

PARENTS COMMUNICATIONS

This handbook has been supplied in an effort to answer many of your questions. Our agency offers many opportunities for parent/staff communication so all your questions can be answered.

Daily Contact

Daily contact between parent and teacher is an important part of the program. By sharing information concerning your child's activities and welfare, we can work together to meet the child's needs. Staff will provide parents of toddlers and two's with daily written notices describing special happenings during your child's day and telling you about your child's food intake, elimination, sleeping pattern and general behavior.

Home Visits/Parent-Teacher Conferences

Parent-teacher conferences and home visits are conducted throughout the year. The purpose of these conferences is to establish understanding, cooperation and consistency between the home and program. Two conferences and two home visits are offered each year. The staff will discuss your child's intellectual, physical, social and emotional development.

Parent Involvement Committees

Various committees exist to ensure two-way communications and parent input on all aspects of our agency operations. Standing committees include Policy Council-Governing Body; Self-Assessment Team; Program Planning for Parent/Child Sharing Days; Holiday/Cultural Celebrations, & Event Planning; Personnel Selection Team.

Parent Center Meetings

Center Parent meetings are generally held every other month (starting in November) on the fourth Thursday. Participation is open to all parents. Parents, staff and school administrators will meet to discuss program issues, needs and concerns and to develop solutions for identified problems. You will also receive updates on program happenings, Parenting "Tips", activities to do

with your child, health and nutrition information.

Agency Web Site

Please visit our agency website at www.cfsnm.net to access and/or review agency forms used for child & staff records, general agency and center information.

Parent Bulletin Board

Every Center is equipped with a Parent Bulletin Board which includes a Monthly Activities Calendar, Current flyers, Monthly Menus, Upcoming Parent Involvement Opportunities, New Staff, and our most recent Licensing Inspections.

Parent's Corner

Each classroom has a Parent's Corner which contains posting of various Center Policies, Monthly Menus, Parent Handbook, Volunteer Handbook and other pertinent information. Parents are encouraged to read the corner "periodically".

Parent Daily Communication Board

A Parent Communication Board, located near the main entrance of every center, provides the day's activities and/or reminders.

Parent's Mail

Each child has an individual cubby in their classroom. Please check their box daily for correspondence from school staff and child's work.

Management Team

The Executive Management Team is available daily to address any problems, concerns or questions regarding operations. Please call 397-7336 or come by their office.

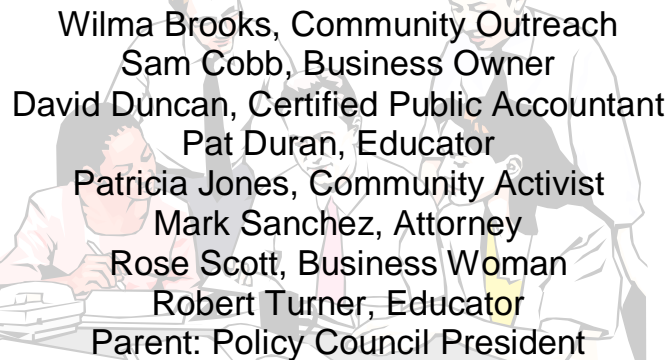
AGENCY INFORMATION

AGENCY NAME: CHILD & FAMILY SERVICES, INC. of LEA COUNTY

Purpose

To provide quality, comprehensive child developmental program primarily to children of low to moderately low-income families as well as provides social services and a network of community services of their families so as to enable them to work towards a greater degree of social competency and self-sufficiency

Board of Directors



Wilma Brooks, Community Outreach
Sam Cobb, Business Owner
David Duncan, Certified Public Accountant
Pat Duran, Educator
Patricia Jones, Community Activist
Mark Sanchez, Attorney
Rose Scott, Business Woman
Robert Turner, Educator
Parent: Policy Council President

CHILD DEVELOPMENT PROGRAMS

(Center and Home-base)

- ◆ Early Head Start
- ◆ Head Start Preschool
- ◆ Pregnant Women Program (PWP)
- ◆ Child Care for: Children Birth-12
 - Infants (Hobbs Only)
 - Toddlers/Twos (Hobbs Only)
 - Preschool
 - School-Age

COMMUNITY-BASED PROGRAM

- ◆ Summer Food Program (Nutritious meals for children 12 months-18 years during summer months)

CHILD DEVELOPMENT CENTERS

Coffield Early Head Start Center
Hillcrest Head Start Center (Lovington)
Mary Porter Tieuel/Fletcher Center
Norte Vista Center
Washington Heights Nursery

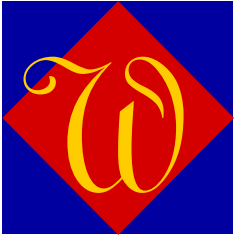
TIEUEL ANNEX COMPLEX

(Offices located across from Tieuel Center)

- ◆ Admissions Office
- ◆ Accounting Office
- ◆ Information Technology Work Center
- ◆ Health Services Center
- ◆ Parent Center
- ◆ Wellness Center
- ◆ Training Center

Child & Family Services Inc. of Lea County

Agency Mission Statement



We provide a high quality, comprehensive, child development program through a pro-family system of services and supports which positively impacts the lives of the young children and families we serve.

While respecting cultural diversity and supporting individual differences in a nurturing environment, our mission is to give children, families, and our staff a thirst for knowledge and a solid foundation of success on which to build as they strive to reach their full potential.

We shall guide our children as they develop a strong self-concept, "I Can Do It Attitudes" and learn the basic skills they need in order to succeed in today's world.

Furthermore, we want to empower parents and staff by giving them confidence, support, new skills, and knowledge which they may utilize to live a full and enriching life.

By continually assessing and evaluating our program operations, we are responsive to the needs and interests of children, families, staff and the communities of Lea County.

950 East Snyder • Hobbs, New Mexico 88240

CHILD & FAMILY SERVICES, INC. OF LEA COUNTY

PROGRAM PHILOSOPHY

The agency's purpose is to provide a high-quality, developmentally-appropriate, comprehensive child development program which assists the child in all areas of development, namely intellectual, language, social, emotional, and physical.

In keeping with the program's purpose, it is the philosophy of the agency that early childhood should be a time of fun, warmth, security, exploring, and discovery. Children are natural learners; they are curious, interested, and enthusiastic about learning new things. **The best way to teach children is to build on play and their natural learning styles.** The agency strongly believes the following:

CHILDREN HAVE A LIFETIME TO BE ADULTS. We will let them enjoy their childhood with playful, interesting, and developmentally appropriate activities. We will stimulate children and open doors for them, but we will not push or rush them.

CHILDREN LEARN THROUGH PLAY. Play is what children do best and enjoy the most. For children, play is their work. Play fosters total development and should be integrated into everything children do.

CHILDREN LEARN BY DOING. Children learn through active involvement with concrete objects. They need many firsthand experiments, construction, art projects, dramatic play, and field trips.

CHILDREN LEARN THROUGH THEIR SENSES. Children learn by seeing, hearing, touching, tasting, and smelling.

CHILDREN LEARN THROUGH LANGUAGE. Children need to talk about their experiences and to verbalize what they are thinking. Our teacher's foster language by describing what they are doing, labeling objects, clarifying children's thoughts, and asking and answering their questions.

CHILDREN LEARN BY MOVING. Children have a limited attention span and cannot learn by sitting quietly and pushing a pencil.

CHILDREN LEARN BY BEING MOTIVATED. Motivation is a key ingredient to learning. Interesting materials and a stimulating environment will spark children's curiosity and inspire them to learn.

CHILDREN LEARN ON THEIR OWN LEVEL. We assess each child's level of development and plan activities according to their past experiences. We realize that if activities are too easy, children will be bored and if they are too difficult, children will be frustrated.

CHILDREN LEARN THROUGH PRAISE AND REINFORCEMENT. "Nothing succeeds like success." Positive experiences and praise encourage children to learn more while building their confidence.

CHILDREN LEARN THROUGH IMITATION. Children learn by observing others and then imitating what they see and hear.

CHILDREN LEARN BY EXPERIMENTING. Children need freedom to experiment, explore, try things out, and make choices.

I HEAR AND I FORGET • I SEE AND I REMEMBER • I DO AND I UNDERSTAND

Executive Offices

Our Executive Director: located at 950 E. Snyder: Tieuel Center houses the Agency's Director and Staff plus classrooms.

The Executive Assistant to the Director and Center Library is located at the Mary Porter Tieuel Center. Hours are 8:00 a.m.-5:45 p.m.

