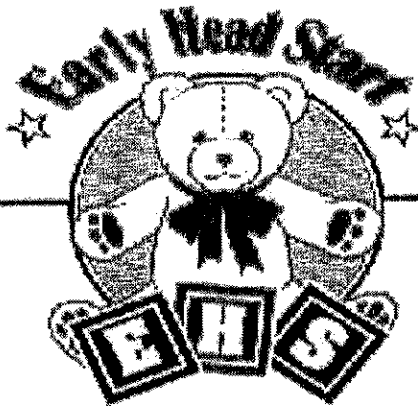


North Texas Parent and  
Child Development, Inc.



**Center Information:**

Jeanne Wakeman  
Center  
1201 E. Scott St  
Wichita Falls, TX 76301  
940-766-2245

Fuller Center  
500 Flood Street  
Wichita Falls, TX 76301  
940-687-0885

Burkburnett Center  
109 Kramer Rd  
Burkburnett, TX 76354  
940-569-1411 ext 4

MAIN OFFICE:  
500 FLOOD STREET  
Wichita Falls, TX 76301  
940-687-KIDS

**PARENT HANDBOOK  
2013-2014**

**THIS BOOK IS TO:**

- Inform parents about our program
- Highlight services offered
- Answer questions you may have about  
Early Head Start

**GIVE YOUR CHILD AN EARLY HEAD START**

**North Texas Parent and  
Child Development, Inc.**



**North Texas Parent and Child Development, Inc.**

**Early Head Start**

500 Flood Street

Phone: 940-687-5437

Fax: 940-687-0800

**Jeanne Wakeman Early Head Start Center**

1201 E. Scott St

Wichita Falls, TX 76301

Phone: 940-766-2245

Fax: 940-766-5561

**Fuller Early Head Start Center**

500 Flood St

Wichita Falls, TX 76301

Phone: 940-687-0885

**Burkburnett Early Head Start Center**

109 Kramer Rd

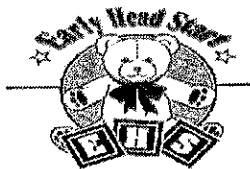
Burkburnett TX, 76354

940-569-1411 ext 1179

**WELCOME TO OUR PROGRAM!!**

**“Hello—Welcome”**

Spanish ..... Hola - Bienvenidos  
Nigerian..... Kendu—I Biala  
Korean .....Aaunyo-Hwan young hap ni da  
Chinese ..... Nre how maa-Whan eln  
Polish..... Jang Dobre—Witajcie  
Hebrew ..... Shalom-Shalom



## **Welcome to Early Head Start!!!**

Dear Parents:

On behalf of our entire staff, welcome to the North Texas Parent and Child Development, Inc. Early Head Start Program. This handbook will provide information about our program, its policies, and its procedures. We hope that it will help you and your family to fully participate in this wonderful program.

Our first priority is the same as yours, which is providing the best education possible for your child. While they are with us they will learn more about themselves and their peers. Our commitment to families involves providing early, continuous, intensive and comprehensive child development services. As you are the most important people in your children's lives, we are also concerned about you and the welfare of your entire family. We offer family support services to our families, parent training and information on activities that you can participate with your child. These activities will help you work to plan and provide for your family, and we ask that you participate in as many as possible.

We encourage you to come to the center often and volunteer. Your assistance to teachers and other staff in the center is a valuable contribution to our program and to your children. This handbook will provide information on a variety of ways that you can become an Early Head Start volunteer, and we look forward to seeing you often.

Again, welcome to Early Head Start and thank you for giving us the opportunity to help you give your child an Early Head Start. We are excited and looking forward to a great time together!!!!

The Early Head Start Staff

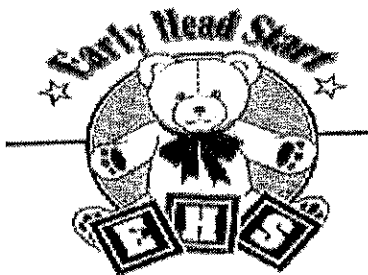
## **WHAT IS EARLY HEAD START?**

Early Head Start services are designed to provide comprehensive child development and family support services to low-income families with children under age three as well as pregnant women. .

Early Head Start (EHS) is a federally funded community-based program for low-income families with infants and toddlers and pregnant women. It is designed to promote healthy prenatal outcomes for pregnant women, enhance the development of very young children, and promote healthy family functioning. EHS evolved out of Head Start's long history of providing services to infants and toddlers through Parent Child Centers, Comprehensive Child Development Centers and Migrant Head Start programs. Recent discoveries about early brain development legitimize the need for Early Head Start services for infants and toddlers.

The community-based Early Head Start programs are based on a foundation of nine principles:

- High Quality
- Prevention and Promotion
- Positive Relationships and Continuity
- Parent Involvement
- Inclusion
- Culture
- Comprehensiveness, Flexibility, and Responsiveness
- Intensity
- Transitions
- Collaboration



*Mission Statement*

North Texas Parent and Child Development Incorporated, Early Head Start, is dedicated to providing quality, comprehensive services to pregnant women, infants, and toddlers. Teaming other agencies enables us to help each child and family achieve social competency. Early Head Start recognizes that parents are the primary influence in the child's life, and promotes them to participate in every aspect of the program.

