

Head Start Services

For over 40 years, Head Start teachers have formed partnerships with parents to help children develop to their full potential while strengthening the family and the community.

Education: Education in Head Start is a Two Way Street

Our Part....

Every Head Start classroom has two teachers, and sometimes an aide. Classes meet Monday through Thursday for 3 ½ hours a day. Children may be assigned to a morning class or an afternoon class, depending on the community.

Head Start's goal is to provide an environment that stimulates each child's curiosity and learning. We encourage each child to develop his/her unique pattern of interests, talents and skills. We know that children learn best through interaction with people and objects, and it is through play that they will achieve their educational goals.

While we recognize that each child grows and develops at different rates, their individual goals will focus on the following:

- Language Development: Listening, understanding, speaking and communicating.
- Literacy: Phonological awareness (the sounds of words), book knowledge, appreciation of books, print awareness, pre-reading concepts, early writing and alphabet knowledge.
- Mathematics: Geometry, spatial sense, patterns, measurements.
- Science: Scientific skills, methods and knowledge.
- Creative Arts: Music, art, movement and dramatic play.
- Social and Emotional: Self concept, self control, cooperation, social relationships, knowledge of families and communities.
- Approaches to Learning: Initiative, curiosity, engagement, persistence, reasoning and problem solving.
- Physical Health and Development: Fine and gross motor skills, health status and health practices.

Your part...

- Make sure your child is well rested. Children need to be well rested; 10-12 hours of sleep is recommended for children going to preschool.
- Nutritious meals help children to be healthy and at their best. Wholesome, nutritious foods are important.
- Please dress your child appropriately for the weather.
- Create opportunities for learning at home.
- Please keep your child or children home if they are not feeling well.
- Please label your child's clothing.
- Please bring your child to class on time and pick up your child promptly when class is over.
- Be an active participant in your child's ongoing assessment.
- Find a variety of opportunities to be involved in Head Start.

Physical Education

Children have the opportunity to play outdoors every day. Time outside is planned to involve children in skill-building activities and allow some time for free play. We believe that children do need fresh air every day, so we will go outside unless the weather is really bad. Then we will provide some inside movement activities.

Health and Development Services

Developmental Screening:

Head Start makes it possible for all children with special needs to be identified early in the program year.

- All children will receive a full developmental screening within 45 days of entry in the program. This screening includes screening in the following areas: Motor Skills, Concepts, Language, Self-Help, Social and Emotional Development, Vision and Hearing.

- Parents are notified if further evaluation is needed in any of these areas and are involved in ways to help their children achieve their specific goals.
- Speech, language and mental health specialists observe classrooms as well as provide information and resources to teachers and parents.
- If your child is eligible for special services, you will participate in developing an Individual Family Service Plan (IFSP) that will ensure your child's individual needs will be addressed and be integrated into classroom activities. Your child will receive early childhood special education services in their Head Start classroom with all their peers.
- Parents are assisted in transitioning their child into public school.

Well Child Care:

Ongoing access to medical and dental care (a medical and dental home) is essential for all children, regardless of income. Head Start will assist you in getting and keeping a medical and dental home. Please let your Teacher know of any barriers that have prevented you from getting medical or dental care in the past so that together we can develop a plan to overcome those barriers.

If you already have a medical and dental home, please make an appointment with your medical and dental providers to take your child for a well-child exam and a dental exam.

If your child has had a medical or dental exam in the last year, the Teacher will have you fill out a release of information form and we will get that documentation directly from your health care provider.

Immunizations:

Oregon State Law requires that each child must have at least one dose of each required immunization before they enter the classroom. If your child does not have one dose of each, we ask that you get those from your Health care provider, or through the Public Health Department.

While your child is in Head Start, we will be working with you to make sure that your child is up-to-date on all required immunizations by the time they enter Kindergarten. Oregon State Law also requires that children be excluded from school in late February if their immunizations are not up-to-date. We expect that you will work with us on the immunization plan so that we can avoid this "exclusion deadline."

Nutrition and Healthy Habits:

All children receive a Nutrition Assessment and parents are provided with information concerning diet and general nutrition. Medical dietary needs are taken into account when providing meals to children with restrictions.

Children in the morning classes are served breakfast shortly after they arrive at school, and are served lunch before they go home. Children in the afternoon classes are served lunch and a healthy snack before they go home.

