

# WELCOME TO RCS HEAD START

## Parent Handbook

### Serving:

- Alamance County
- Randolph County

### Providing:

**Education, Health,  
Disabilities/Mental Health,  
Transportation, Nutrition, Wrap  
Around & Family Community  
Services**



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## RCS Head Start

### *“Learning Today, Leaders Tomorrow”*

Dear Families,

Welcome to RCS Head Start! We are very excited to be working with you and your family!

This handbook has information that we feel would be helpful and important to you. Please keep it in a special place this year, so you can refer to it when you have questions or need information concerning Head Start. We also encourage you to speak with staff, including myself. The management staff at your child's center is always available to answer any questions you may have, or you can reach the administrative staff at 336-629-5141.

Let us know how we can make this handbook, your child's Head Start experience, or any other aspect of the program better by contacting staff and participating in Parent Committee and other meetings, and by participating in our annual self-assessment during the spring.

Always remember, YOU are the first and the most influential teacher in your child's life. Let us collaborate this year to enrich each other's lives!

We look forward to collaborating with you at RCS Head Start!

Warmest Regards,  
Brandi Covington  
Head Start Director

**JSS Site**

615 Gunn Street  
Burlington, NC 27217  
336-226-5558

**HSJ Site**

421 Alamance Road  
Burlington, NC 27215  
336-436-0202

**CR Site**

118 Virginia Ave.  
Asheboro, NC 27203  
336-672-5570

**HSS Site**

7279 Jordan Rd  
Ramseur, NC 27316  
336-824-4063

**Graham Site**

620 Ray St  
Graham, NC  
336-229-5250



## ***OUR MISSION...***

***RCS HEAD START IS COMMITTED TO  
PROVIDING QUALITY, COMPREHENSIVE  
PRESCHOOL SERVICES TO ELIGIBLE  
CHILDREN AND THEIR FAMILIES  
WHICH WILL PROMOTE SELF-  
SUFFICIENCY, SELF WORTH, AND  
PRODUCTIVITY IN THE COMMUNITY.***



## **HISTORY OF RCS HEAD START**

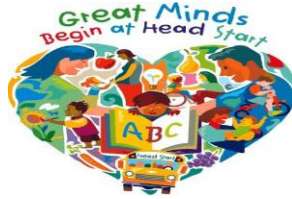
The Head Start program began in 1965 with the implementation of the Economic Opportunity Act, under President Lyndon B Johnson's administration. The Head Start Program was designed to provide preschool children from economically challenged families with a “Head Start” on formal education. The first Head Start classes, attended by about 561,000 children, met for eight weeks during the summer of 1965. By 1972, most Head Start programs were full-year preschool programs.

The Head Start program was designed to be a comprehensive program which would meet the needs of children and families so they are ready for kindergarten without barriers that may hold them back. In order to effectively achieve this goal, Head Start addresses areas beyond just education. Disabilities, health (including dental, medical, mental health and nutrition), social services, and parent engagement are all integral parts of Head Start. The Children and families that are served in Head Start have a better chance to succeed in all aspects of life.

Regional Consolidated Services (RCS) Head Start began as a single classroom in Asheboro in 1990. in 1994 & 1995 RCS Expanded to serve a total of 6 classrooms throughout Randolph County. Over the years RCS continued to expand to other counties and offer quality Head Start Services to children and families. Eventually RCS Head Start served Alamance, Randolph, and Caswell Counties. Recently, due to the COVID Pandemic, families have relocated out of Caswell County and our services are no longer needed there. We have continually shifted our program to meet the needs of families in the best possible way.

As of today, RCS Head Start serves 351 Head Start and 32 Early Head Start children and families located in Alamance & Randolph County with centers in the towns of Graham, Burlington, Ramseur, and Asheboro.

RCS Head Start has excelled at providing quality services, which is reflected in the 5-Star rated licenses of all centers. In 2005 RCS Head Start was recognized by the National Head Start association as an Outstanding Grantee.