**Goals of Early Head Start**

- To enhance the physical, social, emotional and cognitive development of infants and toddlers.
- To support parents as the most important and ongoing teachers and nurturers of their children.
- To enhance the bond between parents and their infants or toddlers and to promote positive interactions.
- To promote and support good nutrition for infants, toddlers and families
- To offer activities and support for fathers/significant male caregivers.
- To assist parents in developing strategies and support networks to achieve their goals.

Our program provides the following services for families:

Continuity of Care	Disability Services
Health Services	Nurturing Care
Parent Involvement	Low child - Teacher Ratio
Social Services	Nutrition Services

## Early Head Start Content Areas

### Education

The Education Division's major objectives are to provide the children with a learning environment and the varied experiences which will help the child develop socially, intellectually, physically, and emotionally in a manner appropriate to the child's age and stage of development. The overall goal is social competence. The Educational curriculum for all children includes language, literacy, math, science, creative arts, social and emotional growth, approaches to learning, and physical health and development. The center/home base curriculum is based on the Creative Curriculum for Infants and Toddlers by Amy Laura Dombro, Laura J. Colker and Dianne Trister Dodge. Educational Services also include:

- Two home visits a year
- One parent conferences a year
- One staffing (Parent meeting with all managers and teacher)
- ASQ Screenings
- Individual Goals and Objectives for each child
- School Readiness Goals

### Health

The Health Services Division is responsible for providing each child with a comprehensive health services plan that includes a broad range of medical and dental services. North Texas Parent and Child Development, Inc. will also try to provide the family with the necessary skills and insight, and otherwise attempt to link the family to an ongoing health care system to ensure that the child continues to receive good health care, even after leaving the program.

### Nutrition

The Nutritional Service Division is responsible for providing the child with food that meets two-thirds of the child's daily nutritional needs in a clean and pleasant environment, recognizing the individual differences and cultural patterns; and thereby promoting sound physical, social, and emotional growth and development. North Texas Parent and Child Development, Inc., also provides an environment for Nutritional Services to promote and support the use of the feeding as an opportunity for learning. **If your child has any food allergies or special dietary needs, documentation from a physician must be provided.**

### **Family/Social Services**

The Family/Social Services Division is directly responsible for assisting and securing additional services to the child or family, if needed. Early Head Start is committed to supporting your family by establishing a strong partnership with you. This will reinforce the gains made by your child at Early Head Start and support your own personal goals and self-sufficiency. Services include:

- Two home visits
- A Resource Directory listing resources in our community
- Encouragement and support for your own efforts to obtain the quality services you desire.
- Information to support your training and educational needs.
- Development of goals and strategies that you identify as areas for personal growth.
- Early Head Start parenting meetings with educational topics.
- Support dads and significant males in parenting roles.
- Information to support your training and educational needs.
- Advocacy for you in dealing with other agencies or individuals.
- Support for you in dealing with other agencies or individuals.

### **Disabilities Services**

North Texas Parent and Child Development, Inc. has taken the necessary steps to ensure that children with disabilities are recruited and enrolled in the program. Children with disabilities that attend our program, receive individualized services to meet their unique needs, as well as a full range of comprehensive services normally available to the rest of the children, including provisions for participation in regular classroom activities. Our program takes into account the child's unique needs, their developmental potential, and family circumstances.



## **Parent Involvement**

Parent Involvement is a very important piece of the puzzle for a successful program for you and your child. Knowing well that a major function of a parent is to become the child's primary educator, we encourage parents to get involved in working with their own child with the support of the staff. Our program also offers parents various avenues for parent participation. We have monthly Parent Committee Meetings, educational programs, parent workshops are offered that are based on parent interest, and other parent gatherings. Also, parents are asked to assist in making decisions about what kind of program to have, and how it will operate, parents are encouraged to participate in the classroom as volunteers, or observers, and parents are invited to participate in teaching activities which they have assisted in planning.

### **PARENTS CAN HELP THEIR CHILDREN BY:**

- Taking an interest in what is going on in the classroom, and any take-home activities.
- Helping by volunteering the number of hours that are suggested.
- Being an active parent in the Parent Committee.
- Communicate with teachers and staff about the needs of their child.
- Completing Teachable Moments and turn them in on a timely basis.

### **Child Illness—Exclusion Policy**

Children need to be in good health to be present. Children and adults who have any of the following conditions will be excluded from the classroom until either the child is symptom free for 24 hours, or Early Head Start receives communication from the individual's medical provider stating that they are no longer contagious.

1. Fever: Oral temperature of above 101 degrees, Rectal temperature of above 102 degrees, and Armpit temperature of above 100 degrees
2. A deep, hacking cough
3. Difficulty or rapid breathing, or untreated wheezing.
4. An unexplained rash or blisters of undetermined origin.
5. Vomiting (more than one time).
6. Diarrhea (runny, watery or bloody stools—more than one time).
7. Sore throat with swollen glands



8. Conjunctivitis or Pinkeye
9. Infected skin patches, cuts or openings on the skin that are pus filled or oozing (A doctor's note is required and sores must be kept covered).
10. Untreated thick, yellow pus or mucus draining from the eyes (call or see your doctor).
11. An unusual yellow coloring to the skin or eyes (call or see your doctor).
12. Severe itching or scratching of the body or scalp.
13. Lice or nits (see head lice policy).
14. Illness that prevents the child from participating comfortably in center activities.
15. Illness that results in greater need for care than staff can provide without compromising the health, safety or supervision of other children.

Children who have been diagnosed with a communicable disease may not return to the EHS center without a note from his/her health care provider.