Family style eating with balanced, nutritious meals gives children an opportunity to learn about healthy eating habits with support from their peers. Children serve themselves and join in conversation with other children and adults sitting at the table. This is an opportunity for children to develop language skills and to practice skills like passing the serving dishes, serving themselves, asking politely for things, and generally enjoying a good social experience.

Healthy habits are established in the classroom with daily tooth brushing and an emphasis on hand-washing and other habits that help reduce the spread of illnesses.

We use the classroom for teaching children healthy habits around safety. We ensure that playground rules are followed and safety devices such as helmets are used appropriately. Parents may review materials used to teach personal safety prior to their use in the classroom.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call, toll free (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.

Mental Health:

Head Start provides mental health services for Head Start children and families. Consultants are available to help teachers and parents encourage behaviors which move children in the direction of cooperation, making friends and appropriate choices, developing a strong sense of self-esteem and coping with life's challenges. Consultants periodically visit the classroom to work with the staff, families and children. If it seems your child could benefit from individual attention, your signed permission will be requested before any further services are offered.



Family Partnerships

Head Start is committed to supporting your family by establishing a strong partnership with you. We will help you identify your goals and support you in reaching them by using your own strengths, community resources. This will reinforce the gains made by your child at Head Start and support your own personal goals and self-sufficiency. Head Start Teachers and Managers are available to help with information and resources. Teachers will check in frequently by phone, at the center or on home visits to check on goal progress throughout the year.

Whenever possible, Head Start would like to include the non-custodial parent by providing information about the child's progress and by providing ideas about how the non-custodial parent can support the child's progress toward meeting his/her educational goals.

Family Services

Services include:

- A Resource Directory listing resources in your area.
- Emergency or crisis intervention.
- Encouragement and support for your own efforts to obtain the quality services you desire.
- Development of goals and strategies that you identify as areas for personal growth.
- Head Start parent meetings with educational topics.
- Support for child development, discipline and stress management issues.
- Advocacy for you in dealing with other agencies or individuals.
- Information to support your training and educational needs.
- Computer and Internet access.
- Assistance with medical and dental needs for those children not covered by the Oregon Health Plan or other insurance.
- Translation services for non-English speakers.
- Support for fathers and significant males in parenting roles.

Home Visit Philosophy

We believe that a partnership between parents and staff best supports children in their Head Start experience. Home Visits create a natural link between the two most powerful influences in a child's life, home and school. Home Visits also support the development and achievement of personal and family goals.



Home Visits

Teachers will come into your home for a Home Visit four times during the school year. The Home Visit is a time to get to know your child's teachers better and to share your knowledge of your child. There will be some paperwork on most visits, but each visit will include a child and family activity that is fun.

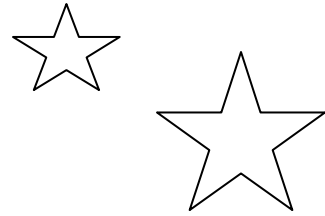
Home Visits last 1 ½ hours. This gives you time to catch up on what is going on in the classroom and to help the teacher plan and develop goals for your child, and for your family, if you wish.

You will need to decide the best time of the day for the Teachers to come to your home. Avoid times that you usually eat, watch a favorite TV show, or do chores. You might want to choose a time when your other children usually take a nap or are in school so you can devote special time and attention to your Head Start child. Some families like to plan visits when both parents are home.

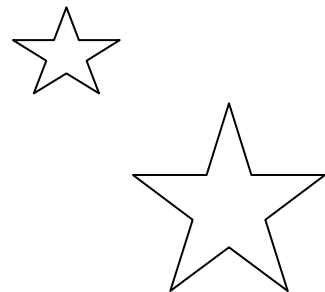
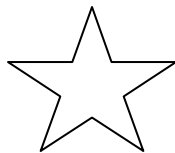


Parent's Rights...

As a Head Start Parent, I have the right to:



1. Always be treated with dignity and respect;
2. Take part in major policy decisions affecting the planning and operation of the program;
3. Be able to learn about the operation of the program, including the budget and level of education and experience required to fill various staff positions;
4. Take part in planning and carrying out programs designed to increase my skills in areas of possible employment;
5. Help develop adult programs that will improve daily living for me and my family;
6. Be informed about all community resources concerned with health, education and the improvement of family life;
7. Be welcomed in the classroom;
8. Expect guidance for my child from Head Start teachers and staff to further his/her total individual development;
9. Be informed regularly about my child's progress in Head Start; and
10. Choose whether or not I participate without fear of endangering my child's right to be in the program.