## ABOUT YOUR HEAD START PROGRAM

**CHILD DEVELOPMENT:** The Child Development Component of your Head Start program was developed to provide your child with a learning environment and varied experiences which will help them to develop socially, intellectually, physically, and emotionally in a manner appropriate to their age and stage of development. To achieve this, we will focus on the following throughout the year:

- Strive to integrate the educational aspects of the other program components in daily program activities.
- Involve YOU in educational activities to enhance your role as the most important influence on your child's education and development.
- Assist YOU in increasing your knowledge, understanding, skills and experience in child growth and development; and
- Identify and reinforce experiences, which occur in your home that you can utilize as educational activities for your child.

**HEALTH:** The Health Component of your program was developed to ensure a broad range of medical, dental, behavior (mental) health and nutrition services to be received by your child, and to assist in your child's physical, emotional, cognitive, and social development toward the overall goal of social competence.

- Ensure children and families have an on-going Health Care System, which includes medical and dental services and will continue after leaving your Head Start Program.
- Ensure children and families that need follow up care receive the services in a timely manner.
- Ensure children with Chronic Health condition(s) are addressed, which includes an Individual Health Plan that involves input from Parents, Health Care Provider and Head Start Health Coordinator.
- Offer health training and materials that will assist parents in securing any needed services.
- Ensure children are up to date according to our states EPSDT/Health Choice schedule for physicals, immunizations, and dentals. If you need any assistance please let a staff person know and we will address the need.
- Ensure a Healthy and Safe Environment for everyone; we have included our Illness/Disease Policy/Guidelines on the next page. Keep your child at home if he/she has the following contagious diseases or illness or is feeling sick and not able to participate in all activities. Our Guidelines are based on the American Academy of Pediatrics, Caring for Our Children and our local Health Department to ensure a healthy environment for everyone.
- Please understand that the Guidelines also state that if caring for a mildly ill child compromises the staff's ability to care for all children's safety and the child is unable to participate in all activities the child will need to be sent home.

## **RCS Head Start Attendance and Illness/Disease Policy/Guidelines**

<b>Illness/Disease</b>	<b>What Should Staff Do?</b>	<b>Child Can Return to Head Start Center:</b>	<b>Required Paperwork:</b>
Chicken Pox	Call Parent. Child must be sent home.	When all chicken pox is scabbed over or doctor states child can return	Doctor's note
Diarrhea (2 or more episodes within 1 hour and/or is not contained)	Call Parent. Child must be sent home.	No Diarrhea	None
Diarrhea (with blood or mucus)	Call Parent. Child must be sent home.	When doctor states child can return	Doctor's note
Fever (temperature greater than 100 - armpit)	Call Parent. Child must be sent home.	Fever free for 24hrs without fever reducing medication & child can participate in all normal activities	None
Head Lice	Child can stay at school.	After Treatment has begun	None
Ill feeling and cannot participate in normal activities	Call Parent or Health Coordinator	Child feels well & can participate in all normal activities	None
Impetigo	Child can stay at school.	After antibiotic treatment has begun. Lesions that are draining must be covered.	Doctor's note
Rash <i>with</i> fever and/or behavior change	Call Parent. Child must be sent home.	Rash clears and fever subsides	None
Rash/sores that are oozing and/or cause <i>severe</i> itching	Call Parent. Child must be sent home.	Rash/sores clears. Itching is controlled with/without medication.	Doctor's note
Ringworm (on skin or scalp) or Scabies	Child can stay at school.	After treatment has begun	Doctor's note
Strep Throat/Scarlet Fever	Call Parent. Child must be sent home.	24 hours after treatment has begun	Doctor's note
Pink Eye	Contact Health Coordinator	Depends on type, may need to be treated if more than 5 days or evidence of spreading.	None
Vomiting (2 or more times within an hour)	Call Parent. Child must be sent home.	No vomiting	None
Fifth Disease (slap cheek)	Child can stay at school.	No exclusion needed	None
Hand, Foot & Mouth Disease	Contact Health Coordinator	Exclude children with blisters in the mouth and/or lesions on the hands	None
RSV	Contact Health Coordinator	Exclude children with rapid or labored breathing and fever.	None
COVID	Call Parent. Child must be sent home. Contact Health Coordinator.	If child is positive, can return five days after diagnosis, if fever free.	None
Bacterial Meningitis, Diphtheria	Call Parent. Child must be sent home.  Contact the Health Coordinator.	When doctor states child can return	Doctor's note
Measles, Mumps			
Pertussis (Whooping Cough)			
TB, Croup, Pneumonia			