Admissions: located at 950 E. Snyder in the Fletcher Center, houses our Admissions Specialist and Child Data Specialist. Families are able to fill out applications for enrollment in Early Head Start, Head Start and Child Care. Children who are six weeks to twelve years old can be considered for enrollment in our Child Care Program.

Accounting: located directly behind Rainbows Classroom, houses our Administrative Services Manager, Fiscal officer and Accounting staff.

Information Technology/Work Center: located at 1101 E. Snyder houses the Desk Top Publishing Specialist and Computer Lab with internet access for parents and staff to use.



Tieuel Center Annex

A Parent Center: located at 1111 E. Snyder, is available for parents. The center has an inviting atmosphere, which facilitates relaxing, talking and sharing with our Parent Involvement staff and other parents. It has a full kitchen and houses our Family Community Partnership Manager and Family Advocate/Parent Involvement Specialist.



Health Services Center: located at 1113 E. Snyder, houses the Health & Disability Services Manager, Family Service Advocate and Parent Involvement Specialist.

Wellness Center: located at 317 N. Jefferson, offers a room with exercise equipment and a meditation room. Training is also provided on health, preventive and wellness issues. Parent usage is available on a limited basis.

Training Center: located at 315 N. Jefferson, houses the Administrative Services Manager and IT Specialist. It has training and meeting space for staff, parents and community. It is equipped with conference room and various presentation materials. The center also contains satellite access to the Heads-Up Network, a distance training program for Head Start and the Early Childhood community.

ADMISSIONS

Policies and Procedures

ENROLLMENT APPLICATION

The agency will actively recruit and enroll children during the months of May, June, July and August. Enrollment is not based on a first-come/first-served basis, but on a selection criteria point system. Please call 397-7336 to make an enrollment appointment.

Applications will be completed throughout the year at the Admissions Office. It is the agency's policy not to accept new Head Start/EHS applications for the next school year before April. Applications are however accepted year round for our Child Care Services.

ADMISSIONS EARLY HEAD START/HEAD START PROGRAM is based on Child's Age and Family Income.

The following criteria apply:

- Child & Family Services, Inc. of Lea County advertises in the public media in order to make openings known to all. Children are admitted regardless of race, creed, color, sex, national origin, religion, or special needs.
- Only Income-Eligible Pregnant Women are considered for enrollment in the Early Head Start Pregnant Women Program
- Only Income-Eligible children from birth to three are considered for enrollment in the Early Head Start Home-Based Program.
- To participate in the Early Head Start center-based program a child must be at least six weeks old. (Earlier admission will be granted with doctor's permission) Both parents must work or attend school at least 30 hours per week
- A child must be three by August 31, to participate in Head Start.

- At least 90 percent of the children enrolled in EHS/HS will come from families receiving public assistance or whose incomes are below the official poverty lines established by the Office of Management and Budget (OMB). The Selection Committee comprised of agency staff, community representatives and parents will determine on a yearly basis which over-income, if any, will be admitted into the Head Start or Early Head Start program. (Over income children can apply to our Preschool and/or Child Care Program)
- No less than 10 percent of the total number of enrollment opportunities in the Head Start/Early Head Start program will be available for children with special needs.
- Children who were enrolled in the program the previous year will be given enrollment preference. These children will be considered still eligible for Head Start or Early Head Start services based on income eligibility from the prior year.
- Children who exit the Early Head Start Program and seek enrollment in Head start must submit new proof of income to determine eligibility for Head Start.
- Children who are siblings of former Head Start children will be given enrollment preference. Families will have to submit new proof of income to determine eligibility.
- Enrollment applications will be reviewed and processed by our Child Enrollment Team and checked for completeness and eligibility. Children will be ranked and selected based on our child selection criteria.



- An application will be considered complete for processing when it contains completed application, current proof of family income, and child's birth certificate. However, additional documentation is required before child can begin classes.
- An up-to-date immunization record is required for the child to be admitted into the classroom.
- Enrollment into various classroom/session options will be determined by family circumstances and child's needs. A strong effort will be made to work with the parent on session preference.
- A child consideration list, categorized by eligibility, will be developed if there are more eligible applications than funded enrollment slots.
- Parents of children, who remain on a child consideration list the entire program year, will be required to indicate whether they still want their child to be considered for enrollment in the upcoming school year and, provide updated child and income information. These parents will not be required to go through the entire enrollment process again.
- Families will be notified of acceptance or non-acceptance into the program.
- The agency will continue to accept applications throughout the year; however, it will be the program's policy not to enroll children into preschool Head Start after March 1 of the school year. (Exception: Children transferring from another Head Start program and who have completed all health services requirements.)
- Our Early Head Start Center Base/Home Base Program will continue to accept children throughout the year.

ADMISSION INTO "DEVELOPMENTAL" CHILD CARE PROGRAM

The agency will accept enrollment applications for Child Care throughout the year. Call 397-7336 to make appointment or for more information.

DAYS & HOURS OF OPERATION

Early Head Start Center-Based

Monday– Friday
7:30 a.m. – 5:45 p.m.

Head Start Center-Based

Monday – Thursday	
Morning Sessions	8:00 - 11:30
Afternoon Sessions	12:30 - 4:00
Single Sessions	8:00 - 12:00

Child Care Center-Based

Monday– Thursday
7:30 a.m. – 8:00 a.m.
11:30 a.m. – 5:45 p.m.

Friday
7:30 a.m. – 5:45 p.m.

EARLY HEAD START PROGRAM

Our Early Head Start Program and E.H.S. Home Base program are open all year long with the exception of traditional holidays and two annual Professional Development Days (see pg. 10)

E.H.S. Home Based Program:

- ◆ EHS Home Based Infants, Teacher make 1 ½ hour weekly visits to the home to work with parents and child.
- ◆ EHS Home Based Terrific Two's Program, children come to center two days a week plus one monthly home visit for 1 ½ hours



HEAD START PROGRAM

The federally-funded Head Start program is generally opened from the last Monday of August until the second or third Thursday in May.

The federally-funded Head Start program follows the public school yearly calendar, closing for the same holidays and vacations. The federally-funded Head Start program also follows the public school's emergency closing procedures. If public school is dismissed early because of weather conditions, preschool will close at the same time. Listen to the local radio station for early closing information.

Children enrolled in full-day/full-year federal-funded Head Start option, attend class every day with the exception of federal holidays.

“DEVELOPMENTAL” CHILD CARE PROGRAM

The Child Care Program is open all year with the exception of traditional holidays and two Annual Professional Development Days. (See page 10)



HOLIDAY SCHEDULE (AGENCY CLOSED)

Our Child Care program is open all year long, with the exception of two Annual Professional Development Day and traditional holidays as follows:

- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day
- Martin Luther King Day
- President's Day (check with agency)
- Memorial Day
- Fourth of July
- Two annual Professional Development Day in August & February

CREDIT FOR ABSENCES

If a child is enrolled in our Child Care Program, a family will be charged the weekly rate unless the following circumstances apply:

Extended illness (doctor's proof and release required)

Sick day allowances – families will be allowed ten days vacation without a charge. No other credits will be given. We strive to provide quality services, and maintain low staff/child ratios. Even when your child is absent, the staff must be paid and costs continue.

No credit on fees is given for scheduled closings as designated in this handbook. (See Holiday Schedule above)

OVERTIME CHARGES

There will be an overtime charge for children not picked up at the close of the business day. An additional fee of \$5.00 per 15 minutes (1/4 hour) will be charged. Consistent lateness will be grounds to terminate your

child from our program. All over time fees must be paid within two weeks of the late pickup.

Fees

Head Start is federally funded and, therefore, is free of charge. Parents will not be charged for the services rendered to their child while attending the "Traditional" Head Start classroom. (It is only if and when the "Traditional" Head Start classroom is over, that a fee is charged.) This includes Friday, since Head Start is Monday – Thursday.

Children enrolled in Early Head Start center-based program have a source of supplemental funding supplemental through Child Care State Subsidies or our TANF Head Start Grant to cover full day, full year operations. Income eligible Early Head Start Families are never charged a fee if they are enrolled as Early Head Start.

ARRIVAL & DEPARTURE OF CHILDREN

In order to ensure the safety of the children and to aid in the smooth operation of our program, the following regulations regarding pickup and delivery must be followed:

- ♦ When delivering and picking up children, please park in a "designated" parking space. Do not park in the front or side of the parking lot. These pathways need to be clear at all times for buses and other vehicles. Do not park in a handicapped zone if you are not handicapped nor in the yellow areas which are "reserved" parking.
- ♦ All children must be accompanied into the center and signed in by an adult, as well as be picked up and signed out by an adult.
- ♦ A child should not be brought to the center before the scheduled class time be-

gins. (Education staff needs time to prepare for the days activities.)