Parent Involvement - You Are Important to Head Start

There are many ways that you can participate to make your Head Start experience successful. Here are just a few:

- Attend the parent meetings and get involved; become a Policy Council member.
- Volunteer in class.
- Participate in home visits.
- Go on a field trip.
- Set goals and check in on progress made with your Family Advocate.
- Keep informed by reading information sent by the program.

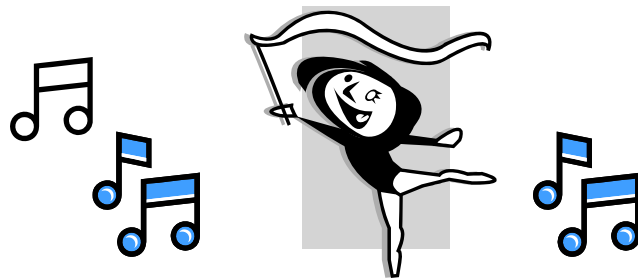
Volunteers provide the extra attention that helps children thrive as learners and grow to be strong healthy individuals. As a volunteer you can make a huge difference in the success of the Head Start Program.

When you donate your time and talents, your contribution is assigned a dollar value. You will not get paid, but this dollar amount helps this program meet the federal grant requirements for matching funds.

As a volunteer you will meet other people with similar interests. You will learn from teachers, children and other parents, gaining skills that can be used at home or in the community, and teachers, children and other parents will learn from you. Volunteering can be considered work experience, and looks good on a resume'.

Some of the things you can do as a volunteer are:

- ☆ Read stories to children; choose library books for the classroom.
- ☆ Make or repair materials for the classroom; teach tool use & safety.
- ☆ Share a special interest.
- ☆ Be a photographer at Head Start event; prepare a class scrapbook.
- ☆ Help with yard work and building maintenance.
- ☆ Cook or bake with children; help with art projects.
- ☆ Lead music or songs; play games with children.
- ☆ Teach other parents to use computers.



Parents Can Be Involved...

1. MEMBERS OF THE POLICY COUNCIL

Policy Council meets every other month, and is involved in decisions involving program budget, hiring, and program planning and policies. Policy Council also actively participates in the annual program self-assessment.

2. IN THE CLASSROOM

- Parents are encouraged to participate in the Head Start Program as classroom observers. This is an opportunity for parent to see how their child interacts with other children and staff.
- Parents can volunteer in the daily schedule of activities with children. There are many ways in which parents can volunteer.
- When appropriate, parents can be used as substitutes in the classroom, or in the kitchen.

3. IN PARENT ACTIVITIES

Parent Center Committee members make suggestions for curriculum and classroom activities. They may organize social events, classes, workshops, guest speakers, or community projects. Each center operates its own Parent Center Committee; only parents of children currently enrolled have voting privileges.

4. IN CHILDREN'S ACTIVITIES

As the primary educators of their children, and in cooperation with the teaching staff, parents reinforce skills their children have learned at school, and encourage the development of new skills.

5. ON ADVISORY COMMITTEES

- Health Advisory Committee: This committee consists of Parents, Community Professionals and Head Start staff. They meet two times each year to talk about program issues in the medical, dental, mental health, nutrition, and human services fields.
- Education Advisory Committee: This committee meets twice a year and consists of parents, staff members and representatives of the educational community.
- Community Committees and Boards: Parents are encouraged to become active in their community, to advocate for their children and low income families and positively impact the communities in which they live.

Program Expectations: the Parent-Teacher Partnership...

As a parent, you have the greatest impact on your child's education and development. This is why we ask you to take an active part in Head Start.