*\*\*Contact the Health Coordinator if you have any Questions.*

*Revised 2023*

If your child has had an operation and/or broken a bone, please know that you will need to bring a doctor's note stating that the child can return to normal activity and can participate in all activities, including outside play. This is to ensure the safety and wellbeing of the child.

If your child contracts a contagious illness, please notify your child's teacher or your Family Advocate of the illness so we can notify parents of children who have been exposed to the illness/disease.

**NOTE:** We ONLY give general information out about exposure and symptoms – we **DO NOT** give out your child's name or any personal information. Similarly, if someone in the center is diagnosed with a contagious illness, we will notify you that your child may have been exposed and will include information about that illness.

If your child is required to take prescription or over-the-counter medication during Head Start hours, we are required to have a completed RCS Head Start Medication Permission Form on site. This form must be completed by your child's healthcare provider for both prescription and over-the-counter medicine(s) and signed by the Parent/Guardian. All medication(s) must be in the original container(s) and have the pharmacy label. Siblings are not allowed to share medication even if it is the same medication. If your child rides the bus, you must give the medicine and forms to the bus monitor.

If your child has a chronic health condition, such as Asthma, Diabetes, Epilepsy, and/or Severe Allergies, etc.; we are required to have an RCS Head Start Individualized Health Plan completed by the child's healthcare provider before your child enters the classroom. There may also be a delay of entry if Head Start Staff need specialized training for the health condition(s). This is to ensure the safety and well-being of the child!

#### **BEHAVIOR (Mental) HEALTH:**

- Parent Survey: The teacher will ask a parent to complete a behavior survey during the first home visit. The survey will be filed in the classroom file. A copy may be forwarded to the Mental Health Coordinator as part of the referral process later.
- Classroom Observations: The Behavioral Consultant will conduct a classroom observation within the first 45 days of school and the parent will receive written documentation if needed.
- Referral process: The teacher will complete a Behavior Notification Form stating negative behavior/s and review this form with the parent. The parent is made aware if the behavior/s continues a referral for behavior issues or mental health concerns may be needed. Based upon observations from the Behavior/Mental Health Consultant and the teacher, a referral to an outside agency may be recommended at any time. Head Start staff and the Consultant will assist the parent with the referral process as needed; however, the parent is responsible for scheduling this appointment.
- Follow up as needed: The parent may schedule a conference with any Head Start staff or consultant on an as-needed basis. The parent may share information regarding additional services the child is receiving while enrolled in the Head Start program.

**DISABILITIES:** The Disabilities Component of your Head Start program was developed for the purpose of ensuring that the needs of children with disabilities and their parents are met and that advocacy on behalf of children with special needs occurs in the community.

**FAMILY PARTNERSHIPS:** The Family Partnership Component of your Head Start program was developed for the purpose of:

- Providing for enrollment of eligible children regardless of race, sex, creed, color, national origin, or handicapping condition.
- Enhancing the development of parenting skills among our families.
- Encouraging families to develop goals and assisting them to meet those goals using community resources.
- Encouraging families to become engaged in all areas of our program and their child's education.
- Support positive parent-child relationship

**COMMUNITY PARTNERSHIPS:** The Community Partnership Component of your Head Start program was developed to ensure the following is accomplished:

- Establish and maintain an outreach and recruitment process to ensure enrollment of all eligible children in Alamance, Caswell and Randolph Counties.
- Identify resources that will enhance the Head Start program.
- Make families aware of community services and resources and help them to access them.