Parents who feel their child is too ill to participate in outdoor activities are advised to keep their child home for an extra day to ensure a complete recovery. If a chronic health condition limits outdoor participation in outdoor activities, a plan will be developed in partnership with the parent and the healthcare provider.

For children's comfort and to reduce the risk of contagion, children should be picked up immediately and up to 1 hours of notification.

- If a child has been absent due to illness, teachers will give the child a general health inspection before the parents leave the classroom. Parents should submit a release for any illness that requires a physician's release.
- Any slight symptoms, such as a runny nose or watering eyes, without a temperature, will be reported to the parents by the staff and parents will be encouraged to seek medical assistance. These symptoms could be a fore runner of a childhood illness.
- Teachers will check the records of the child to be sure that there are emergency numbers for reaching the parents. Parents should have made arrangements for a responsible party to pick up a child who becomes ill at the center.
- After contacting the parents regarding the child's illness, teachers will isolate the child, with supervision, until the parent arrives to pick up the child.
- Copies of well child exams are required to remain on file at the center.

#### **Head Lice Policy**

1. In order to prevent the spread of communicable diseases, children with lice or nits will be sent home and may return to the center when they are lice and nit free.
2. If a child has been sent home with head lice, parents must wait for their child's head to be inspected for lice and nits, prior to being readmitted into the center.

### **Medications**

- Any prescribed medications brought to the facility by the parent/legal guardian of a child shall be dated and kept in the original container provided by a pharmacist, with the child's first name, last name, date prescription was filled, name of the health care provider, medication expiration date, and specific legible instructions for administration and storage.
- Over the counter medications with a documented recommendation by a healthcare provider may be administered at the center. Parents should provide instructions and information on a label including: the child's first name, last name, specific legible instructions for administration, including minimum time between doses, maximum number of doses, and criteria for administration.
- ALL over the counter medications must be brought to the center in their original container.
- Parents are responsible for completing and signing a Medication Administration Form when bringing medication to the facility.

### **Immunizations**

- Children enrolled in North Texas Parent and Child Development, Inc. must keep their child's immunizations current. Parents will be asked to bring an updated copy of their child's immunizations to the center as necessary.
- Children enrolled in Early Head Start are required to bring a copy of each of their child's Well Child Exams to the center. Well Child Exams are completed by a child's physician at the following ages: 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, 18 months, 24 months, 30 months, and 36 months. Copies of Well Child Exams are required to remain on file at the center.



## **Parent Rights and Responsibilities**

### **You as parents have rights. Your rights are as follows:**

- To take part in major policy decisions affecting the planning and the operation of the program.
- To help develop adult programs which will be beneficial for me and my family.
- To be welcomed at the center, in the classroom, at the socialization site, or in the family child care home where my child is assigned.
- To choose how I will participate in the classroom and parent activities.
- To be informed regularly about my child's progress in the program.
- To be treated always with respect and dignity.
- To expect guidance for my child from my child's total individual development.
- To be able to learn about the operation of the program, including the budget and the level of education and experience required to fill various staff positions.
- To take part in planning and carrying out programs designed to increase my skill in areas of possible employment.
- To be informed about all community resources concerned with health, education, and the improvement of family life.

### **You as parents have responsibilities. Your responsibilities are as follows:**

- To learn as much as possible about the program and participate in major policy decisions.
- To accept the Child Development Program as an opportunity through which I can improve my life and the lives of my children.
- To participate as an observer, a volunteer worker, or a paid employee, and to contribute my services in whatever way I can toward enrichment of the total program.
- To provide parent leadership by taking part in elections, explaining the program to other parents, and encouraging their full participation.
- To welcome teachers and other staff people into my home to discuss ways in which I can be of help in my child's development at home, in relation to school experiences.
- To work with the teacher, staff, and other parents in a cooperative way.
- To help decide on Educational trainings to be beneficial for me and my family.

## **Parent Rights and Responsibilities**

- To guide my child with firmness which is both loving and protective.
- To offer constructive criticism of the program, to defend it against unfair criticism, and to share in evaluating it.
- To take advantage of programs designed to increase my knowledge about child development and my skills areas of possible employment.
- To become active in community programs which may help to improve health, education, and recreation for all.
- To become integrally involved in the development of the program's curriculum and approach to child development and education.
- To participate in staff-parent conferences and home visits to discuss your child's development and education.
- To do Teachable Moments or any educational activities.
- To reinforce any plans such as educational and behavior plans

### **Parent Committees**

#### **Who is a member?**

You are!!!

Every parent of a child enrolled in our Early Head Start program is a member of the local parent committee. That's one thing you don't need to apply for: Parent Committee Meetings are held once a month. The agenda normally includes topics of interest to the parents. Early Head Start encourages parents to participate at their center's parent committee meetings.

#### **What does it do?**

Many things, for example: Got an idea about something the kids would like to do or maybe a place they'd like to visit? Bring it up at the meeting, and it might end up in next month's lesson plans. Want to know why the teacher was having the kids dye spaghetti? Now's your chance to ask. Like to find out what people mean when they talk about how kids grow and develop. Let us know, and we'll have a mini-workshop for you. We can handle that too. The list of possibilities is endless. Come to the meetings and get in on the fun.

