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**Subject : Communication and Reporting**

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**Policy**

**Purpose:** To insure that information flows to and from Community Members, Parents and Staff, in an effort to increase awareness of rights and responsibilities, services available, methods of delivery, education/training opportunities, and collaborative efforts.

**Community**

Communication with community members and partnering agencies is essential in the development of resources offered to families served through Early Head Start. This communication is also instrumental in collaborating services between Early Head Start and other agencies providing services to the same families.

**Procedure****Methods of Communicating With the Community Include:**

- Public Service Announcements/Radio and Newspaper
- Flyers/Announcements posted in communities
- Staff contact with other agencies dealing with specific day-to-day issues facing families
- Community Interagency Network meetings
- Invitations to community and agency members to serve as guest speakers/trainers for parent education opportunities

**Staff**

Communication with staff is essential to ensure that performance standards are met consistently in all areas of working with families and other staff members.

Communication is also important for growth and improvement of all staff. Communication with staff takes place through many forms, which include:

- Home Visit Observation forms
- Family Partnership Process evaluation forms
- Performance evaluations
- E-mail
- Memos
- Telephone
- Staff meetings/training
- Management meetings
- Staff orientation

## **Parents**

Parents have opportunities to communicate with staff regularly during home visits. The initial sharing of information takes place at intake. Staff communicates the current opportunities for education, training, and parent involvement during subsequent visits. Parents have opportunities to share concerns and needs with staff and receive direct services or referrals to agencies that can best meet their needs.

- Parents receive the monthly newsletter which provides practical information for families. Flyers are sent out to inform families of education and training opportunities available in their community.
- Parents have opportunities to participate in regular parent meetings and can serve as a Parent Committee Officer or as a Policy Council Representative. At these levels, parents receive information regarding the agency as a whole and share responsibility for the dissemination of this information to other parents and staff.
- Communication with parents will be carried out in the parent's primary or preferred language with the use of interpreters if necessary. Materials will be translated.
- Home visit observations.
- Family Partnership Process.
- Parents are given a calendar at intake for new enrollees and at the beginning of each school year for returning children that includes: holidays, school closures, early release days, staff development, group socializations, bad weather make up days, and the first and last days of school.
- For Health and Developmental screenings, parents are notified in a timely manner.
- Teachers and home visitors will distribute flyers/notifications to families and have them sign for them.