- ◆ Children must be picked-up on time! Parents picking children up late will be charged a fee of \$5.00 per 15 minutes (1/4 hour). Any charges assessed must be paid in full within two weeks.
- ◆ Pickup and delivery times are difficult transition times. Because the teacher needs to give the children his/her full attention, we discourage getting involved in long discussions with education staff during these times. A conference can be scheduled to discuss any concerns or share pertinent information. We welcome you to come back at a time when the teacher is not on classroom duty.
- ◆ Parents must never leave a child without a teacher present.
- ◆ If an emergency arises and you are unable to pick up your child at the designated time above, please call the center as soon as possible. (Late fees will be waived based on the circumstances of the late pickup).
- ◆ If a child rides a Head Start bus, or public school bus, it is the parent's responsibility to be at the designated area at delivery and pick-up time. Failure to do so could result in transportation services being terminated.
- ◆ No child will be released to a person not authorized by a parent to pick the child up. We must have written authorization for changes in this aspect. If necessary, photo identification or other official documentation will be requested by the program before the child is released.
- ◆ Copies of legal documents must be provided to the Center Coordinator before any staff person can "actively" prevent non-custodial parents from pickup of their child. Staff will not jeopardize their safety by physically intervening, when a non-custodial parent refuses to obey the

court order. The police, however, will be called immediately.

- ◆ A child will not be released to a person who appears to be intoxicated or under the influence of mind-altering substance.

TERMINATION OF CHILD'S ENROLLMENT

A child's enrollment into the federally-funded Head Start program may be terminated for any of the following reason(s):

- ◆ The school year has come to an end
- ◆ Serious illness of the child, preventing school attendance
- ◆ Failure of the parents or guardians to follow the rules and regulations.
- ◆ Consistent and excessive absence of the child
- ◆ Inability of the child to adjust to school routine
- ◆ The school, in its sole and free discretion, determines that it is not in the best interest of the school or other children enrolled at the school to have the child in attendance
- ◆ Failure of the child's parents or guardians to cooperate with the school which the school determines in its sole and free discretion is serious enough to warrant termination

WITHDRAWAL

- ◆ If a child needs to be withdrawn from childcare, a two-week notice is required so that the vacancy can be filled by another child. If you are able to offer more notice, it would be appreciated. Failure to provide at least two week notice will result in child care charges until the two week notice date would have occurred.
- ◆ Please do not enter classrooms before dismissal time.



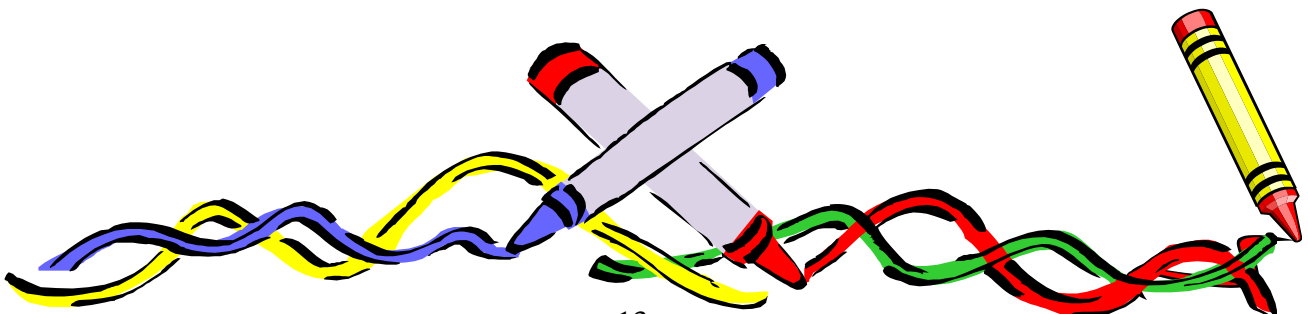
INFANT DAILY SCHEDULE

7:30–8:10	Arrival
8:10–9:00	Breakfast/Feeding Transition (Brushing Teeth; Diapering/Toileting; Hand Washing)
9:00–10:30	Story time / Free exploration / Floor Time / Individualizing
10:30–10:50	Outside Play / Gross Motor Activities
10:50–11:10	Transition (Drinks; Diapering/Toileting; Hand Washing)
11:10–11:45	Lunch / Feeding
11:45–12:15	Transition To Nap (Brushing Teeth; Diapering/Toileting; Hand Washing) Quiet time/Story time
12:00–2:00	Naptime / Games / Curiosity and Exploration / Individualizing
2:00–2:30	Transition (Diapering / Toileting; Hand Washing)
2:10–2:45	Snack / Feeding
2:45–3:45	Story time / Free Exploration / Floor Time / Individualizing
3:45–4:00	Transition (Diapering/Toileting; Hand Washing)
4:00 – 4:30	Outside play / Gross Motor Activities
4:30–5:00	Transition (Diapering/Toileting; Wash up – Face, Hands, Feet, etc.)
4:45–5:30	End of day activities / Prepare to go Home



TODDLERS / TWOS DAILY SCHEDULE

7:30–8:10	Arrival
8:10–8:40	Breakfast
8:40–9:00	Transition (Brushing Teeth, Diapering/Toileting; Hand Washing)
9:00–9:10	Story Time / Free Exploration
9:10–10:15	Free Play / Individualizing
10:15–10:30	Music / Movement
10:30–10:40	Transition (Diapering/Toileting; Hand Washing)
10:40–11:00	Outside Play / Gross Motor Activities
11:00–11:10	Transition (Drinks, Diapering/Toileting; Hand Washing)
11:10–11:40	Lunch
11:40–12:00	Transition to Nap (Brushing Teeth, Hand Washing; Diapering/Toileting) Story Time
12:00–2:00	Naptime (Quiet activities, stories, Individualizing)
2:00–2:30	Transition (Diapering/Toileting; Hand Washing)
2:30–2:45	Snack
2:45–3:00	Story Time
3:00–3:45	Free play / Small Groups/ Individualizing
3:45–4:00	Transition (Diapering/Toileting; Hand Washing)
4:00–4:30	Outside Play
4:30–4:45	Transition (Diapering/Toileting; Wash Up – Face, Hands, Feet, etc.)
4:45–5:30	End of day activities / Prepare to go Home



Child & Family Services, Inc. of Lea County

Core Knowledge Daily Classroom Schedule

Level I (3 Year Olds)



7:55 - 8:00	Arrival/ Children Sign In/Planning
8:00 - 8:10	Circle Time/Opening Exercises (Pledge, Weather Chart, Calendar)
8:10 - 8:15	Hand washing
8:15 - 8:45	Planning/Breakfast/Tooth Brushing
8:45 - 9:00	Circle Time/Story Theme Discussion
9:00 - 10:00	Learning Centers (Individualizing; Peacemaking Skills, Assessment)
10:00 - 10:10	Clean-up/Transition/Daily Review
10:10 - 10:20	Music/Movement/Nursery Rhymes
10:20 - 10:40	Small Groups Independent Work (CK Skills/Social Skills)
10:40 - 10:55	Outdoor Play
10:55 - 11:00	Transition to Lunch/Hand Washing
11:00 - 11:30	Lunch/Tooth Brushing/Dismissal

Child & Family Services, Inc. of Lea County

Core Knowledge Daily Classroom Schedule

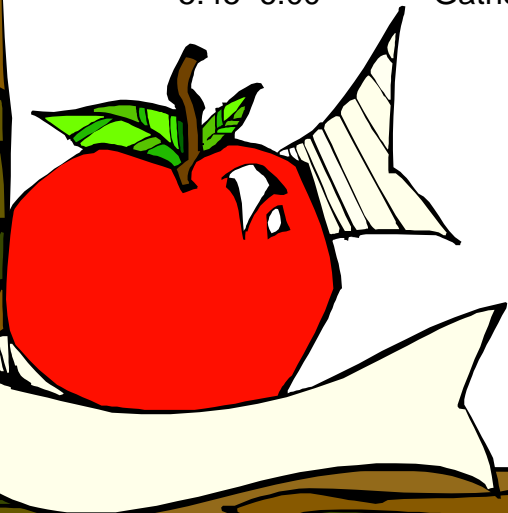
Level II (4 Year Olds)



