. Maintain positive relationships with other parents and staff.

CONFLICT RESOLUTION TIPS

Note: The information below will be explained to you by a HS/EHS staff member upon request. Please ask questions if you don’t understand something. If you need an advocate, one can be provided upon request. You may also bring an advocate to help negotiate the dispute.

At HS/EHS we have a “chain of command” for parents, staff, and volunteers to follow. If you have a concern, please:

- Talk directly to the person (if appropriate) and try to work out the problem.
- If that doesn’t work, talk to the classroom teacher or FSC, or their supervisor (Center Manager).

Unresolved complaints or conflicts should be forwarded to the Director of Operational Services (DOS) by the Center Manager (CM). The DOS may meet with the complaining/disputing parties to mediate/negotiate the conflict. If the complaint and/or dispute cannot be resolved at this level, it shall be forwarded to the District Director (DD) for further mediation. The DD may confer with the Policy Council Executive Committee depending on the nature of the complaint. The DD ensures that the complaint will be responded to in writing in a timely manner after the complaint is received. If the complaint is not resolved and further mediation is needed, the CCS Chancellor, who shall act as a representative of the Grantee Board, the Community Colleges of Spokane Board of Trustees (BOT), may be asked to meet with the parties involved for resolution.

No retaliation of any kind will be tolerated by, for, or against anyone involved in the dispute and/or conflict resolution process. This includes any contact with the individuals involved in the dispute or any actions taken against an individual involved in the dispute. The DO will track all parent/community complaints and/or disputes and will report grievances to the DD and/or CCS Chancellor as needed.

Note: Our HS/EHS program follows the CCS Student Code of Conduct and General Policies, which includes a zero tolerance for *“physical abuse, threats, intimidation and/or other conduct which threatens or endangers the health or safety of any person, including one’s self”* (WAC 132Q-30-214). **With your help, we can work it out! Together, let’s make HS/EHS a fun place to learn, play, and work.**

Licensing, Plans, and Policies

NON-DISCRIMINATION POLICY

It is the policy of Spokane HS/ECEAP/EHS that persons shall not be discriminated against because of race, color, national origin, creed, religion, sex, age, or disability. This policy applies to every aspect of the agency’s programs, practices, and activities, including client services and employment services. Any person who believes he or she has been discriminated against should contact the HS/EHS district director at 509-533-4820.

In accordance with Federal civil rights law and U.S. 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, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at 202-720-2600 (voice and TTY) or 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 discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) 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; or (3) email: program.intake@usda.gov.

EMERGENCY PREPAREDNESS

Staff and children practice monthly fire drills and quarterly disaster drills, such as earthquake, lock-down, and bomb threat procedures. You can contact your center manager for more information about your center's Disaster Plan. Every site has a designated secondary evacuation location and additional off-site contact numbers for emergencies. The Community Colleges of Spokane operations hotline, 509-533-3303, is also used to provide emergency information. You will receive a site-specific emergency information card. Each family needs to provide current and up-to-date emergency contact information, so we can reach you immediately in case of an emergency.

You may see your site's office staff for more information about:

- Childcare licensing
- Disaster Preparedness Plan
- Staff policies
- Pesticide (schedule of application)
- Health Care Plan
- Consistency of Care Plan
- Liability Insurance
- Inspection reports and notices of enforcement actions.
- Menus

CLASSROOM PHOTOS

With your permission, your child's teachers may take pictures or video of your child for educational/classroom purposes. During special classroom activities, be aware that other parents may take pictures and make recordings of their child which may also include your child. Parents should not post pictures of other children on social media sites. It is each parent's responsibility to monitor the photographing or recording of his or her own children. HS/ECEAP/EHS has no control over the use or distribution of photos taken by parents. We do not use any form of electronic classroom surveillance. Our program uses social media. We will not use any photos or videos of your child without your express permission.

Policy Review

Our staff will explain our policies and procedures about your family's participation in HS/EHS. Please be sure that you clearly understand each of the following policies as they are explained to you.

ATTENDANCE

Regular daily attendance is an important part of children's success in school. Children make better progress when attendance is consistent and the earlier the better in establishing the habit of regular attendance. When a child's attendance becomes irregular or falls below 85% contact with the family will be made via telephone call, text, email, or home visit. We will work with you to identify and address barriers to consistent attendance. If attendance concerns cannot be resolved, termination of services may occur.

IMPORTANT: Parents are expected to call the center if a child will be absent. If a child is unexpectedly absent and the center has not been contacted within an hour of program start time, we will attempt to contact you to ensure the child's wellbeing. If a child has two consecutive days with an unexplained absence, a home visit will be conducted.

CHILD CARE

Due to liability concerns, only children enrolled in our program are to be at the center during their regular class session. The program will reimburse for childcare costs for volunteer activities that have been authorized by staff.