## **IMPORTANT PARENT INFORMATION**

### **INCLEMENT WEATHER**

RCS Head Start will announce closings and delays of Head Start centers *by county*. All closings and delays will be aired on **WFMY News 2, WXII 12, and on Fox 8.**

1. Head Start usually, but not always, goes by public school closings/delays.
2. Please look for RCS Head Start (Alamance and Randolph) when inclement weather occurs. Sometimes only one county will be affected by weather so look closely at the county name.
3. If there is a delay, all activities are postponed by the amount of time of the delay. For instance, during a 2 hour delay, Wrap would open at 8:30 instead of 6:30, bus routes would be canceled for the day and regular Head Start would begin at 10:00 not 8:00.
4. If Wrap is not going to be open in the morning it will say “No A.M Day Care” and you can bring your children in at 10:00.
5. If regular Head Start is closed but Wrap is open it will say, “Day Care open at whatever time.”

If you have any questions, please call the center at the following numbers or the main office.

**Main Office:** 336-629-5141

<b>Alamance County:</b>	<b>Randolph County:</b>
<b>-JSS Site:</b> 336-226-5558	<b>-CR Site:</b> 336-672-5570
<b>-HSJ Site:</b> 336-436-0202	<b>-HSS Site:</b> 336-824-4063
<b>-Graham Site:</b> 336-229-5250	

### **NO SMOKING POLICY**

RCS Head Start does not allow the use of tobacco products, including e-cigarettes/vapes on the premises. We will provide information about the health hazards related to tobacco use as well as where to go for help or support to stop using these products. **Please be mindful of illegal substance odors and use when on the Head Start premises.**

## PARENT CODE OF CONDUCT

Regional Consolidated Services Head Start is committed to maintaining a respectful environment that is conducive to learning, as well as ensuring the safety of children, parents, visitors, and staff in all our facilities. In order to maintain an open, positive, courteous, respectful, and secure environment, it is essential that all parents/guardians and visitors adhere to the expected code of conduct outlined below at Head Start sites, bus stops, home visits, and functions:

- All parents/guardians and visitors involved with the program will:
  - Respect and promote the unique identity of each child and family and do not stereotype on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition.
  - Follow program confidentiality policies concerning information about children, families, and staff members. No photos or video without permission.
  - Use positive methods to support children's well-being and prevent and address challenging behavior. Do not engage in corporal punishment, emotional or physical abuse, or humiliation. Do not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.
  - Maintain courteous and respectful relationships with program staff and consultants, as well as other parents, guardians, volunteers, children, and other participants.
- Regional Consolidated Services Head Start will not tolerate behavior by parents/guardians, visitors, or anyone else involved with the program that violates the Code of Conduct. Examples of violations include, but are not limited to the following:
  - Using threatening, hostile, intimidating, bullying, harassing, foul language or behavior toward employees, volunteers, or children, including a child's family members and care providers.
  - Words or actions that intimidate, harass, or discriminate against any person on the basis of race, color, national origin, religion, age, gender, sex, sexual orientation or disability.
  - Physical or verbally aggressive punishment of a child.
  - Excessive swearing or cursing.
  - Smoking/vaping.
  - Quarreling, verbal fighting, loud shouting, and displays of anger.
  - Possess, consume, sell, distribute, or exchange alcoholic beverages and/or controlled substances, or be under the influence of either on agency property or at an agency function.
  - Possess or use weapons in or on agency property or at an agency function.
  - Physical violence.
  - Inappropriate or excessive displays of physical affection between adults.
  - Violate any federal or state statute, local ordinance, or agency policy while on agency property or at an agency function.
  - Any action that disrupts the Head Start program.