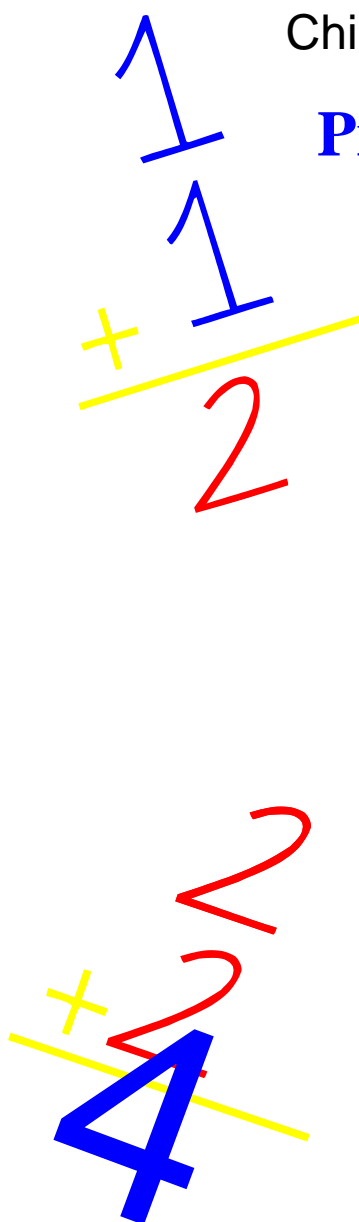
7:55 - 8:00	Arrival/ Children Sign In/Planning
8:00 - 8:10	Circle Time/Opening Exercises (Pledge, Weather Chart, Calendar, Theme Discussion)
8:10 - 8:15	Hand washing
8:15 - 8:45	Planning/Breakfast/Tooth Brushing
8:45 - 9:05	Outside Play
9:05 - 9:20	Circle Time (Story time/Finger Plays/Nursery Rhymes)
9:20 - 10:20	Learning Centers (Individualizing; Peacemaking Skills)
10:20 - 10:30	Clean-up/Transition/Daily Review
10:30 - 10:50	Small Groups (CK Social Skills/Saxon Math)
10:50 - 11:15	Music/Movement
11:15 - 11:25	Transition to Lunch/Hand Washing
11:25 - 12:00	Lunch/Tooth Brushing
12:00 - 12:30	Outdoor Play/Organized Games
12:30 - 1:30	Naptime
1:30 - 2:00	Large Group Activity (Science or Cooking)

SCHOOL-AGE DAILY SCHEDULE

2:45–3:00	Arrival / Attendance
3:00–3:20	Transition/Hand Washing/Snack Time
3:20–3:45	Group Rap Session
3:45–4:30	Let's Get Physical/Outside Play
4:30–5:30	Homework/Board Games/ Free Play
5:30–5:45	Clean-up Transition/Group Game
5:45–6:00	Gather Personal Belonging/Dismissal



Preschool Summer Enrichment Daily Classroom Schedule



7:55 - 8:00	Arrival/ Children Sign In/Planning
8:00 - 8:10	Circle Time/Opening Exercises (Pledge, Weather Chart, Calendar, Theme Discussion)
8:10 - 8:15	Hand Washing
8:15 - 8:45	Planning/Breakfast/Tooth Brushing
8:45 - 9:15	Outside Play
9:15 - 9:30	Circle Time (Story time/Finger Plays/Nursery Rhymes)
9:30 - 10:30	Learning Centers (Individualizing; Peacemaking Skills)
10:30 - 10:40	Clean-up/Transition/Daily Review
10:40 - 11:00	Small Groups (CK Social Skills/Saxon Math)
11:00 - 11:20	Music/Movement
11:20 - 11:30	Transition to Lunch/Hand washing
11:30 - 12:00	Lunch/Tooth brushing
12:00 - 2:00	Naptime
2:00 - 2:15	Awakening/Toileting/Hand Washing
2:15 - 2:30	Snack Time
2:30 - 2:45	2 nd Story time
2:45 - 3:45	Center Time
3:45 - 4:00	Clean-up/Transition
4:00 - 4:15	Large Group Activity
4:15 - 4:30	D.E.A.R. Time (Drop Everything & Read)
4:30 - 5:15	Outdoor Play
5:15 - 5:45	Board & Table Games/Prepare to Go Home



Child & Family Services, Inc. of Lea County

Summer Enrichment School-Age Schedule

8:00 – 8:15	Greet Parents/Students
8:15 – 8:30	Rap Session/Transition to Breakfast
8:30 – 9:00	Breakfast
9:00– 9:30	Outside
9:30 – 10:30	Centers
10:30 – 12:00	Kid Clubs
12:00-12:30	Wash Hands/Lunch
12:30 – 12:45	Story time (Classical Stories)
12:45 – 1:45	Rest/Quiet Time
1:45- 2:00	Whiz Kid’s Quizzes
2:00 – 2:15	Jam/Music time
2:15-2:30	Snack
2:30-3:15	Public Library Visit
3:15-3:45	DEAR TIME (Drop Everything & Read)
3:45-4:15	Centers
4:15-5:00	Board Games & Computer
5:00-5:45	Outside (Prepare to go Home)





SERVICES PROVIDED to Child & Family Services, Inc. of Lea County CHILDREN & FAMILIES – Birth- Five Years



EDUCATION

Each child shall receive:

- **An educational program**
Designed to meet the individual needs of each child - Every child receives a variety of learning experiences, which will foster intellectual, language, social, emotional and physical growth and development.
- **Core Knowledge Curriculum-Preschool**
- **Innovations Curriculum- Birth-Three**
- **Educational Assessment**
Each child will be assessed a minimum of twice a year in all areas of development in order to determine the child's present level of functioning, as well as identify strengths and areas to be improved.
- **Individual Developmental Education Plan**
An individual Development Education Plan (IDEP) will be developed on each child, which will include long-term goals and short-term objectives. Plans will be updated a minimum of twice a year.

MENTAL HEALTH

Each child shall receive:

- **A variety of classroom activities and experiences**
which fosters the development of a positive self-concept
- **A classroom environment**
which is socially and emotionally supportive of the individual needs and differences of the children enrolled
- **Observation**
a social, emotional, and behavioral assessment scored and reviewed by our Mental Health Counselor
- **On site support**
for children with emotional and/or behavior concerns (Emotional Care & Support Program) and/or formal counseling for child and family if indicated.



SPECIAL SERVICES

In addition to the services offered above for every child, children with special needs shall receive:

- **A comprehensive child developmental program**
through an inclusive environment
- **IEP** (Individual Education Plan)



Interdisciplinary meeting with Head Start and Public School or Part B personnel to develop an IEP or IFSP Part C, discuss assessment and diagnostic results, establish goals and objectives and services and to determine if any additional therapy and supports are needed to support the child's growth and development, on-site Speech/Language Therapy, Physical Therapy, Occupational Therapy and bus transportation.

➤ **Ancillary Services and Supports**

As prescribed in child's IEP/IFSP, this may include speech/language therapy, physical therapy, and/or occupational therapy and bus services.

➤ **Bus transportation (Hobbs Only)**

to and from assigned center (child must have an IEP or IFSP to qualify for public school transportation services)

Parents of the child with special needs shall receive:

➤ **An annual orientation**

which will provide information on new legislation, including parent rights and responsibilities, working with professionals, working with the classroom teacher and monitoring and supporting your child's progress

➤ **Support services**

Coordinated by our Special Services Coordinator

➤ **F.O.C.U.S. (Families of Children United for School Success)**

Support group which meets a minimum of three times a year to provide parent with information, resources and support

HEALTH

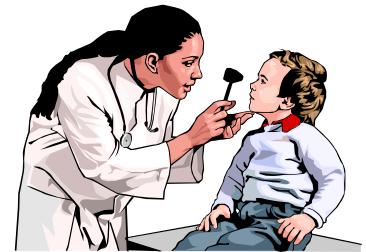
Each child shall receive:

➤ **Immunization Assessment**

➤ **Nutritional Assessment**

➤ **Growth/Height Assessment** (minimum of twice a year)

➤ **Vision Screening**



In addition to the above, children enrolled in our federally-funded Head Start/EHS Program who are of age and income eligible, will receive the following through coordination with your child's primary care physician and health providers:

➤ **Physical examination** and treatment; annually (exam includes hemoglobin and/or hematocrit assessment, lead screening, urinalysis and growth/weight assessment)

➤ **Dental examination** and treatment

➤ In addition to screening, complete **eye evaluation**, if indicated

➤ In addition to **hearing screening**, complete hearing evaluation, if indicated

➤ **Individualized Health Care Plan** (developed by your child's Health Advocate)

Parents of children who are not eligible for receiving these services free, will be encouraged to use their insurance or other methods of payment to ensure their child receives these preventive health services. Our Health Advocates will assist you in your efforts to identify available resources to pay for services.

In addition to the above we sponsor an Annual Wellness Fair and Community Resource Fair. These fairs provide an opportunity to receive health screening and information.