BEHAVIOR MANAGEMENT

We use Conscious Discipline for social and emotional learning curriculum for the children. Spanking, slapping, yanking, yelling or name-calling of children is not allowed in the center or on the center grounds by anyone, including the child's parents. In accordance with federal Head Start regulations, no child will be suspended or expelled due to child behavior. We will work with parents to create plans to build school success as needed. Child restraint is not used.

CHILD PROTECTIVE SERVICES (CPS)

All HS/EHS staff are Mandated Reporters. If staff suspects that a child may be in danger of abuse or neglect, we are required by state law to call CPS. If possible, staff will tell the parent after the call is made. If parents have concerns, they may call CPS directly or discuss it with a staff person. Our goal is to help you strengthen your family.

CHILD RECORDS

In accordance with federal Head Start regulations, information related to program eligibility, child immunization status, physical and dental exam results, classroom observations, and other relevant records are maintained and updated as needed. All records are kept secure. Only staff with a signed confidentiality agreement and a need to know are allowed access. Parents may request copies or program specific documents from your child's records. See your Family Services Coordinator for additional information.

CONFIDENTIALITY

Family records are confidential. Federal Regulations are followed for maintaining records. The Notice of Privacy Practices explains parents' rights to confidentiality while enrolled in HS/EHS. Only the child's parents or program staff may see the records. Other people/agencies must have parent's written permission/court order to obtain records. Parents can request to see/copy the child's file following agency procedures. Files are destroyed three (3) years after a child leaves the program.

CONSISTENCY OF CARE

Early Head Start classrooms use a Primary Care Model that requires four children be assigned to each full-time classroom staff person. The assigned teacher is the primary caregiver for the children in his/her group. All infant and toddler classrooms follow a Daily Staffing Plan to ensure appropriate and consistent care. All preschool classrooms follow a Lead/Monitor Protocol defining which staff is responsible for specific planned activities. These plans are posted in each classroom.

DRUG-AND WEAPON FREE ENVIRONMENT

We promote drug/alcohol and weapon free environments according to the CCS Student Code of Conduct and General Policies.

ENROLLMENT AND DISENROLLMENT

Enrollment is determined following HS/EHS federal requirements for family income and age of the child. Children transition out of Early Head Start at age 3 and out of Head Start when they become eligible for kindergarten.

FRAUD

HS/EHS is a federally funded program. Eligible families benefit from participating in the program. Families must meet specific requirements as defined in section 1302.12 of the performance standards to be eligible for the program. If participants intentionally provide false information, it could jeopardize their child's eligibility and continued enrollment in the program.

ILLNESS

Children should not attend school if any of the conditions listed in the Parent Handbook or a contagious disease is known or suspected.

LATENESS

Children are expected to arrive on time, stay for the complete session, and be picked up on time. Sites that charge a child care fee may have additional late fees. Parents are encouraged to drop off their children by breakfast (see center for schedule). Pick-up time is flexible within regular hours of operation.

OUTSIDE PLAY

Children play outside daily. Dress your child for the weather and provide a change of clothes.

PICK-UP

Staff will only release children to those people the parent has authorized in writing. The person picking up the child must be at least 13 years of age and be authorized by the parent. If a biological parent wants to pick up a child, the staff must release that child unless we have a copy on file of a court order restricting that parent. Anyone picking up a child should be prepared to produce identification if requested since all staff may not be familiar with parents or family members. If an adult comes to the center and appears to be intoxicated or otherwise impaired when picking up the child, the authorities may be called. Repeated late delivery or pick-up will be subject to a late arrival/pick-up contract. If parents and emergency contacts cannot be reached within one hour of closing time, law enforcement and CPS will be contacted.

TOBACCO AND MARIJUANA FREE ENVIRONMENT

According to WA state law RCW 70.160.030, we are a tobacco free environment. No smoking, including e-cigarettes, will be allowed in any of our facilities or vehicles, or at any of our activities. Staff may request parents not smoke during home visits.

TRANSPORTATION

Due to liability concerns, staff are not allowed to transport parents or children in private vehicles.

FEES AND PAYMENT PLANS

Our Working day childcare sites charge fees for childcare services. DCYF Working Connections Child Care subsidy is accepted. Our campus sites also have a C-CAMPIS Child Care Discount available for parents. The Associated Student Government at SCC and SFCC also provide financial support for a student discount for enrolled students. Contact your site Fiscal Specialist for more information.

Program Options

HS/EHS offers services to eligible families at twelve sites.

PART-DAY PROGRAMS

- Children attend school during a morning (8-11:30 am) or afternoon (12:15-3:45 pm) session.
- Classes are Monday through Thursday.
- There is no cost to families.
- Part day programs are offered at NECC, SCC, and WCCC.
- A collaboration program with Spokane Public Schools special education (CAPE) is offered at NECC and WCCC.

SCHOOL DAY PROGRAM

- Children attend school for 6 hours (Hours vary by location, please ask your Family Services Coordinator).
- Classes are Monday through Friday.
- There is no cost to families.
- School day programs are offered at AEC, Logan/Lidgerwood and NECC.