If a parent/guardian or visitor violates the Code of Conduct, Regional Consolidated Services reserves the right to:

- Restrict parent/guardian or visitor access to program children, classrooms, functions, and/or facilities.
- Contact Social Services

- Contact the police
- Take civil or criminal action.

## REQUIREMENTS FOR THE CLASSROOM

Parents must provide a change of clothes for their child, which will be kept in the child's cubby. Parents must replace the change of clothes whenever the child uses the spare clothes and whenever the weather changes. To ensure your child's safety, please do NOT send your child to Head Start wearing flip-flops, backless or open-toe shoes. Children will not be permitted to stay in the classrooms with flip-flops or open-toe shoes, nor will they be allowed to enter the bus. ( If need assistance please let us know)

Parents must notify their child's teacher of changes in address, home/cell phone numbers, work numbers and emergency contact numbers (3 different contacts). Children WILL NOT be released to anyone who is NOT on the authorized pick-up/release form. **WE DO CHECK PHOTO ID! The name listed on the pickup release form must match the photo ID.**

Head Start hours are from 8:00 AM - 2:30 PM. We would suggest that you have your child at the center and in the classroom by 8:30 so breakfast can be served in a timely manner.

Parents are encouraged to attend Parent Committee Meetings, serve on Advisory Committees, serve on the Policy Council, and volunteer in classrooms and on field trips.

For safety reasons, your child is not to bring food, drink, toys (unless requested for special event days), chewing gum, pencils, or book bags.

## HOME VISITS & PARENT TEACHER CONFERENCES

Parents are required to allow teaching staff members to conduct (2) home visits during the Head Start year. Home visits are required by Head Start. They give you and your child the opportunity to get to know the teachers in a familiar setting. Teachers and parents will discuss the child's development and establish goals for the child.

Teaching staff are required to conduct (2) parent-teacher conferences during the Head Start year. Parent-teacher conferences will be held at the Head Start Center. They give the parents and teachers the opportunity to discuss the child's development and establish goals for the child.

## VOLUNTEERS AND SUBSTITUTES

**Volunteers** must be the minimum age of sixteen years old and have a TB skin test on file. Volunteers who work in a Head Start classroom must complete a one-hour orientation workshop.

**Substitutes** must be 18 years of age, hold a Diploma or a GED and have a TB skin test on file. Substitutes who work in the Head Start classroom must complete a four-hour orientation.

When volunteering or working as a substitute you must follow a dress code as stated: Shorts must be knee length. No open-toed sandals or flip-flops. Clothes should be neat and clean. No excessively tight/revealing clothes. No exercise-type clothing including bicycle shorts and leggings. Hats may NOT be worn in the classrooms or on the buses.

Volunteers, who begin working at the beginning of the day and work a total of 4 hours are allowed to eat lunch in the classroom provided there is extra food. Please note that when volunteering and eating in the classroom, volunteers must share the same menu with the children.

As a parent, if you volunteer in your child's classroom, or other RCS Head Start classrooms, you cannot bring other children (siblings). NC Child Care licensing regulations require that only enrolled children are present in our centers.

## **CHILD ABSENCES**

You must notify your child's teacher or your Family Advocate if your child will be absent. If your child is absent, a staff member will attempt to contact you one hour after arrival time to make sure everything is okay. If your child is absent for 3 consecutive days and you have not contacted the center, we will attempt to contact you to help. However, if we are unable to contact you, we will follow procedures for dropping your child from the program so we can enroll a child who can attend. **We can drop a child for chronic absenteeism!** If you want to voluntarily withdraw your child from Head Start, we appreciate you notifying us as soon as possible so we can enroll another child.