NUTRITION



Each child and/or family shall receive:

- **Health Education & Information** on Pertinent topics at Parent's Monthly Health Awareness Day at each center
- **Nutritional Assessment**
- **Nutritious meals** which, at a minimum, meets one-third of your child's daily nutritional requirements and meets the USDA and CACFP requirements. Morning and Head Start 8:00-2:00 children receive breakfast and lunch, afternoon children receive lunch and snack. Child Care children receive all of the above. Children in attendance all day receive an afternoon snack in addition to breakfast and lunch.
- **Family-Style Dining** is utilized where children participate in meal set up preparations, serving themselves and clean-up. Meals are served in a pleasant, culturally sensitive, and relaxed atmosphere. If a child requires special diet, coordination with the parents and Health Specialist will be established to ensure the diet needs and restrictions of the child are met.
- **The USDA Chef Combo Nutrition Program**, as well as other educational materials, will be utilized monthly in all the classrooms. New Mexico Department of Health has very strict regulations concerning food in the classroom. Therefore, no outside food items PREPARED IN UNLICENSED KITCHENS ARE ALLOWED to be brought into the classroom.

WELLNESS SERVICES FOR PARENTS

- **A variety of classes** will be held to promote wellness (i.e., diet, nutrition, exercise, stress management, sexual responsibility, drug prevention, etc.)
- **Wellness Check** – blood pressure, diet evaluation, health assessment and overall fitness evaluations will be offered throughout the year.
- **Informational pamphlets** on fitness, health issues, nutrition, diet and stress.

REST PERIOD



All children who are in attendance at naptime need a cot or mat for the daily rest period. Please ask your child's teacher if you need to purchase the mat/cot or if it will be provided by the school. Children are not required to sleep at this time, but they should remain quiet for those children who wish to rest.

Children who nap should bring a towel, light blanket, or quilt, for the cot on Monday and take them home on Thursday or Friday to be laundered. Also, please send a change of clothing for emergencies.

FAMILY SERVICES / PARENT ENGAGEMENT



Parents shall receive:

- **Support**
services and information from agency's Family Services Staff. Each family will be assigned a Family Service Advocate.
- **Family Assessment**
families will be assisted in identifying interests, desires, goals, strengths and needs of the Family
- **Assistance**
referral in obtaining needed services.
- **Follow-up**
on referrals made by agency staff
- **A Community Services Directory of Agencies**
which provide needed economic, social and educational and recreational services
- **Baby-sitting Services**
while they participate in parent engagement and education classes held at the center
- **Access to the Parent Center**
for support groups, socializing, classes, studying, telephone
- **Access to the Information Technology Center**
for access to computer with internet access

MILEAGE AND BABY SITTING REIMBURSEMENT FOR PARENTS

Babysitting fees and mileage costs may be reimbursable for income-eligible families for the following activities:

- Policy Council meetings
- Local/out of town workshops/conferences
- Literacy Trainings

Child & Family Services, Inc. of Lea County/Head Start program will reimburse babysitting expenses at \$2.00 per hour for one child plus \$1.00 for each additional child. Out of town reimbursement for child care (if needed) is \$15.00 per day per child and \$10.00 for each additional child. Mileage is reimbursed at a rate of .32 a mile. Proper documentation is required.

Family Service Advocate and Staff will assist parents in obtaining babysitting services. Babysitting is available usually at the center for most parent engagement activities, based on parent's request and needs.

INITIAL PARENT CONFERENCE



Included in the Initial Parent Conference, usually prior to your child's first day of attendance, is a discussion on our agency's program philosophy which includes our belief that the best way to teach children is to build on play and children's natural learning styles.

PARENT HANDBOOK

Parents are given a Parent Handbook that explains our agency's program philosophy, services provided, policies and procedures, which give information on how children learn, in addition to the agency's Behavior Guidance Policy and acceptable ways of disciplining children. It is our hope that parents will utilize these techniques in their home as they guide and discipline their children.

PARENT CONFERENCES/HOME VISITS/FORMAL CONVERSATIONS

Teacher and-Family Service Advocates, conduct two home visits and three parent conferences for each family annually. Education staff shares the child's progress, strengths and needs, in addition to receiving input from parents in the development of the child's IDEP. Family Service Advocates share school information, and upcoming events. They also assist parents with any expressed needs and interest through the joint development of an IFSP.

CLASSROOM VOLUNTEERS, OBSERVERS, PAID STAFF

Parents are encouraged to become actively involved. This experience will assist them in learning specific strategies and techniques for enhancing their parenting skills in all aspects of the program, including observing their child's classroom and other program operations.



VOLUNTEER ORIENTATION

Parents volunteering for our agency receive volunteer training. The training includes a section on Basic Characteristics of Young Children as well as specific guidelines and strategies to use when working with young children.

PROGRAM INVOLVEMENT

- Direct involvement in the decision-making about program and operations through serving on Policy Council and/or Parent Center Committees or PI Planning Teams
- Assessment of the program operations through input at meetings and/or serving on the yearly program assessment team
- Participation in the planning and development of goals for activities for the classroom and/or program
- Opportunity to work with their your children in cooperation with agency staff

PARENT EDUCATION TRAINING

- Opportunity to participate in a Parent Engagement Activities based on the expressed needs and interest of the enrolled families (ex., GED, ESL, Child Development, Parenting, Nutrition, Literacy, Computer, Crafts, Parent Involvement, travel-to-training conferences, etc.)



CENTER LIBRARIES

All centers have a Parent Center Library, where parents can check out books and learning totes each week for their child. The libraries also have computers for parent usage

HOME-SCHOOL CONNECTION

Take Home Learning Totes and other take-home activities provide an opportunity for parents to work with their child at home.

TRANSITION

Formal school transition activities begin in January; as staff and parents participate in a wide variety of activities to ensure children and families experience a smooth transition to their next classroom and/or school placement.

CENTER MONTHLY NEWSLETTERS

To communicate center happenings, upcoming events, curriculum theme, books, and focus for the month, on child development, health, and nutrition. Home and School Connection activities and monthly menus are also included.

BI-MONTHLY PARENT/CHILD SHARING DAYS FAIRS/ CENTER PARENT MEETINGS

One day out of every other month is designated as Parent/Child Sharing Day. Parent meetings are also held every other month. Various topics are presented at Parent Meetings. Also – Health and Family Resource Fair, Be a Head Start Kid for a Day Fair, School and Transition Readiness Fair, and much more.

SCHOOL IMPROVEMENT COMMITTEE

The committee identifies projects and tasks which will enhance facilities, grounds, and overall appearance of the Head Start Centers.

PARENT ENGAGEMENT INCENTIVE AWARDS PROGRAM

Parents will have many opportunities to earn Bonus Bucks for participating in the Parent Engagement Incentive Awards Program. Bonus Bucks will be awarded each time a parent participates by volunteering in the classroom, attending Parent & Child Sharing Day, meetings and training. In addition, the parent with the most points and involvement in different areas will be eligible for a surprise gift, depending on funds available.

PARENT ENGAGEMENT – PERSONAL DEVELOPMENT OPPORTUNITIES

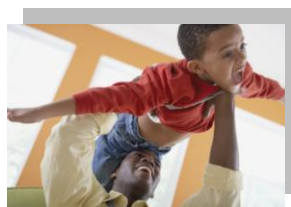
Parent as Teacher Assistants (PTA)

- Twelve week internship
- Formal orientation and training
- Hands-on experience in the classroom
- Requires a minimum 4 hour a day class volunteer Monday through Thursday
- Monetary stipend based on volunteer hours
- Certificate of completion
- Opportunities for employment upon successful completion



Actively Involved Males: (AIM)

- Fatherhood Support Group
- Father (Male) and Child Activities
- Field trips
- AIMs Mentor (needed for each center)
 - Attend monthly Core Meetings
 - Help plan Male and Child Activities
 - Responsible for recruiting males at center level
 - Child Development Training and Information
 - AIM Representatives selected to attend a Regional Fatherhood Conference



Very Special Women:

- Support Group for Women
- Six week program
- Attend Weekly Meetings
- Training: Exercise, Health/Nutrition, Wellness, and more based on participants choices
- Life Makeover Program
- At the end of six week program, participants will receive a pamper yourself day
- Focus ~ Personal Development, Wellness, and Self-Care
- Pamper Yourself Day





ENTRANCE TO THE BUILDING/VISITORS POLICY

Centers open Monday – Friday at 7:30 a.m.

Our agency maintains an “Open Door” Policy for parents. Parents are asked to sign in if they are visiting the center.

Visitors to the center must report to the main office before going into a Head Start Classroom.