## **Parents' Policy Council**

### **Who's a member?**

The Parents' Policy Council (PPC) is composed of parents of Early Head Start children currently enrolled in the program and community representatives. All parents serving on the Policy Council must be elected by parents of Early Head Start children currently enrolled in the program. In no case should representatives of the community exceed 50 percent of the total Policy Council. All representatives of the community must be approved by the elected parent members of the Policy Council. They can be representatives from the following groups which have a concern for children of low-income families and can contribute to the program:

- Former Early Head Start parents.
- Major public and private agencies.
- Major community, civic, or professional organizations.

No staff member shall serve on the policy Council in a voting capacity. Staff members may attend the Parent's Policy Council meetings in a consultative, nonvoting capacity.

### **What does it do?**

Working with the program administration, it makes policy, such as personnel policies of our staff. The Parents' Policy Council also participates in preparing our grant application, the hiring and firing processes, and decisions about how our program is going to run. It is also your link as a parent to what's happening on a program-wide basis. Once chosen by Policy Council the Board has final approval.



## **Classroom Volunteers**

Head Start and Early Head Start is required to pay a twenty percent (20%) nonfederal share of the total cost to operate the program. These funds are acquired through volunteer services and in-kind donations from parents, concerned citizens, and service providers. Therefore volunteers play an important role in the Early Head Start Program.

The philosophy in Early Head Start is :

**“THE PARENT IS THE PRIME EDUCATOR OF THE CHILD.”**

### **General Guidelines for Classroom Volunteers:**

- Be Friendly and use a soft and gentle voice with children.
- Call children by their own names as soon as you can.
- Be calm with the children.
- Talk and interact with children at their eye level.
- Avoid calling across a room or play area.
- Let children choose their own activities when possible.
- Respect and encourage the children. Avoid putting them down.
- Be positive in working with children.
- Laugh with the children but not at them.
- Be kind but firm in supervising children.
- Sit and observe quietly if no supervision is needed.
- Show children respect. Offer encouragement and praise.
- Comment on children's pictures by asking them to tell you about them. Avoid asking children to draw specific items. The process of drawing, coloring, or painting is more important than the product.
- Intervene when children appear likely to hurt themselves, others, or materials.
- Help keep materials picked up and clean. Generally children are expected to put away books, toys, puzzles, crayons etc. in their individual boxes, bags, totes or drawers.
- Be understanding with you own child. It is not easy for children to share their parents with other children or to see them working in their groups.
- Be consistent in your actions.
- Parent volunteers in the classroom in which their child is in.

- Remember that good manners are copied rather than taught.
- Avoid visiting with other adults any more than necessary. The children are the first priority.
- Be courteous and kind.
- Calmly report serious injury to the teacher or center director. Avoid showing too much sympathy for minor injuries, but similarly do not act as if nothing is wrong when you know the children are in pain.
- If you give children a choice, make sure you really want them to make a decision.
- Use positive wording. Say, "We take turns," instead of "Don't grab the doll from Jane."
- Speak in a normal way to children. Avoid using baby talk or an affected voice.

#### **Volunteers Classroom Activities Guide**

- **Assist with:** arts and crafts, story telling/reading, rest periods, field trips and special events.
- Help supervise outdoor activities
- Help set tables
- Help clean tables, chairs, and floors after breakfast, lunch and snacks
- Help plan classroom parties for special occasions
- Assist the teacher

## **ADDITIONAL INFORMATION**

(Listed in alphabetical order).

### **Arrival and Departure**

In the morning, each child must be brought all the way into the classroom by the parent or caregiver, and signed in. This allows for communication between the caregiver and the teacher regarding the child, and also ensures the safety of the children in our care.

In the afternoon, parents or caregivers must come to the child's classroom to pick up the child and sign them out. Be sure to sign for any important memos when picking up the child. Children may be picked up from Early Head Start only by designated individuals, as indicated on the child's Pick Up List. **IF A CHILD IS TO BE PICKED UP BY SOMEONE OTHER THAN THE AUTHORIZED PERSON, THE STAFF MUST BE NOTIFIED IN ADVANCE.** In case you have an emergency and need to phone the center regarding a different person to pick up your child, and that person's name is not on the list, you may do so. The teacher will ask such persons to identify themselves with a picture I.D. such as a driver's license.

### **Attendance**

Regular attendance is necessary for your child. Children need time to adapt to new situations. Absences cause the child to require additional adjustment time. You will need to contact the center each day your child will be absent. Because Early Head Start (EHS) is a federally funded program, regular attendance is a must. If your child is going to be absent, call the center and let your child's teacher know.

**Jeanne Wakeman Center (940) 766-2245**

**Fuller Center (940) 687-0885**

**Burkburnett Center (940)569-1411**

### **Attendance (Home-based option)**

Regular attendance is necessary for your child. If you need to cancel, please call in advance of your lesson time and a make-up visit will be required to hold your slot in the program. If absenteeism extends beyond two (2) home visits, a referral will be processed and you will be contacted by the Social Service Manager. Please, notify the home visitor of any circumstances beyond your control that may keep you from attending your lessons on a regular basis. As part of the home based option, parents and children will participate in a group socialization twice a month as well. to Center staff and will be held in the strictest confidentiality.



### **Child Care Licensing**

If you would like to contact Child Care Licensing concerning our centers, please feel free to contact our licensing representative at 235-1707.

### **Child Custody Issues**

It is the Programs intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. Sharing information about such situations may be helpful to Center staff and will be held in the strictest confidentiality.

The staff cannot legally restrict the non-custodial parents from visiting the child, reviewing the child's record or picking up the child unless the Center has been furnished with legally filed, executed and current documents. Copies of all documents must be submitted to the Center. In case of conflicts, the proper authorities will be contacted.