1. **ATTENDANCE:** It is very important that your child attend school regularly. Children make better progress when their attendance is consistent, and the social contact is important for all students.
2. **HOME VISITS:** Head Start believes that the parent-teacher partnership is the key to a successful preschool program. Your active participation in home visits is very important to your child's Head Start experience.
3. **PARENT-TEACHER CONFERENCES:** Twice a year, you will meet with your child's teacher to review the work that your child is doing in class and go over records in your child's file.
4. **YOUR CHILD'S HEALTH CARE:** You will be expected to make sure that your child's immunizations are current or up-to-date. You will also need to make sure your child gets a physical exam and a dental exam. This must be done within 90 days of your child's enrollment.
5. **FAMILY SERVICES:** Your Teachers can give you information about services that you and your family may need, and will help you develop and meet personal or family goals. If you are interested in getting your GED or high school diploma, Head Start can help with some of the costs.
6. **PARENT INVOLVEMENT:** There are many ways to be involved in Head Start, including volunteering in the classroom, and sharing a special talent, recipe or activity. Parents from each class are elected as representatives on Policy Council and on Advisory Committees. All parents are welcome as part of the Parent Center Committee. (Check with the teacher before bringing extra children to class.)

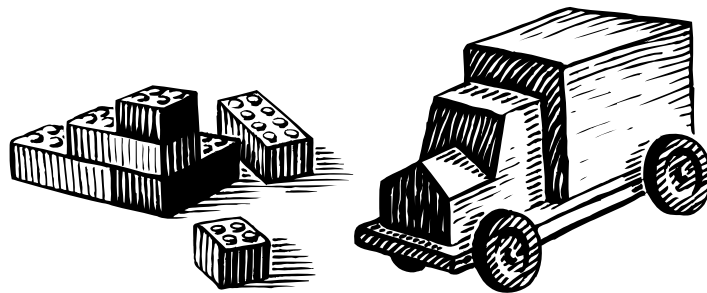


Handling Separation

Here are some things you can do to help make separation easier for your child, as well as your own state of mind:

1. Focus on the positive. Your child is having difficulty because he or she has bonded with you – know that your influence is, and will continue to be, important to your child’s development.
2. Know that children are often sensitive to their parents’ moods. If mom’s response is made in a reassuring, unexaggerated and matter-of-fact way when leaving, such as acting like she is going into another room, then her mood won’t signal to her child, "Hey! Something big is happening!"
3. Do less talking and more walking. Often, parents drag-out the leaving process, turning it into an event with talking, extra hugging and coming back and forth to see to their crying child. This attention usually makes thing worse. The hardest, but perhaps best, thing to do when leaving your child is to leave quickly.
4. Put yourself in your child’s shoes. In the interest of making “leaving time” easier, do more brief coming and going activities when you aren’t really leaving the house. As your child becomes satisfied that you always return, he or she may become less anxious when you leave.
5. Redirect. Teachers will involve children in a new and engaging activity to redirect their attention if they are upset by your leaving. Feel free to talk to your child’s teacher about any concerns you may have about your child’s transition into the school setting.

While the transition from home to school might still be difficult, these tips may help the process become one of closeness, caring and growth.



Adapted from **parenting.org**, a service of Girls and Boys Town

IMPORTANT POLICIES

Affirmative Action and Non-Discrimination

Eastern Oregon Head Start does not discriminate against any person on the basis of race, color, or national origin, or on the basis of disability or age.

All facilities are handicap accessible. Programs and activities will be adapted to allow participation in the full range of services to all eligible individuals with a disability, including impaired sensory or speaking skills. The program will make every effort to provide appropriate auxiliary aids to persons with impaired sensory, manual, or speaking skills, where necessary, and individuals with Limited English Proficiency may request language assistance.

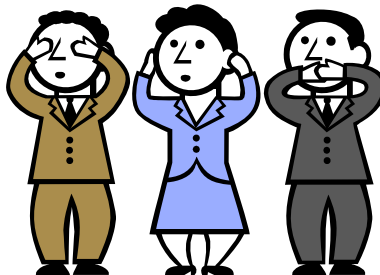
This policy applies to all program activities and services, whether carried out by Eastern Oregon Head Start directly or through a contractor or any other entity with which Eastern Oregon Head Start arranges to carry out its programs and activities.

Questions - please contact: Jan Goodrick, Section 504 Coordinator
Phone: 541-962-3506

Confidentiality

Information is gathered so that Head Start can completely understand the needs for your child and family and work with you to meet those needs. All information obtained from you is completely confidential. At the end of the school year, records are locked in the Administrative Office for five (5) years, and then destroyed.