CELLULAR PHONE CALLS

In order for Child Family Services, Inc. to avoid distractions and maintain order in our buildings and classrooms, we ask parents to end cell phone calls prior to entering their child’s classroom and any Head Start/Early Head Start event.

BEHAVIOR GUIDANCE POLICY

Child & Family Services, Inc. uses the following guidelines for promoting positive behavior and for responding to problem behavior:



Managing Behavior

When a child has a physical or emotional outburst, we provide comfort and privacy. This allows the child to regain composure and insures safety to other children and staff. “Time Out” will be used only as a last resort, when a child is unable to break a pattern of negative or attention-getting behavior. This is not a punishment but rather a time of renewal for the child. When the child has regained control, he should be allowed to join the group. In any event, the time out should not exceed the number of minutes corresponding with the age of the child (for example, three minutes for a three-year old).

Prevention

A well-designed and well-equipped classroom, tailored to the developmental level of the children, prevents frustration, interruption and hazards. It offers privacy, independence and easy adult supervision. In addition, the daily routine provides enough time for play, a sense of security, little waiting and few transitions.

Positive Redirection

The basic procedure used in all classrooms is positive redirection, which is redirecting unacceptable behavior to an acceptable alternative. This may be enhanced by verbal praise and other reward systems. We praise children for their appropriate behavior and successes by describing what we see and how we feel. “I see the books are all on the shelf. It’s nice to have such a clean room.”

Modeling

Teacher-modeled, appropriate behavior and communication, as well as positive peer models, are provided to help children learn responsibility for their actions.



Limit Setting

We have few clear, simple rules that vary according to the developmental level of the children.

In establishing rules, each teacher follows these guidelines:

- Tell children what they are to do in a positive tone.
- Post rules prominently throughout the classroom for parents and staff to read.
- Specify rewards for following rules.
- Explain rules to students and apply rules consistently.

Problem Solving

We appeal to the preschooler's growing intellectual and moral reasoning by using natural and logical consequences and asking questions to encourage problem solving. Teachers help children identify their needs, feelings, causes, alternatives and choices. We provide cues such as the statement, "Use your words."

- **WE DO NOT HIT OR PADDLE CHILDREN.** Hitting is often misunderstood by a young child who does not always see the connection between a slap and some action on his part. Hitting as a form of punishment rarely stops an inappropriate behavior, but does cause confusion and anger.
- **WE DO NOT SHOUT OR YELL AT CHILDREN.** Yelling usually frightens children and distracts them from the problem. Shouting, which is often accompanied by name-calling on the part of the adult, also damages a child's self-esteem.

While our staff respects the right of every parent to discipline his or her child in a personal way (except where child neglect is concerned), **parents who volunteer in any of our centers may not hit or shout at any child, including their own.** Hitting or shouting at a child in the presence of others upsets everyone and disturbs the classroom routine.

RELIGIOUS HOLIDAYS & CULTURAL CELEBRATION POLICY

Child & Family Services, Inc. of Lea County recognizes and respects the undeniable role that religion has played in the formation of the world civilizations, in the Americas, in the foundation of our country in particular, and in the lives of citizens. The place of religion in society should be recognized as an important one.

Our program can play a vital role in bringing about an understanding among people of different backgrounds. In that capacity and when appropriate within the curriculum, the program may assume the responsibility to teach our children about the various beliefs that different cultures practice. The different ways that cultures celebrate will be discussed in an atmosphere of mutual respect.

It is anticipated the students will also develop mutual respect for cultural diversity. To this end; Child & Family Services, Inc. of Lea County proposes the following guidelines in its Policy:

- Child & Family Services, Inc. of Lea County is a multi-lingual and multi-cultural community and the Board of Directors encourages all staff to teach students to recognize and respect the historical and cultural diversity, which have contributed to our community.

- Literature or text may be studied only for their historical, artistic, cultural, literacy, or other secular importance.
- All students and staff should demonstrate a respect for individual differences and diversity.
- Staff may teach about religious holidays and may celebrate the secular aspects of the holidays and objectively teach about their religious aspects. Holiday pageants, plays and/or assemblies may not be observed as religious events.
- No form of prayer, workshop or expression of religious belief shall be prescribed or sanctioned in fact, or in appearance, or condemned by the program.
- Parents may excuse their children from the program if the above activities are contrary to their beliefs.

NUTRITION POLICY

All meals, served to the children enrolled in our various programs, are nutritious and meet the requirements as established by the United States Department of Agriculture (USDA) , Child & Adult Care Food Program (CACFP).

Monthly menus are posted in your child’s classroom in the “Parent’s Corner”.

FOOD ALLERGIES & INTOLERANCE - If a child has any food allergies, the program must receive a statement form the child’s physician describing the type of diet needed. The program will then make the necessary arrangements to accommodate this need.

SPECIAL DIETS – If a child needs a special diet, the program must receive a statement from the child’s physician describing the type of diet needed. The Health Services Manager will then make the necessary arrangement to accommodate this need. (for religious purposes a physician’s order is not required)

UNALLOWABLE FOOD/SNACKS – Children are not allowed to bring candy, chips and sugary snacks to the classroom. Also, the children are not allowed to drink carbonated beverages (Cokes, Sprite, etc.) or chew gum.

TRANSPORTATION POLICY

The agency provides transportation, at no extra charge, for the following:

- School-age children (pickup from public school to child care)
- Head Start children with no means of transportation or in an emergency situation (car broken, etc.) – very limited service due to high gas prices.

CAR POOLS – If parents are experiencing transportation problems, we assist them in finding alternative transportation i.e. “car pooling” with another parent. For more information see your Family Service Advocate.

PARENT TRAINING – Transportation is available on a limited basis for transportation to Parent Education Classes and/or meetings. Please see Family Services Staff for more information.

STAFF MEMBERS TRANSPORTING CHILDREN TO AND FROM SCHOOL – Staff members are not allowed to drive children to or from school except in emergency situations.

PARKING POLICY

Safety is very important to us here at Child and Family Services, Inc. Parents are asked to drive with caution as they approach any of our centers and to be aware that there are little children in the area.

All parents need to park in the designated parking area only. Parents are not allowed to park in the yellow or red area zones at any time due to the loading and unloading of children riding school buses.

Handicap parking is only for parents and visitors who have a visible Handicap Parking Permit



FIELD TRIPS POLICY

An important part of Child & Family Services, Inc. curriculum is exposing the children to many and varied experiences within the community; therefore, a number of field trips are built into the program year.

Parents will be informed of the field trips in advance through parent memorandums and a field trip permission form that parents will need to sign prior to date of the field trip giving their child permission to participate. A permission form will be sent home for children who ride the bus.

Children will be transported by Child & Family Services school buses.

DRESS CODE POLICY

Student dress code is designed with students in mind to help promote a learning environment where students can enjoy themselves while learning.



Students should be well groomed at all times; this helps a child feel better about him/herself. Dress your child according to the weather, for example warm clothes and coats in the cold weather. Rubber flip-flops and open-toed shoes are not allowed because of the danger of children tripping or hurting their toes while playing.

Please do not dress your child in clothes that you do not want to get dirty or stained, as children do lots of fun and educational activities, especially painting (that can get messy).

Please bring an extra set of clothing for your child if you feel he/she may have an accident. All pre-3 children are required to have a change of clothing.



PROPER SHOES

In order to ensure our children's safety, we are requesting that children do not wear backless shoes. The children participate in many active play activities (running, skipping, climbing) which require shoes with a solid sole and good grip. We recommend rubber soled-shoes, such as tennis shoes.

DIAPER POLICY

Child & Family Services, Inc. provides economy-brand diapers for Early Head Start income eligible children, or parents can choose to provide their own diapers if preferred. Over income parents are required to provide diapers and baby wipes for their child.





FORMULA POLICY

Child & Family Services, Inc. will provide infant formulas to all enrolled Early Head Start/Early Care infants that do not exceed the allowed amount. Formula prescribed by a physician will be provided only with a written order.

TOYS FROM HOME POLICY

Except for toys that are needed in the opening days of school to help ease your child's transition from home to school, we ask that you leave your child's toys at home or in your car. If an item is brought to school, we cannot be responsible for it. It must be shared, and it must have the child's name on it.

If you have a book that may be of interest to all the children, we will appreciate this being shared with the class but ask that it be left for several days. Books will be returned to you in good condition. We also appreciate occasional special records for curriculum enrichment; however, we suggest you discuss what you would like to bring first with your child's teacher.

NO GUNS, WAR TOYS OR OTHER TOYS OF DESTRUCTION – These items are taboo in our school. A child must have a means to express feelings of aggression. We suggest clay to pound (manual dexterity), hammer and saw to use (when appropriate) (good for visual-motor perception), punching bag to hit (and to vent anger while developing perceptual abilities), finger paints (to soothe jangled feelings while practicing a developmental rhythmic movement).