### **Clothing**

- In case of any toileting accidents, children **must** have an extra change of clothing at school. To help prevent loss, please mark or label all clothing.
- Because many center activities are messy, children cannot fully participate if they are concerned about their clothing. North Texas Parent and Child Development, Inc. prefers that children wear play clothes to school. A part of each day is spent outdoors therefore, please make sure that your child is wrapped appropriately for the weather. Children are to wear closed toed shoes. Open toe shoes are subject to rocks and debris which can cause injury. Therefore, Sandals, Flip-Flops, Crocs, and other open footwear are prohibited.
- Dress your child in layers during the winter and send caps during summer weather.

### **Confidentiality**

Information is gathered so that the Early Head Start program can completely understand the needs for your child and family and work together to meet those needs. All information obtained from you is totally confidential. All records will only be sent to another agency with written permission of the parents or legal guardian. At the end of each school year, records are placed into an envelope and are sealed. After five (5) years the records are destroyed.

### **Cost**

There is no charge for any Early Head Start child care services. The agency encourages good parent involvement rather than payment.

### **Discipline**

North Texas Parent and Child Development, Inc. has a philosophy of positive guidance. Teachers consistently work with the child to develop his/her inner self control. Children are encouraged to express their feelings. When discipline is necessary, teachers use natural consequences, explaining clearly what will happen if he/she continues his/her disruptive actions. Positive guidance techniques used by the staff will include but are not limited to:

- \* recognizing and encouraging appropriate behaviors
- \* developing reasonable and clear rules and expectations in each group
- \* modeling pro-social behaviors
- \* enforcing limits and rules consistently and fairly
- \* explaining the consequences of inappropriate behaviors
- \* redirecting children into positive behavior
- \* helping children to identify and express feelings in acceptable ways.

If the actions continue, the child may be asked to remove him/herself from the group to "sit and watch" for a few moments, making a decision to act more appropriately. Afterwards, the child and teacher will discuss what happened. Corporal punishment is **not** allowed. Parents of children with ongoing behavior problems may be asked to attend a conference with Early Head Start staff to discuss any concerns.

### **Enrollment**

Applications for enrollment are taken by staff members in a face-to-face interview with the parent. Approved applicants must furnish proof of income, a birth certificate or birth record, current copy of health insurance, and a record of immunizations for the child being enrolled.

**Center-based option enrollments** are reserved for working/student families.

**Home-based option enrollments** can be for working or non working families.

### **Emergency School Closure**

Early Head Start will follow the Wichita Falls Independent School District's decision regarding center's closures due to inclement weather.

1. If there is a one hour school delay, Early Head Start will delay classes for one hour and then resume classes as scheduled.
2. If there is a two hour school delay, Early Head Start will delay classes for two hours and then resume classes as scheduled.
3. Parents are advised to listen to the radio or television for up to date school closure/delay information. Also, you can call the radio and television stations at the following numbers for information about North Texas Parent and Child Development, Inc/Early Head Start closing:

Channel 3 - (940) 696-3338

Channel 6 - (940) 322-1146

### **Family Partnership Agreement**

The purpose of the FPA is to identify the interests, desires, goals, needs and strengths of the family and to help staff determine how Early Head Start can best work with the family to attain self-sufficiency. The FPA provides a vehicle for assisting the family in their own efforts to improve their condition and quality of family life.

### **Field Trips**

Field trips are scheduled for children throughout the year and parents are encouraged to participate in these outings. Parents will be responsible for transporting their child during the field trip.

### **Grievance Procedure**

Anytime a parent is dissatisfied with the services being provided at the center and wishes to file a grievance, the procedure below must be followed. Because most grievances or dissatisfactions are best resolved at the lowest supervisory levels, North Texas Parent and Child Development, Inc. encourages that all grievances be first discussed with the child's teacher or center director.

Should the matter warrant additional attention, parents can bring the problem to the Parent Policy Council Representative, and ask that the North Texas Parent and Child Development, Incorporated board review their case. Every effort will be made to make a determination and to resolve the problem promptly. The board's decision will be final.

### **Holidays**

The holiday schedule will be given to each family during intake. Reminders of upcoming school closures will be sent home from the center with the children.

### **Home Visits**

The Social Service/Parent Involvement Manager or Family Service Worker and your child's classroom teacher will make a home visit to each family at least twice a year. The purpose of the home visit is to orientate the family to the program and complete a Family Partnership Agreement, discuss the child's progress, to make recommendations and give you, the parent, an opportunity to have input on their education as well.

### **Meals**

Breakfast, lunch, and an afternoon snack are served daily. A hot lunch is served five times a week. Menus for the month are available. Parents are invited to have lunch with their child whenever possible. **Breakfast will begin at 8:00.**

### **Parental Visits**

Early Head Start strongly encourages you to participate in your child's preschool experience. Parents/guardians are welcome at the center at any time. Early Head Start is here to support your family. Please remember that you are always welcome here. If you would like to have breakfast or lunch with your child, please notify your child's teacher a day in advance so that enough food can be prepared.

### **Parent Conference**

Parent /Teacher conferences are a regular part of the program. During these conferences, the staff will share information about the progress your child is making and also, will discuss any screening or evaluation that has been done during the current program year. These conferences are very important to ensuring close communication between the Center and home. If the need for additional conferences should occur, the parent or the teacher can make the request and arrange for the conference.