HOME EDUCATION SERVICES

- This option is provided only for Early Head Start eligible families. It is a two-part program consisting of weekly home visits and attending socialization.
- Families with infants and toddlers are visited in their homes for 90 minutes by trained home visitors that focus on age-appropriate child development activities. During the home visit, each child's development is discussed, and activities are planned to help children learn and grow. In addition, families will receive health, nutrition, social and mental health services.
- Pregnant women meet twice a month with home visitors.

- Socialization is offered twice each month. Check with your home visitor for a schedule.
- Socialization provides parents and their children a variety of classroom activities that are specifically designed for infant and toddler needs.
- There is no cost to families, and snacks are provided.

WORKING DAY PROGRAMS

- Children attend school all day while parents are in school or working. (Campus sites: 7:00 am – 5:00pm; Community sites: 7:00 am – 5:30 pm) No evening or overnight care is provided.
- Classes are Monday through Friday.
- The programs on campus are open only the days the campus is open for classes (exception: some SCC and SFCC full-year classrooms).
- There is a monthly fee for working day services in addition to an annual enrollment fee. This monthly fee covers the wrap around hours of care provided in addition to HS/EHS services. See your Site Fiscal Support Specialist for fee schedules and more information.
- Working day services are offered at SCC and SFCC for enrolled students and community and working parents.
- Working day/full-year services are offered at MLKCC, NCDC, Gonzaga Family Haven, Sisters Haven, and WCCC and are for working families.

SITE CLOSURES

HS/EHS observes all federal holidays. Our sites will be closed on those days. We also close for periodic in-service and staff training days. Monthly communication from your site will keep you informed about any impending closure days.

A Message for Parents About Pedestrian Safety

HERE ARE SOME FACTS YOU SHOULD KNOW:

- Preschool children are quick and often unaware of danger.
- Each year, many children are injured or killed when they suddenly dart into the path of a car.
- Most preschoolers are injured near their home or on their own street.
- Most crashes involving children happen between 3 p.m. and 6 p.m.
- Most crashes involving children occur in fair and warm weather.
- Twice as many preschool boys are injured than preschool girls.

THIS IS HOW YOU CAN PREVENT THESE TRAGEDIES:

Supervise children at all times. Children should not be allowed to cross the street alone.

Teach them who can help them cross the street safely.

Teach by explaining. Say: “When I cross a street, I always stop at the curb. I look for cars. I look left for any traffic coming and then I look right for traffic coming that way. Then I look left again. When it is clear, I cross the street and keep looking left and right.”

Teach by example. When you cross a street with your child, always:

1. Hold your child’s hand.
2. Stop at the curb.
3. Look LEFT-RIGHT-LEFT for traffic in all directions.
4. Cross when it is clear.
5. Keep looking for cars as you cross.
6. Encourage your child. As you both safely cross the street together, praise him/her for copying your safe actions or words. Practice what you teach at all times.

Head Start/Early Head Start Centers

To contact the Spokane Head Start, Early Head Start Administrative Office, call 509-533-4800. We are located at 3939 N. Freya Street, Spokane, WA 99217. You can also find us:

- Facebook: <https://www.facebook.com/Spokane.HS.ECEAP.EHS>
- Instagram: @Spokaneheadstart
- Website: <https://ccs.spokane.edu/Head-Start>

Center	Address	Phone	Infants (0-12 mos.)	Toddler (1-3 yrs.)	Preschool	Child Care
Adult Education Center	2310 North Monroe St Spokane, WA 99205	509-533-4650		X	X	
Gonzaga Family Haven	975 E. North Foothills Drive. Spokane, WA 99207	509-533-8711	X	X	X	X
Logan/Lidgerwood	3704 W Nevada Spokane WA 99207	509-279-6480	X	X	X	
Martin Luther King Jr Community Center EHS	500 S Stone Spokane, WA 99212	509-279-6316	X	X		X
Northeast Child Development Center	4001 N Cook St Spokane, WA 99207	509-279-6376	X	X	X	X
Northeast Community Center	4001 N Cook St Spokane, WA 99207	509-279-6351			X	
SCC Bigfoot Child Care Center	1810 N Greene St, Building 20 Spokane, WA 99217	509-533-7170	X	X	X	X
SFCC Early Learning Center	3410 West Whistalks Way, Building 29 Spokane, WA 99224	509-533-3624	X	X	X	X
Sisters Haven Community Building	1935 N Holy Names Ct. Spokane, WA 99224	509-279-6490	X	X	X	X
West Boone Center	2427 W Boone Spokane WA 99201	TBD	X	X		
West Central Community Center	1603 N Belt Spokane, WA 99205	509-279-6340		X	X	X

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

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation.

Classroom Information

My classroom number is:	
My first day of class is:	
My classroom hours are:	
My Teachers' names are:	
My Family Services Coordinator (FSC) is:	
My Cook's name is:	
My Center Manager's name is:	
My center Office Assistant's name is:	
The center phone number is:	