BIRTHDAY POLICY

At Child & Family Services, Inc. of Lea County, children's birthdays will be celebrated on the child's actual birth date. Birthdays that fall on Friday, Saturday, or Sunday will be celebrated on the Thursday before the child's birthday. All parents will be given the opportunity to have a party for their child. If the parent is unable to do so, Child & Family Services, Inc. will provide a cupcake for the child and the teacher will ensure that each child's birthday is celebrated in a special way.

BIRTHDAY BOOKS – You can make a special kind of donation to Head Start on your child's birthday by donating a book. Donations such as these are appreciated and benefit your child and his/her entire classroom.

CHILD ATTENDANCE AND TARDINESS POLICY

To ensure that children and families receive optimal benefit from the Head Start Program it is crucial to maintain regular attendance. Head Start Staff will emphasize the benefits of regular attendance and work with the family when a child's attendance is of concern. If a child's attendance falls below 85% an Attendance Agreement is developed to help families improve attendance. Children have, in the past, been dropped for attendance issues.

When a Child is Absent

- Please call 575-397-7336 before 8 a.m. to report your child's absence. Should we not hear from you, your child's teacher or family advocate will call your home or work number to check on your child.
- Please report to the school immediately if your child has contracted any communicable disease (suspected or confirmed) and nuisance conditions such as head lice or scabies.
- If a child continually complains about illness and does not wish to go to school, yet displays no apparent symptoms, there may be other reasons. Please call your child's teacher or your family advocate.
- We urge you to carefully consider circumstances that keep your child out of school. Regular school attendance is related to the degree of success in school. Thank you for your cooperation in insisting that your child attend every school day.
- When a child must leave during the school day because of illness or an appointment, parents will need to sign their child out of school before taking their child out of the classroom or nurses' office.
- A child ill for more than 4 consecutive days in the classroom or Family Child Care may be required to provide a physician's verification to be determined an approved extended absence.

Types of Absences

There are two types of absences: excused and unexcused.

Excused absences include:

- Illness
- Medical/dental appointments
- Funeral services
- Legal appointments
- Religious activities
- Family emergencies such as fire, storm, flood
- Death in the student's immediate family or relative
- Unusual circumstances not listed above if approved by the Executive Director



All other absences are considered unexcused. Families going on vacation are considered unexcused absences. Families are encouraged to take vacation during the school breaks.

Consequences of Unexcused Absences

After the second (2nd) unexcused absence, a student's parent/guardian will be notified by their family service advocate to discuss the absences and attempt to improve the child's attendance.

Tardiness

We request that a parent/guardian call if a child will be late for a valid reason such as a doctor's appointment. Children are expected to be in their classroom no later than 8:05 a.m. (morning classes) and 12:35 p.m. (afternoon classes) Failure to arrive in class by this time will constitute a tardy.

Excused Tardiness

Valid excuses for tardiness are illness; serious illness in the student's immediate family; a death in a student's immediate family or a relative; medical or dental treatment, physical emergency conditions such as fire, flood, storm, etc. and any tardiness for which the student has been excused in writing by a manager or designee.



DAILY HEALTH OBSERVATIONS POLICY

The teacher will do an observation upon each child's arrival to the classroom. These observations may be done in the presence of the parent or person who signs the child in. The parent or person bringing the child to class may be asked to sign the daily health observation once the teacher has completed it. Please notify your child's teacher about any scratches, bruises, runny noses, or any medication you may have given your child prior to bringing him/her to school. Children who are transported by a Head Start bus will be observed by the bus driver/monitor upon boarding. The transportation staff will complete a child visual evaluation form on any child with noted concerns. **Parents are encouraged to help their child wash their hands at arrival time to maintain a germ free environment.**

EXCLUSION POLICY

Regular school attendance is encouraged; however, a sick child should be kept at home. The following guidelines have been established to determine if a child should be at school:

- **Diarrhea or Vomiting** – The child may return when symptoms cease.
- **Impetigo** – The child may return to school after antibiotics have been given for 24 hours; or when sores are very dry with no yellow crust and no longer oozing (7-10 days).
- **Fever** – The child should return when free from fever.
- **Earache** – The child should be seen by a physician and return to school when free of pain.
- **Pediculosis (lice)** – The child may return after being treated, and treatment is repeated for nits. All nits must be combed out.
- **Ringworm or Athlete's Foot** – The child can attend school if the infected area is covered and is being treated by a physician. All open sores must also be covered.
- **Strep Throat** – The child may return to school following 24 hours of treatment with a physician's note and/or medication prescribed by a physician.
- **Conjunctivitis (pink eye)** – The child may return to school following 24 hours of treatment with medication from a physician.
- **Cold** – The child may attend school if he/she is free from fever and malaise. If a child has a lingering cough he/she should be seen by a physician.
- **General Malaise (headache, listlessness)** – A child who will not eat or participate in activities does not belong at school.
- **Chicken Pox** – A child may return to school when all the pox have scabbed over and a with physician's note stating child is no longer contagious.
- **Have symptoms of possible communicable disease (these are usually sniffles, running nose, reddened eyes, sore throat, headache, two or more vomiting episodes and abdominal pain, plus a fever.)** Please notify your

child's teacher/family advocate at once if your child has any of the symptoms listed.

MEDICATION POLICY

- We will administer medication to children under the following circumstances:
 - The dosage schedule cannot be adjusted to exclude hours when a child is at our center.
 - A child has a chronic medical problem (e.g., asthma) and may need medication in an urgent situation.
 - A child is recovering from an illness but is well enough to attend if given medication (e.g., ear infection after first day of antibiotic)
- The following conditions must also be met in order for Head Start Staff to administer medication:
 - Parents are asked to give their child their morning dose prior to coming to class.
 - Medication must be prescribed by a licensed physician (Prescription or over the counter)
 - The physician must provide written instructions on dosage of medication.
 - Medication must be oral, topical or nasal.
 - Medication must be in a safety lock container, have the original prescription label or manufacturer's label and have a current date on the label or bottle.
 - Medication for which we have a completed consent form.
- Certain staff members will be responsible for administering medications. They will:
 - Use the designated measuring device.
 - Make sure medication is stored properly and in a safety lock container.
 - Know about potential reactions to the medication and what to do if they occur.
 - Know when and how to contact a parent, pharmacist or physician to clarify instructions.
 - Not administer medication unless all answers in the checklist can be answered, yes.

Note: Parents will be responsible for picking up medication at the end of the day.

ADMITTANCE BACK INTO SCHOOL AFTER ILLNESS POLICY



Admittance will be granted back into the classroom under the following circumstances:

- If a child has had an extended illness, a doctor's release accompanied by any special instructions is required. An agency "Health Observation Form" must be completed by the physician and returned to the Health Services Manager or Worker.
- If a child is sent home for Head Lice or a communicable disease, he/she must be examined by the Health Specialist and Health Advocate, before being admitted to the classroom.
- If a parent is unsure if a child is well enough to remain in school, they should see the Health Specialist or Health Advocate so she may inspect the child and/or answer any questions.

- Education staff has the authority to refuse admittance of a child based on their initial inspection. The Health Specialist or Health Advocate will make the final determination regarding the child's ability to remain in school.



There is an Emergency Evacuation Policy and Procedure for each of our centers posted in all classroom and Parent Communication Boards

EMERGENCY EVACUATION POLICY (Tornado, Fire or Bomb Threat)

In the event of any emergency evacuation, monthly drills or actual emergency, all staff will follow the proper policy/procedure to ensure an orderly and timely evacuation of building(s) or classroom.

- At the sound of the alarm, all staff, children and families will go to the nearest exit of the room, unless the exit is not safe, in which case the person in charge will choose the best and safest alternate route, and meet at the designated safe location.
- Teachers will take their Classroom Health and Safety Notebook, Attendance Sign In/Out Sheet, and classroom fanny pack first aid kit.
- Center Coordinator will be responsible for taking their Agency-issued cellular phone and Disaster Supply Kit with them.
- Once the children have been accounted for and transported to a safe location. Family Services staff and any other office staff will begin notifying parents, via cellular phone, if possible.
- Teachers and other classroom staff will remain with the children, at all times, offering comfort and reassurance. Parent please under no circumstances are you to put yourself in any danger by attempting to pick up your child. Be assured that your child will be well taken care of by our well-trained staff.