### **Parental Notification**

Parents will be contacted through various means of communication. Ways of communication may be by phone call, posted notices, parent communication notebooks, letters, verbal, etc... Reasons to be notified may be child's illness, misbehavior, needs, attendance, etc... Other reasons of notification may be meetings and upcoming events. Please check with your child's teacher/home visitor about happenings with your child or the program .

### **Personal Belongings**

To prevent any hurt feelings and lost belongings, it is recommended that children not bring any toys, jewelry, or other valuables, money, or food from home.

### **Safety**

North Texas Parent and Child Development, Inc. does not take responsibility for any accidents. Every precaution is taken to prevent accidents. Safety standards are maintained and periodic safety inspections are conducted. Fire drills and tornado drills are practiced on a regular basis. Security cameras are in place in each classroom. Early Head Start monitors classrooms to ensure the safety of children and staff.

### **Staffings**

Staffings are done annually and as needed by the parent, teacher/home visitor, Health/Mental Health/Nutrition Manager, Program/Education/Disabilities Manager, Consultants, Executive Director and community guest (as needed/requested).

### **Times of Operation**

Centers open at 8:00 a.m. and children need to be picked up **NO LATER THAN 3:30 P.M.**

### **Transportation**

This program does not provide transportation; however, we do provide reasonable assistance for transportation by way of local bus service, taxi service, and providing bus schedules and helping arrange transportation to program activities.

## **Drug- Alcohol Use**

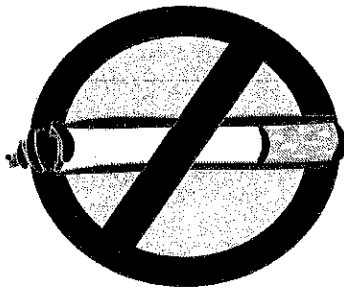
### **No Smoking Policy/Tobacco Use**

The use or possession of tobacco products by parents/employees are prohibited at all sites. Parents/employees shall not possess or use tobacco products, including but not limited to cigarettes, cigars, pipes, snuff, or chewing tobacco, on center premises or at center- related activities.

This program prohibits the use of drug/alcohol at all centers.

No one shall possess, use, transmit, or attempt to possess, use, or transmit, or be under the influence or any of the following substances on center premises during any center related activity, function, or event:

1. Any controlled substance or dangerous drug as defined by law, without regard to amount, including but not limited to marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate.
2. Alcohol or any alcoholic beverage.
3. Any abusable glue, aerosol paint, or any other chemical substance for inhalation.
4. Any other intoxicant, or mood-changing, mind-altering, or behavior-altering drugs prohibited under the Texas Controlled Substance Act or Federal Drug Abuse Prevention Control Act.



## **Early Head Start Home-based Information**

The North Texas Parent and Child Development, Inc Early Head Start Program needs your support to promote their *Home-Based Option* for pregnant women and children ages' birth to three. The Home-Based Option is designed to help parents' work and learn with their children all from the comforts of their home.

Home visitors will become well acquainted with a family, work with them in a relaxed setting, and provide an individualized program that meets their particular needs. This program provides parents with information on child development from birth to age three and suggests learning opportunities that encourage language and intellectual growth, physical and social skills.

Evaluation results indicate that the Home-Based Program is effective for both parents and children. In fact, home-based programs reflect essentially the same success as the more traditional center-based Early Head Start program. We believe you will find that there are many unique advantages to a home-based program.

Among these advantages are the following:

- Ø ***Individualized Instruction*** – Serving each child and family at home enhances individualization possibilities. The home visitor individualizes in terms of the goals and objectives set for the child and family, and in terms of the one-to-one attention given during home visits.
- Ø ***Learning Occurs in a Natural Environment*** – The home offers an appropriate setting for learning basic skills such as dressing, feeding, and communicating. This is the environment where the child's basic needs must be met. Therefore, a program that emphasizes the parent's role as the teacher assists the parent to meet these needs and use all aspects of the home environment for the child's benefit.
- Ø ***Opportunities to Observe Parent-Child Interaction*** – Working with the child and parent at home make it possible to observe and enhance the parent-child interaction. The home visitor is in a good position to help the parents become effective teachers and managers of their child's behavior.
- Ø ***Parents Can Generalize Learned Skills*** – Teaching and child management techniques learned by the parents to use with the enrolled child can be applied to other children in the family.

## Early Head Start Home-based Information

- Ø **Direct Parent Involvement** – This program is designed for parents and home visitors to meet for weekly ninety-minute periods in the family's home. In this parent-focused program, the parent learns to teach the child whenever and wherever there is an opportunity. Demonstrating skills and activities to the parent for use in daily activities and interactions.
- Ø **Home Visits** – Individualized home visits by certified parent educators, trained in child development, help parents understand what to expect in each stage of their child's development, and offer practical tips on ways to encourage learning, manage challenging behavior, and promote strong parent-child relationships.
- Ø **Group Socializations** – Aside from the weekly visits, the parents are involved in twice-a-month group socializations. These socializations offer the families time to interact and learn with other families in a social setting. Parents can get together to gain new insights and to share their experiences, common concerns and successes. Group socialization also provides families the opportunity to participate in parent-child activities.
- Ø **Family Involvement** – Home-based programs have the advantage of total family involvement. Parents, siblings, and other household members can all be involved in the program. Providing family members with successful, growth-enhancing experiences can create a healthier emotional climate for the whole family.
- Ø **Developing Home-School Linkages** – Parents who have learned to nurture their child successfully at home are more likely to continue working with their child once she/he enters the school system. Parents who are confident teachers of their own children will be more than likely to participate actively in school programs. Home-based service is a good way to give parents confidence in their teaching and parenting abilities.
- Ø **Screening** – The home-based program offers periodic screening of overall development, language, hearing, and vision. The goal is to provide early detection of potential problems to prevent difficulties later in school.