## **LATE PICK UP**

Parents/Guardians are considered late if they arrive more than 15 minutes after the scheduled pick-up time for their child. For children in the WRAP Around program, DSS Vouchers indicate the latest pick-up times for their child and will be considered late if they arrive more than 15 minutes after the time specified on the voucher. The parent will be allowed 3 late pick-ups before we will begin charging for late fees. Late pick-ups will be documented, tracked, and monitored.

Penalty charges for late pick-up are at the rate of \$5.00 for every 15 minutes or \$15.00 per hour:

16 – 30 minutes late:	\$5.00 late fee
31 – 45 minutes late:	\$10.00 late fee
46 – 60 minutes late:	\$15.00 late fee

If a child in regular Head Start is not picked up by 4:00 pm, or a child attending the WRAP program has not been picked up within an hour of voucher pick-up time, then the Department of Social Services will be called.

## **CLASS PARTIES**

Birthday parties will be limited to one combined party for all birthdays in a given month. We do this so no one will be left out and the amount of "junk" foods can be kept to a minimum. Teachers will choose the date of the party and you will be notified in the bi-weekly newsletter.

You are welcome to participate in the monthly parties, however, please note that if you are volunteering to help with activities in the classroom, you cannot bring other children. NC Child Care licensing regulations require that only enrolled children are present in our centers.

You are welcome to bring treats for the monthly parties, however, due to NC sanitation laws, treats must be pre-packaged, store-bought foods. As much as we'd love to, we are not permitted to allow homemade foods to be served in our centers.

**No party items shall be transported on the bus to and/or from school.**

## **FIELD TRIPS**

Your child's class will go on fun, educational field trips this year. If you volunteer to help with the field trip, your child's teacher must submit your name on our field trip request form. Please note that you cannot bring other children because the NC Child Care licensing regulations apply to field trips as well. All children must be transported to and from field trips on the Head Start bus, therefore each child must be signed in and out at the center. Again, this is to ensure compliance with NC Child Care licensing regulations.

## **TRANSPORTATION RULES**

For safety reasons, your child is not to bring food, drink, toys, chewing gum, pencils, or book bags on the bus. Please note that we cannot transport items that cannot be restrained while the bus is moving.

It is very important that you and your child are at the bus stop and ready at least ten minutes before the bus is expected to arrive.

For safety reasons and because of NC Child Care Rules as well as Federal Head Start regulations, you or another responsible adult (***somebody who has reached the age of legal majority, 18 years of age in the United States***) must walk your child all the way to the bus and assist your child with getting on the bus. In the afternoon, you or another responsible adult (***somebody who has reached the age of legal majority, 18 years of age in the United States***) AND on your child's approved pick-up list must meet your child at the door of the bus, help him or her off the bus and escort him or her away from the bus.

You also must be at the bus stop on time. If you miss the bus, you will have to pick up your child from the Head Start Center. Our bus drivers and monitors are not allowed to let a child off the bus if a parent, or another responsible adult on the pickup list, is not there to meet the bus.

Head Start provides transportation for children who qualify for this service. However, children must ride both a.m. /p.m. for at least four (4) days weekly in order to maintain your child's space on the bus. If you can provide transportation and do not wish for your child to ride the morning and afternoon bus, please notify the bus driver. The driver may have children who can utilize the space morning and afternoon.

Winter:

It is very important to Head Start that we keep all your children safe during the upcoming winter months; therefore, all harnesses must be put on the child, *not* over the winter coat. This means parents must remove the large coat, put the harness on the child, and then replace the winter coat. We realize that it is very cold. You may layer your child's clothing. A light jacket can also be worn under the harness.

## **Wrap Around Services (Before & After School)**

### **REQUESTING WRAP AROUND SERVICE**

When a Family Advocate enrolls your child, you should be informed of the Wrap Around services through the subsidized childcare voucher system if it is available in your county.

As parents of a Head Start child, you must contact your local Department of Social Services (DSS) and make an appointment to complete a written application/voucher form.