EMERGENCY WEATHER CONDITIONS POLICY

- If there is sufficient warning, children should be picked up by their parents. Staff will attempt to call parents.
- Children who are at school during the warnings will be kept indoors. During a tornado warning they will be taken to the inner hallways. If there are no such hallways, they should “drop”, get under furniture and cover their head and other parts of the body if possible, with a book or something sturdy to protect them from blowing debris. Care will be taken to stay out of the path of debris blowing through.
- Flashlights will be kept available in case of power outage.
- A portable radio will be used to keep informed to the progress of the severe weather and of predictions and/or special instructions from local officials.
- Once children are in a protected area, they will be comforted and reassured.



FIRE POLICY

ACTUAL FIRE – If a staff person discovers a fire, she/he will activate the fire alarm. A designated person will call 911. Staff will exit the children, following the fire drill procedures. All will calmly proceed to the designated area outside of the building. Staff will take their Classroom Health and Safety Notebook, attendance sign-in/out sheets to check attendance and classroom fanny pack first aid kit. A designated person will check all of the classrooms and bathrooms for children and will shut classroom doors. A designated person will use the fire extinguisher from the wall if she/he feels it is safe to do so. No one will be permitted to re-enter the building without proper approval.

MINOR ACCIDENTS AT SCHOOL POLICY

The appropriate first-aid will be administered. (A minimum of three staff at each center is certified in Standard First-Aid/CPR. All head classroom teachers are certified, and all other staff members are trained in emergency procedures through annual in-service. The person witnessing the accident will complete an injury/mishap report. Parents will then receive the report and a copy with parent signature and date will be placed in the child's health file.

ACCIDENTAL INJURY REQUIRING MEDICAL ATTENTION POLICY

In case of accidental injury requiring immediate medical attention, we will make an immediate attempt to contact a parent. If we can't reach you, we will call the child's physician. If necessary, we will also call an ambulance or paramedics. Until the arrival of a parent; the physician, the ambulance or paramedic, the Director, Center Coordinator, Health Services Manager or Health Specialist will make all decisions about the care of the child. It is to your child's benefit that you keep the school up-to-date on phone number, emergency numbers and other pertinent information. An accident report will be filled out, and a copy shall be given to the parent or guardian.

Emergency Procedures are posted in each classroom in the Teacher's Corner. In addition, emergency phone numbers are posted on all agency telephones.

MISSING CHILD POLICY

Should a child be missing, staff shall search the building and ground completely. If the child is still not found, the police and parent/guardian shall be notified while staff begins searching the immediate surrounding area.

CHILD ABUSE POLICY

DEFINITION: Child Abuse and Neglect means harm or threatened harm to a child's health or welfare by a person responsible for the child's health or welfare.



GENERAL INFORMATION – REPORTING CHILD ABUSE

- Under the New Mexico Children's Code, teachers and other professionals are specifically required to report known or suspected child abuse or neglect.

- Failure to report child abuse/neglect is a misdemeanor.
- When reporting child abuse/neglect cases, the following information is required:
 - Identifying information on the child and parents
 - Child's age
 - Location of the Child
 - Nature and extent of injuries or condition
- After a case is reported, the report is screened for appropriateness. The purpose is to substantiate the report and find out if the child is in immediate danger if legal action is required, or if other non-emergency action is needed.
- Any person who reports suspected child abuse/neglect will be notified of the agency's decision to investigate or not investigate. All other information is confidential.
- New Mexico established immunity for any person reporting in good faith. The department's policy is to refuse to disclose the names of reporting person who request that their names remain confidential, unless ordered to do so by the courts.

CHILD & FAMILY SERVICES, INC. OF LEA COUNTY Child Abuse & Neglect Reporting PROCEDURES

If an agency staff member knows or suspects child abuse or neglect, the following procedures will be followed:

- Staff members will call 1-800-797-3260 to report suspected cases of child abuse/neglect.
- Child & Family Services, Inc. of Lea County staff will inform the Community Partnership Manager of a suspected child abuse case.
- Our staff is required to complete Case Notes, documenting any communication with the child and/or parent. Any questionable marks, bruises and/or reasons why you suspect abuse or neglect should be noted on this form. The case note is then routed to other appropriate staff members on a need-to-know base only.
- Our staff will preserve the confidentiality of all records pertaining to child abuse.
- Child & Family Services, Inc. of Lea County will not attempt to treat cases on its own.
- Child & Family Services, Inc. of Lea County will, but not required to inform the child's parent/guardian of any alleged child abuse/neglect on non-custodial members.

COMMUNITY/PARENT COMPLAINTS & GRIEVANCES POLICY

STATEMENT: No matter how fine a program we conduct and no matter how expertly we supervise and handle the children, we will receive complaints or hear about them indirectly. The Agency Director and Board of Directors respect the rights of agency staff, parents, volunteers and any concerned citizens to voice complaints if they are not satisfied with program operations or the type of services we provide.

POLICY: Grievances from parents, volunteers and concerned citizens will be handled in the following manner:

- Minor complaints from parents regarding concerns and /or incidents occurring within the classroom, shall be handled by the classroom teacher.
- If the complaint cannot be resolved to the party's satisfaction, the parents shall be directed to the Center Coordinator. If the complain is still not resolved, parents shall then be directed to the Agency Director. Agency staff shall direct any complaint that in their opinion is major, to the Agency Director.
- A parent or volunteer will always have the option of bringing any complaint directly to the Agency Director if they so choose.
- If a parent or volunteer does not come to the classroom teacher, Center Coordinator, or Agency Director with known complaint, the Family Community & Partnership Manager will make every effort to casually bring up the subject at an opportune moment in an attempt to resolve the matter.

If any complaint or grievance cannot be resolved to the party's satisfaction (parent, volunteer or community); the Agency Director shall direct the individual to contact the chairperson of the Grievance Committee (a committee of the Policy Council).

The following principles shall be followed when handling grievances:

- Listen carefully. Many times a person just needs an opportunity to air his/her feelings.
- Repeat what you have heard the other person say; try to summarize it in one sentence.
- State the changes that you think they would like to have made.
- State what you will do, while supporting the program and staff.
- The Grievance Committee hears and reviews grievances and makes recommendations to the Agency Director.
- The Agency Director will respond to Grievance Committee's recommendations within five working days and present an Action Plan, complete with specific actions to be taken, timelines and staff responsibility for implementing action plan.
- A meeting will be held with all concerned parties to discuss specific steps to be taken to resolve the grievance.

Agency Director Contact Information

Patricia Grovey, Agency Director
 950 East Snyder, Hobbs NM
 Phone: 575-397-7336
 Email: groveyp@cfsnm.net



CONFIDENTIALITY OF RECORDS/INFORMATION POLICY



Children's records are open only to the child's teacher, the Director (Ms. Grovey), an authorized employee of the licensing agency or the child's parent or legal guardian. (Other agency staff, which includes Center Coordinators, Health Services Manager, Family/Community Partnership Manger, Special Services Coordinator, Education Manager and Secretary, is given access to records only if the information will assist them in providing services to the child and/or family.

The Head Start agency staff must safeguard the child and parent's right to privacy by protecting information of a confidential nature. Problems relating to a child's home life will not be discussed by agency staff and other adults in the presence of the child or other children. Failure for an agency staff to keep and safeguard family's privacy will result in immediate termination.

AGENCY RECORDS – Records kept by the school include child enrollment information, attendance records, daily health checks, health records, screening and assessment results, individual education plan, special-needs reports, Parent Conference/Home visit reports, child observations and sample of child's work. The agency keeps all records for a minimum of three years, after which they are destroyed.

ACCESS TO RECORDS – Only authorized staff are given access to the child's records. Information is shared with staff on a need-to-know base if the sharing of the information will benefit the child.

Parents are given access to records at their request. An agency staff person must be available to go over the contents of the file with the parent and explain any items in it.

One Very Important Way to Help Head Start

IN-KIND

WHAT IS IN-KIND?

In-kind means the actual money value of volunteer time, mileage, and donations given to Child & Family Services, Inc. of Lea County Head Start program by parents, community members, and staff.

WHAT COUNTS AS IN-KIND?

- ~ Volunteer time in the classroom
- ~ Taking projects home for completion
- ~ Attending trainings (mileage and travel time included)
- ~ Attending Center Committee Meetings
- ~ Attending Parent as Partners In Reading classes
- ~ Planning activities (fund raising, field trips, dinners, etc.)
- ~ Parents attending Policy Council Meetings
(whether parents are representatives or not)
- ~ Money spent by the Center Committee which they raised
(keep all receipts)
- ~ Assisting in different Services Area offices (Health, Education, Kitchen or Maintenance, etc.)
- ~ Attending Out of Town Trainings
- ~ Donations (items donated in classroom such as paper towels, candy, etc.)