It is also expected that parents will not discuss anything that they learn about another family from their participation in the Head Start program.



Notice of Privacy Practices

This notice describes how health and education information about your child may be used and disclosed and how you can get access to this information. **Please review this information carefully.**

The collection and use of information about children and families is limited to that required to provide educational, health and family services, and to provide anonymous statistical documentation of child and family services for funding sources. Any information obtained in the performance of official duties is considered confidential. This includes, but is not limited to, written and verbal information gained as a result of observation, screening, assessment, informal conversations, conferences, or meetings.

Anyone who may access your child's records must first sign a confidentiality agreement. People who may have access to your child's records are: Head Start employees and consultants who are working with your child or monitoring the quality of service delivery, education service district or regional program staff from whom your child receives services, auditors or accrediting organizations, courts of law through the subpoena process, state and local education authorities, health and safety officials, and research organizations if the child's name is not used.

STUDENT EDUCATION RECORDS - DIRECTORY INFORMATION:

The following information is considered Directory Information. You will be given an opportunity to consent to program use of the following information on enrollment forms:

1. The Class List will include your child's name and date of birth, parent name, home and mailing address and phone number. These lists are available to staff and used for student information and parent contact.
2. The Information/Emergency Form is kept in a notebook near the classroom phone, and in the first-aid pack for outdoor play/field trips. This is for safety and emergency use. Medical information that would be needed in case of an emergency will be noted on this form.
3. If you agree, your child may be photographed or videotaped for classroom projects, parent or staff training purposes, class pictures to be sent home to families, or media coverage.
4. You may allow your name, address and phone number to be shared with other parents for parent activities. Membership on a committee will be considered consent unless the program receives written instructions not to release this information.

STUDENT EDUCATION RECORDS - EXCEPTIONS:

Child education and health information will be disclosed to law enforcement, child protective services, health care professionals, and other appropriate parties in connection with a health and safety emergency if knowledge of the information is necessary to protect the health and safety of the student or other individuals.

STUDENT EDUCATION RECORDS - YOUR RIGHTS AS A PARENT:

A "parent" of a student is defined as a biological parent, legal guardian, or individual authorized in writing to act as a parent in the absence of the parent or guardian. The rights of both parents will be recognized unless the program has been given a copy of a court order or legally binding documents that specifically revokes these rights.

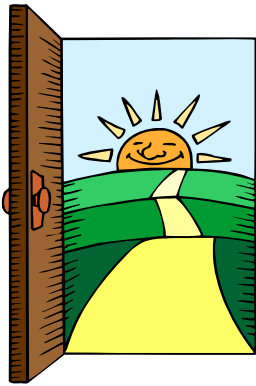
- You have the right to look at or get copies of your child's education record and health information, with limited exceptions. You may request that we provide copies in a format other than photocopies. We will use the format you request if we can practicably do so.
- You have the right to request that we place additional restrictions on our use or disclosure of your child's education and health information. We are not required to agree to these additional restrictions, but if we do, we will abide by our agreement (except in an emergency as allowed by law).
- You have the right to request the amendment your child's education record or health information if you believe that the information is inaccurate, misleading, or otherwise in violation your child's or family's rights of privacy, and may appeal that decision if your request is denied. If your request for amendment is denied, you have the right to file a statement of disagreement with us and we will prepare a response to your statement and provide you with a copy.
- You have the right to consent to disclosure of personally identifiable information on behalf of your minor child by signing an Authorization and Consent to Release and Disclose Confidential Information. This form specifies the date, receiving party, records and purpose of the release and prohibits further disclosure except with in the specific written consent of the person to whom it pertains or the legal guardian of the minor child to whom the information pertains.
- You have the right to receive a list of instances in which we disclosed your child's education and health information for reasons other than treatment, payment, or health care operations and certain other activities.
- You have the right to obtain a copy of the Student Education and Health Records Policy from Center Staff.

- You have the right to file a complaint under 34 CFR 99.64 with the United States Department of Education concerning alleged failures by this program to comply with the requirements of the Family Educational Rights and Privacy Act (OAR 581-21-410); or file a complaint with the U.S. Department of Health and Human Services under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) for improper disclosure of health records.