If you are eligible for a subsidized childcare services voucher, the county DSS will issue a Child Day Care Voucher for each eligible child. The DSS worker, based on your need and income, determines eligibility. When eligibility has been determined and fees established, DSS will send a voucher electronically to Head Start. Head Start Staff will accept the voucher and then you will be notified when your child can begin the Wrap Around Program.

### **WRAP AROUND FEES**

Individuals who are eligible for Wrap-Around Head Start may be charged a fee established by DSS.

**Fees are due by the first working day of each month. All payments are to be paid prior to receiving service.**

**Failure to pay fees regularly and on time may result in termination of extended day child care services. NOTE: If you leave a day care provider owing fees you will not be allowed to receive assistance through any Department of Social Services until those fees are paid in full.**

When a child begins/terminates Wrap Around services in the middle of the month, Head Start will compute the fee for that month by multiplying the number of days the child was enrolled by the daily fee amount.

### **WRAP AROUND ATTENDANCE**

Whenever a child has been absent three consecutive days or five days in any month, the Family Advocate, the Teacher or the Wrap Around Coordinator must contact you to determine why the child has been absent.

Continued absence without justification may result in termination. If termination is appropriate, the Wrap Around Coordinator will contact the Department of Social Services to inform them of the termination.

### **WRAP AROUND ARRIVAL AND DEPARTURE**

Upon arrival and departure, a parent or another responsible adult (*somebody who has reached the age of legal majority, 18 years of age in the United States*) must sign all children into and out of the classroom each day.

Upon departure, a parent or another responsible adult (*somebody who has reached the age of legal majority, 18 years of age in the United States*) on the Pick Up/Release Form, must sign the child(ren) out of the classroom each day. The accompanying adult's name must be listed on the RCS Head Start Pick-

up/ Release Form and show a picture ID in order for staff to release the child. The name on the Pickup/Release Form must match the name on the picture ID.

All children must arrive and be picked up by the time determined by their parent's work schedule per DSS. For children in the WRAP Around program, DSS Vouchers indicate the latest pick-up times for their child and will be considered late if they arrive more than 15 minutes after the time specified on the voucher. If your child attending the WRAP program has not been picked up within an hour of voucher pick-up time, then the Department of Social Services will be called. All late pickups will be documented. Children cannot remain at the center longer than ten hours per day. If a Wrap Around parent/guardian owes both a late fee and a parent fee, the payment received by RCS Head Start will first be applied to the late fee.

Penalty charges for late pick-up are at the rate of \$5.00 for every 15 minutes or \$15.00 per hour:

16 – 30 minutes late:	\$5.00 late fee
31 – 45 minutes late:	\$10.00 late fee
46 – 60 minutes late:	\$15.00 late fee

In case of emergencies, please contact center staff.

**AS RECIPIENTS OF WRAP-AROUND SERVICES, PARENTS SHOULD:**

- A. Bring your child regularly to Head Start, understanding that not regularly using Wrap Around services may result in the termination of those services.
- B. Pay the fee for which DSS has determined you are responsible for paying. Failure to pay these fees regularly and on time may result in the termination of Wrap Around services.
- C. Call any time your child will be absent and give the reason why.
- D. Call any time your child will be out of Wrap Around care for more than 5 days in a month due to illness, vacation, holidays, etc.

At Head Start, we do have a late pick-up policy that parents are required to follow. Please note the required policy guidelines on page 17

## **OUR CHILD ABUSE/ NEGLECT POLICY**

A. Staff is required to report any suspected case of child abuse and/or neglect to the designated County Department of Social Services.