The Early Head Start Home-Based Program is an early childhood parent education and family support program that is designed to empower all parents to give their child the best possible start in life.



## **Child Abuse Reporting**

We are mandated to report any suspected child abuse and/or neglect by the laws of the State of Texas. We are also required to allow children and/or staff to be interviewed by CPS workers and /or law enforcement officers in situations pertaining to suspected abuse or neglect.

### **Physical Abuse**

**Texas Penal Code – Section 22.04** – A person commits an offense if he/she intentionally, knowingly, recklessly or with criminal negligence, by the act or intentionally, knowingly, recklessly by omission, cause to a child (elderly individual, or disabled individual); serious bodily injury; serious mental deficiency, impairment, or injury; or bodily injury. An omission that causes one of the above injuries becomes a crime if:

- The actor has a legal or statutory duty to act; or the actor has assumed care, custody, or control of the child.
- The actor has assumed care, custody, or control of the child.

\*Under this statute, a child is anyone under the age of 14 years. Injury is anything that causes pain.

### **Emotional Maltreatment**

**Texas Family Code – CH.34012** – Mental or emotional injury to a child that results in an observable and material impairment in the child's growth, development, or psychological functioning;

Causing or permitting the child to be in a situation in which the child sustains a mental or emotional injury that results in an observable and material impairment in the child's growth, development, or psychological functioning.

Types of emotional abuse:

- Constantly degrading the child
- Rejecting or refusing to accept the child
- Ignoring the child
- Isolating the child
- Bullying the child

### **Sexual Assault**

**Texas Penal Code Sec.22.011**

- A person commits an offense if the person intentionally or knowingly causes the penetration of the anus or vagina of a child by any means.
- Causes the penetration of the mouth of a child by the sexual organ of the actor.
- Causes the sexual organ of a child to contact or penetrate the mouth, anus, or sexual organ of another person, including the actor.

## **Child Abuse Reporting**

### **Indecency With a Child**

A person commits an offense if, with a child younger than 17 years and not his spouse, whether the child of the same or opposite sex, he/she:

1. Engages in sexual contact with the child; or
2. Exposes his/her anus or any part of his/her genitals, knowing the child is present, with intent to arouse or gratify the sexual desire of the child.

### **Incest**

Texas Penal Code – Sec. 25.02 – Prohibited Sexual Conduct – Sexual misuse by a family member, relative or trusted care provider.

Punishable by a State jail felony, 180 days to 2 years in a State jail and/or a fine not to exceed \$10,000.

### **REPORTING SUSPECTED CHILD ABUSE PROCEDURES For Early Head Start Children**

It is the responsibility of the North Texas Parent and Child Development, Inc. Early Head Start Program to report instances of suspected child abuse and neglect. All suspected abuse/neglect must be reported to the Texas Department of Protective and Regulatory Services Agency. Child Abuse Hotline Phone Number: **1-800-252-5400**

**Our Early Head Start reporting procedures are as follows:**

#### **Step 1:**

When abuse is suspected the person suspecting the abuse will **immediately** call The Texas Department of Protective and Regulatory Services Agency at 1-800-252-5400.

#### **Step 2:**

After it has been reported, reporting staff we will update the center coordinator/ home base supervisor and then contact the Social Services Manager within 24 hours of reporting the incident. If abuse is notable i.e., (hand prints, whip marks, cigarette burns & etc.) the Health Manager will be notified.

**REPORTING SUSPECTED CHILD ABUSE PROCEDURES  
For Early Head Start Children**

**Step 3:**

A Complete Child Abuse/Neglect Report will be given immediately to the Center Coordinator/ Home Base supervisor. He/she will keep a copy for their records and give a copy to the Social Services Manager.

**Step 4:**

If a member of CPS comes during our hours of operation they should present an official identification badge before interviewing a child. The CPS worker must also complete the **Record of Visit** sheet along with the site manager.

**Step 5:**

Our agency **DOES NOT UNDER ANY CIRCUMSTANCES DO ANY INVESTIGATIVE WORK !!!!**

The CPS workers are trained professionals; let them do their job. You have done yours by making the call.

**Step 6:**

**The Social Services Manager will monitor the case until disposition by CPS is made.**

### **Child Abuse Policy**

All Early Head Start Centers are state licensed child care facilities and adhere to the Minimum Standards which prohibit staff from administering corporal punishment for other punitive discipline techniques. Any employees or volunteer suspecting child abuse or neglect must place a call immediately to the Texas Department of Family Protective Services (TDFPS) at 1-800-252-5400. The employee will have no longer than 48 hours to make this call.

1. Employees will never subject any child to punishment of a physical nature such as shaking, striking, spanking, pinching, or cruel treatment;
2. Employees shall never authorize or administer punishment associated with food, rest, toilet training or isolation for illness;
3. Employees shall never use psychological punishment as a tactic to humiliate or demean a child or their family. Any use of loud profane or threatening language or even the use of implied threats of physical punishment is absolutely forbidden.