We support your right to the privacy of your family's confidential information. We will not retaliate in any way if you choose to file a complaint with us, with the United States Department of Education or the United States Department of Health and Human Services.

Contact Person: Jan Goodrick, Head Start Director 541-962-3506

We reserve the right to change the terms of this notice and will inform you by mail of any changes. This notice was published and becomes effective on August 5, 2004.



Access to Classrooms

Head Start strongly encourages you to participate in your child's preschool experience. Parents/guardians are welcome at the center at any time.

Access of other people to the Head Start classroom or playgrounds will be limited. All Classrooms will be locked during class time. One door in each classroom will be open while children are being dropped off and picked up before and after class; a staff person will monitor the entry and exit of children and parents during this period of time. Parents and other authorized individuals may knock at the door and will be admitted to the classroom after being identified by a staff member.

In the case of extraordinary circumstances, the center and playground will be completely locked down if local circumstances require extra precautions or if notified by local police departments of hazardous circumstances that may jeopardize the safety of children and adults during school hours. Parents will be notified should this happen.

Child Guidance and Behavior Management

Our classroom environments, schedules and activities are designed to capture the interest and stimulate the enthusiasm of young children. Our teachers instruct the children on how to use materials, classroom and equipment and what rules need to be followed when they interact with them. They also teach social skills that will help the children to have successful interactions with all the adults and children.

Occasionally young children forget the rules and test limits; this is developmentally appropriate. It helps to learn to respect limits and develop social skills that will help them be successful in our classes and the rest of their life. The strategies we use to help children learn to respect limits include:

- Clear expectations
- Consistent schedules, rules and routines
- Positive reinforcement
- Problem solving with the child or children
- Giving choices within limits
- Teaching positive social skills
- Redirecting them to appropriate activities
- Removal from the activity/area in the classroom
- Developing behavior plans

Our staff will maintain communication with parents/guardians about behavior plans for their children if needed.

Federal and State Head Start Performance Standards prohibit the use of corporal punishment or total or extended isolation as a child management tool. The withholding of food, basic needs or participation in special events, name-calling, ridicule, or any form of demeaning, harsh or frightening treatment is strictly forbidden. Within the Eastern Oregon Head Start program, any use of corporal punishment will result in immediate termination of employment.



Reporting of Suspected Child Abuse and Neglect

Anyone who works in a school or with children is considered a MANDATED REPORTER and is required by Oregon State law to report all cases of possible abuse or neglect to the State of Oregon Department of Human Services or to the local law enforcement agency. Failure to report would be a criminal offense.

Head Start staff will support families who have an involvement with the DHS/Child Welfare program and will *preserve absolute confidentiality* of all records pertaining to a report in accordance with state law.

Safety Curriculum

Head Start has developed this list of topics that we believe are important to discuss with preschool children. Personal safety is taught in the classroom, on home visits, and in parent meetings. You may review the materials that will be used or ask the teacher for additional information.

- **ASSERTIVENESS** – Children learn to act in their own best interest, to stand up for themselves, express honest feelings, and exercise personal rights without denying the rights of others.
- **BOUNDARY GAMES** – By boundaries, we mean respect for personal space and property, learning to follow rules, and keeping you safe.
- **PASSENGER & PEDESTRIAN SAFETY** - Head Start teaches safety skills for both children and parents.
- **DRUG & ALCOHOL SAFETY** – Teachers focus on promotion of self-concept and self-esteem. Research shows that children with a strong self-concept and high self-esteem are less likely to give in to peer pressure and make more responsible decisions.
- **FIRE SAFETY** – Children are introduced to the Fireman, the Fire Truck, and in some cases visit a Fire Station.
- **GERMS & PERSONAL HYGIENE** – The number one way to prevent the spread of disease is proper hygiene.
- **PRIVACY and APPROPRIATE TOUCH** –Children are encouraged to contribute to their own safety through discussion and practice of problem solving, and bodily safety.
- **STRANGER SAFETY** – Although there are some things young children should learn, it is not the job of a 3 to 5 year old to protect themselves from strangers. Adults must watch their children carefully and never put children in unsafe situations.

Attendance

Please give the reason for the absence and the return date. Consistent attendance is essential to your child's progress in school. If you do not contact us regarding absence(s), a staff member will contact you to discuss it. Please keep us informed of illnesses or emergencies that will prevent your child from attending school.