B. The procedure for reporting suspected child abuse and/or neglect is as follows:

1. Suspected child abuse and/ or neglect must be documented and reported immediately.
  2. The employee who witnessed the situation, which prompted suspicion, must call the Family Community Partnership Coordinator and report the situation verbally to her/him.
  3. The employee must then call the appropriate County Department of Social Services and report the suspicion to a child protective services intake specialist. The employee must have ready the following information when calling Social Services:
    - a. The child's name,
    - b. The child's parents/guardians' names,
    - c. The family's address,
    - d. Directions to the home,
    - e. Parents'/guardians' home and work numbers,
    - f. Names, addresses, and phone numbers of anyone related to the situation,
    - g. Specific information about the suspected abuse and/ or neglect.
  4. The employee must complete a "Child Abuse and Neglect Report Form" and submit the form to the Family Community Partnerships Coordinator immediately after making the report to the Department of Social Services. The Report Form will be filed in the Head Start central office.
- C. Child Abuse and/or Neglect information is confidential and may not be discussed with anyone other than officials stated in this policy and the Head Start Director and Agency Executive Director for professional purposes only. A breach of this confidentiality will result in disciplinary action.

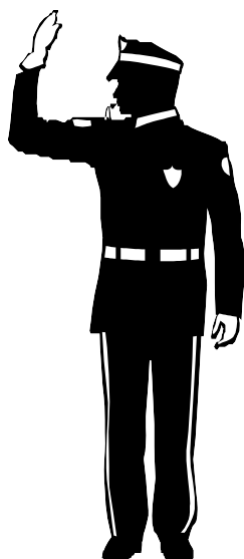
# Pedestrian Safety

Take the Time  
to **Cross Safely.**



## **Teach your Children:**

- ⇒ Do not cross the street alone if you're younger than 10 years old.
- ⇒ Stop at the curb before crossing the street.
- ⇒ Walk, don't run, across the street.
  - ⇒ Cross at corners, using traffic signals and crosswalks. Never cross the street at mid-block or from between parked cars.
- ⇒ Look left, right and left again before crossing.
- ⇒ Walk facing traffic.
- ⇒ Make sure drivers see you before crossing in front of them.
- ⇒ Do not play in driveways, streets, parking lots or unfenced yards by the street.
- ⇒ Wear white clothing or reflectors when walking at night.
- ⇒ Cross at least 10 feet in front of a school bus.



THE MOST IMPORTANT STEPS YOUR CHILD EVER LEARN.



## **GRIEVANCE PROCEDURES FOR PARENT AND COMMUNITY COMPLAINTS**

A. RCS Head Start Staff must treat parents and other members of the community with a professional, respectful manner at all times while delivering the comprehensive services required to successfully complete the Head Start program.

B. Any parent or member of the community who has a complaint about any aspect of the Head Start program may file a grievance according to the following procedures:

1. A parent or member of the community shall present the complaint in writing to the appropriate component Coordinator. The coordinator must assist in transcribing an oral complaint if necessary.
2. The component Coordinator must fully investigate the complaint including obtaining signed statements from persons directly involved in the incident.
3. The Coordinator must give a written response, based on conclusions of the investigation, within five (5) working days of receiving the original complaint.
4. If the response given to the complaint(s) is not satisfactory or if it is not timely, the parent or community member shall file the complaint with the Head Start Director within three (3) working days.
5. The Director must review the grievance, and do further investigation involving all parties either separately or together.
6. The Director must give a written response within five (5) working days.
7. If the response given by the Director is not satisfactory, or if a response is not given timely, the complaint may be filed with the Policy Council Chairperson within three (3) working days.
8. The Policy Council Chairperson must convene a hearing with the grievance committee of the Policy Council within ten (10) working days.
9. The parent or community member and the grievance committee may be represented by their attorneys and/or witnesses may attend this hearing.
10. Recesses or continuances may be granted by a majority vote of the grievance committee.
11. The grievance committee must give a written decision within three (3) working days following the conclusion of the hearing.
12. The decision of the grievance committee will be presented to the full body of the Policy Council the next scheduled meeting.
13. The written decision of the grievance committee of the Policy Council shall be the final decision regarding the grievance.