## **North Texas Parent and Child Development, Inc.**

### **Non-Discrimination Policy Statement and Procedures**

This agency (provider) is in compliance with the Title VI of the Civil Rights Act of 1964 (Public Law 88-352), the Age Discrimination Act of 1975 (Public Law 94-135), and the Rehabilitation Act of 1973 (Public Law 93-112)). This is an equal opportunity program. No person in the United States shall, on the grounds of race, color, national origin, age, sex, disability, political beliefs, or religion, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination. North Texas Parent & Child Development, Inc. recognizes and supports the need for employees to participate in a self-study program on Civil Rights for Special Nutrition Programs, as appropriate to job duty and responsibility. If you believe you have been discriminated against because of race, color, national origin, age, sex, a disability, political beliefs, or religion, you may lodge a complaint against the management staff of this agency and/or write immediately to the Civil Rights Department, Texas Department of Human Services, PO Box 149030, Austin, Texas 78714-9030 (515) 450-3630.

#### Complaint Procedure

1. Right to File a Complaint: Any person alleging discrimination based on race, color, national origin, age, sex, disability, political beliefs, or religion, has the right to file a complaint of the alleged discriminatory action with the management staff of this agency and/or the Civil Rights Department of the Texas Department of Human Services, PO Box 149030, Austin Texas 78714-9030. The agency will explain the complaint system to each individual who expresses an interest in filing a discrimination complaint and shall advise the individual of the right to file a complaint in either or both systems. All complaints must be filed no later than 180 days from the date of the alleged discriminatory action. Under special circumstances this time limit may be extended by the Civil Rights Department.
2. Acceptance: All complaints, written or verbal, not handled by the TDHS Civil Rights Department, shall be accepted by the provider agency. Complaint information will be sufficient to determine the identity of the individual towards which the complaint is directed, and to describe the intent or situation about which the allegation is made. Anonymous complaints will be handled just as any other complaints.

For additional information, or to file a complaint, contact:

Executive Director  
500 Flood St.  
Wichita Falls, TX 76301  
(940) 687-5437

3. Verbal Complaints: In the event of a complaint makes an allegation in person or through a telephone conversation and refuses or is not inclined to put such allegation in writing, the person to who the allegation is made must put the elements of the complaint in writing.

Every effort shall be made to have the complaint provide the following information.

- A. Name, address, and telephone number or other means of contacting the complainant.
- B. The specific location and name of the provider agency delivering the benefits.
- C. The nature of the incident or action that led the complainant to feel discrimination was a factor, and an example of the method of administration which is having a disparate effect on the public, applicants, or participants.
- D. The basis on which the complainant feels discrimination exists (race, color, national origin, age, sex, disability, political beliefs, or religion).
- E. The names, titles, and business address of persons who may have knowledge of the discriminatory act.
- f. The date(s) during which the alleged discriminatory action occurred, or if continuing, the duration of such action.

4. Discrimination Complaints Processed by the Provider Agency: The provider agency shall submit to the appropriate TDHS office a report on each discrimination complaint processed by the agency within 90 days of the date the complaint is filed. The report shall contain the information described in item 3 (previous page), the findings of the investigation, and if appropriate, the corrective action planned or taken.





## **Grievance Policy continued**

THIS NEXT LEVEL STAFF PERSON WILL RESPOND TO THE COMPLAINT WITHIN FIVE (5) WORKING DAYS.

- C. If satisfaction is not obtained, the person may take the complaint to the Executive Director who will schedule a meeting with the Policy Council Chairperson and the person with the complaint.

Again, all the information pertaining to the complaint will be given to the Early Head Start Executive Director. The Executive Director will respond in writing within two (2) weeks.

At each level, alternatives for resolving the problem and who would be the most appropriate person(s) for implementing the suggestions will be determined and agreed upon.

Actions decided on to resolve the complaint may go to the Center Coordinator, or the Manager, whomever is appropriate to address the issue, the Executive Director, the Parent Committee, or to the full Policy Council, if the issue is a program wide concern.

**Approved by Policy Council:** January 19, 2006



## **Grievance Policy**

### **Parent/Community Complaint Concern Form**

Complaint/Concern:

(Please explain in detail what happened, when, where, and person(s) involved in the situation(s).)

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(You may use the back of this form if you need additional space to write)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



**North Texas Parent &  
Child Development, Inc.**

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone No: \_\_\_\_\_

Cell No: \_\_\_\_\_

Center/Option Child Attends: \_\_\_\_\_

Please mail or bring this form to an Early Head Start staff member, Center Coordinator, content area managers, or Executive Directory. Or mail to:

NTPCD, Inc. Early Head Start  
500 Flood St  
Wichita Falls, TX 76301

Office Use Only

Date received: \_\_\_\_\_

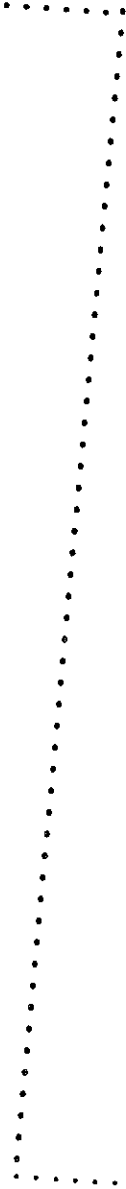
Follow-up Staff Signature/Date \_\_\_\_\_

Follow Up:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_







**North Texas Parent and  
Child Development, Inc.**