Child Release

Head Start staff is authorized to release children only to the custodial parent or those individuals listed on the Child Emergency Card or the Child Release Information Form. If a staff member is unfamiliar with the individual attempting to pick up a child, they may ask that person to present identification. If in doubt, staff will always check the Child Emergency Card or the Child Release Information Form.

Class Closure

Head Start classes abide by the school district's decision to keep schools open or to close them. Please listen to the radio. If your local school district cancels school, your Head Start class will also be canceled. If for some other reason, class must be closed, Teachers will call parents as soon as possible to let them know.

Medical Emergency

Staff has been trained to follow emergency procedures. A staff person will stay with the injured child at all times and administer first aid as necessary. Staff will seek medical assistance from: 1) emergency medical services (911), 2) hospital emergency room or clinic, or 3) poison control. Staff will contact the parent/guardian as listed on the child's emergency contact form. If the staff is unsure about the urgency of a situation they will call the listed physician on the child emergency form or the Health Consultant, parent/guardian, or other adults listed on the emergency form.

Medication Administration

Whenever possible, medication and medical procedures will be provided by the child's parent at home, before or after school. Medication will be given at school only when the student's health would be compromised by not getting the medication or procedure during school hours.

When Your Child is Ill

Please keep your child home if he/she is ill. If your child is brought to the classroom when sick, or becomes ill while at school, we will require that she/he be taken home immediately. Your child is not well enough to be in class if any of the following symptoms are noted:

- Fever over 100.5 degrees
- Sore, red throat (even without fever)
- Earache
- Deep hacking cough
- Severe congestion
- Difficulty breathing or untreated wheezing
- An unexplained rash
- Stiff neck, headache with one or more of the above symptoms (seek immediate medical care)
- Diarrhea (more than two times in 24 hours)
- Vomiting (more than one time in 24 hours)
- Thick drainage from the eye
- Thick, green drainage from the nose with sinus pressure
- Head lice or nits
- Contagious infection or disease (Let your teacher know!)

Note: Be sure to keep your emergency contact information updated so that we can let you know if your child is ill. In some cases, a letter from a health care provider will be needed to ensure that your child is not contagious before he/she returns to class.

Head Start is a Tobacco-Free Zone

Second-hand smoke has been recognized as a health hazard and a trigger for asthma. For this reason, use of tobacco products (smoking, smokeless tobacco, chewing tobacco) is strictly prohibited in all buildings and grounds occupied by the Eastern Oregon Head Start program, and at Head Start sponsored events off the Head Start premises.

Tobacco-related clothing, gear or paraphernalia, tobacco-related advertising and marketing are strictly prohibited. Employees, parents and volunteers who wish to smoke on break periods must do so off the Head Start campus and out of sight of Head Start children. Program staff and volunteers who wish to smoke on breaks must avoid bringing clothing that smells of smoke into the classroom, center or onto the playground.

Complaints

Eastern Oregon Head Start will make every effort to resolve differences of opinion that may occur between the program and enrolled families or citizens of the community. Unresolved concerns will be brought to the Policy Council and Grantee Board for resolution of the problem.

Head Start parent concerns should be discussed with the staff person most directly involved with the concern. If no resolution is reached, the concern will be taken to the Head Start Director. The Director will hear any concerns and follow up with an investigation of the situation if necessary. The Director will then provide a written response within ten (10) days of the meeting.

If not satisfied with the Director's response, a written grievance will be submitted to the Chairperson of the Head Start Policy Council within 30 days of the Director's written response. Written grievance must include: 1) date; 2) name, address, and telephone phone number of the grievant; 3) a description of the problem; 4) date of the incident or concern; 5) description of what has already been done to resolve the concern or complaint; 6) how the grievant would like to see the problem resolved; and 9) signature. Assistance can be provided in preparing this written grievance if requested.

Upon the receipt of an appropriate written grievance, the Chairperson of the Head Start Policy Council will contact the Grantee Board Chair and schedule a hearing of the grievance. The person filing the grievance and any other involved parties will be notified of the date, time, and location of the hearing.

Policy Council, in collaboration with the Grantee Board, will submit a written response to the person filing the grievance within thirty (30) days of meeting. The decision of the Head Start Policy Council and Grantee Board is final.