

Communication Policy

Family Development/Parent Involvement

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

Community

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

- Public Service Announcements/Radio and Newspaper
- Information stations throughout the communities with written brochures and applications
- Collaborative meetings with AFS, SCF, ESD, and other Head Start Programs (Tribal and OCDC)
- Community Safety Net
- Flyers/Announcements posted in communities
- Staff contact with other agencies dealing with specific day-to-day issues facing families
- Community Interagency Network meetings
- Invitations to community and agency members to serve as guest speakers/trainers for parent education opportunities
- Monthly Newsletters

Staff

Communication with staff is essential to ensure that performance standards are met consistently in all areas of working with families and other staff members. Communication is also important for growth and improvement of all staff. Communication with staff takes place through many forms, which include:

- Meetings with Family Development Staff, monthly
- File review Monitor forms
- Home Visit Observation forms
- Family Partnership Process evaluation forms
- Performance evaluations
- E-mail
- Memos
- Telephone
- Monthly Newsletters
- Staff meetings/training
- Administrative meetings
- Management meetings
- Team Leaders Meetings

Focus groups
Staff orientation

Parents

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

Parents receive the monthly newsletter which provides practical information for families and lists education and training opportunities available in their community.

Parents have opportunities to participate in regular parent meetings and can serve as a Parent Committee Officer or as a Policy Council Representative. At these levels, parents receive information regarding the agency as a whole and share responsibility for the dissemination of this information to other parents and staff.

Parents can attend staff meetings and serve on committees within the agency and share information with their committee and with other parents outside of the committee.

Communication with parents will be carried out in the parent's primary or preferred language with the use of interpreters if necessary. Materials will be translated.