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PROGRAM OPTIONS

Hermiston Child Development Center

Location: 605 S First St
Hermiston, OR 97838
541-564-0885

Days/Hours: Monday - Thursday
8:30 a.m. - 12:00 p.m.

Provides full day services for children 6 weeks to 3 years of age September-June

Hermiston High School Early Head Start

Location: 600 S First St
Hermiston, OR 97838
541-667-6423

Days/Hours: Monday - Friday
8:00 a.m. - 3:45 p.m.

Provides full day services for children 6 weeks to 3 years of age September-June

Irrigon Early Head Start Center

Location: 330 NE 10th St
Irrigon, OR 97844
541-922-5549

Days/Hours: Monday - Friday
7:30 a.m. - 3:00 p.m.

Provides full day services for children 6 weeks to 3 years of age September-June

Milton-Freewater Child Development Cnt

Location: 129 SE 15th St
Milton Freewater, OR
541-938-6129

Days/Hours: Monday - Friday
6:30a.m. - 6:00 p.m.

Provides full day services for children 3 or 4 years of age September-June

Pendleton Early Head Start Center

Location: 1800 NW Carden Ave
Pendleton, OR 97801
541-276-6605

Days/Hours: Monday - Friday
7:30 a.m. - 3:15 p.m.

Provides services for Teen Parents and their children ages 6 weeks to 3 years of age September-June

Pine Tree Center

Location: 477 Pine Tree Ave.
Umatilla, OR 97882
541-922-3482

Days/Hours: Monday - Friday
6:30 a.m. - 6:00 p.m.

Provides full day services for children 6 weeks to 5 years of age September-June

Umatilla Head Start Center

Location: 1371 3rd St
Umatilla, OR 97882
541-922-5574

Days/Hours: Monday & Wednesday
8:30 a.m. - 12:00 p.m.

Provides part day services for children 2 to 3 years of age September-June

MISSION AND PHILOSOPHY STATEMENTS

Mission:

Umatilla-Morrow Head Start is a caring, innovative network of quality individuals working in partnership with others to strengthen families and communities.

- We are committed to providing a quality comprehensive educational program to all families and children through the communities we serve.
- We believe the educational process begins at home and we will help parents recognize their responsibility.
- We are neighbors working together to strengthen families free of drug and alcohol abuse, promoting communities in which children are Free to Grow.
- We will empower staff and families to identify needs and develop strengths, values and dreams by building confidence and respect.

Philosophy Statement:

In order to develop a model comprehensive child development program Umatilla Morrow Head Start, Inc. believes it is necessary to address a child's total learning environment to include health, social, emotional, cognitive and physical development. We believe parents are the prime educators of their children, having the greatest influence on and responsibility for their children.

We believe a child develops positively in a success oriented environment; that a child learns through repetition; that a child learns through new experiences; that a child learns through self-selected and individualized activities; and that each child learns at different rates and in different ways.

Secondly, we believe that parents have the greatest influence upon and the responsibility for their children. Therefore, we realize that the parents are the primary educators of their children. Hence, our program will make regular home visits and provide continual opportunities for parents to develop competence in parenting and child development, thus increasing parent's self-respect and confidence.

Thirdly, we believe the staff's effect upon children and their development are greatest when all staff are committed to the program's goals. We feel that individual staff development is vital, and staff meetings, staff training sessions, and the Child Development Associate training program are an integral part of staff development. We believe that the program, and hence, the children, depend upon an atmosphere of teamwork, cooperation, communication and the feelings of trust, respect, and confidence in self and others.

Finally, we wish to commit Umatilla Morrow Head Start, Inc. to do the best practices of child development and to the "total" development of children and their families.

GENERAL INFORMATION

Hours of Operation - Child Supervision & Custody Policy

The Umatilla Morrow Head Start Inc., centers are designed to provide a quality full day child care program for families that are working or attending school full time. It is our expectation that parents or guardians will pick up their child directly after work or school. **Our Staff cannot assume responsibility for your child after closing time. Milton-Freewater and Pine Tree Centers are licensed to operate until 6:00 pm, Hermiston High School Early Head Start, Irrigon Early Head Start and Pendleton Early Head Start Centers operate with the local high school schedule with ½ hour before and after school. Hermiston Child Development Center and the Umatilla Center are part day programs only. All children must be picked up from the center by closing time. Parents who arrive after closing will be charged a \$10.00 late fee.**

Parents who contact the center to notify staff of a delay, must make arrangements for the children to be picked up **prior to closing time.**

Any child still remaining at the center when it closes will be placed in the custody of Child Welfare and the Umatilla County Sheriff Department or the local Police Enforcement Agency. You will be responsible for picking up your child from them.

Clothing/Belongings/Individual Storage Spaces

Your child will need clothing which is comfortable, suitable for the weather, and appropriate for play. Children will be painting, gluing and doing other “messy stuff”. **Play is the work of children--dress them in play clothes please.** We will not be responsible for damage or staining of clothing. Clothes should be easy for the child or caregiver to manage. During cold weather, boots, socks, mittens, and hats need to be worn. In the warm weather children may wear sandals. Sandals without straps or flip flops may not be worn. To maintain a clean and healthy environment, all children and adults at the center, need to bring soft soled shoes or slippers to wear inside. Please put your child=s name or initials in any clothing you bring.

Children have a “cubby” in the classroom to keep personal items such as slippers, a change of clothing, diaper bags, their artwork and other treasures. Please check this space daily.

We discourage children bringing toys from home because of the frequency with which they are lost or broken. Special exceptions will be made when a child needs a special toy for security or comfort. All personal items must be labeled with the child’s name. Please talk with your teacher before bringing any personal items or toys.

Quiet Time

In accordance with the pro-social guidance policy of the program, we will treat each child with respect and individual care during our daily quiet period.

Each child will be given an opportunity to rest (infants and toddlers sleep on demand) in a quiet environment which includes: lying down on an individual mat/crib, quiet, relaxing music, soft lighting, and caring adults offering gentle touch/patting according to the child’s wishes.

All toddlers and preschool children will use mats or cots placed on the floor during nap time. Depending on their need, children are expected to rest quietly on their mat. Children who do not fall asleep will be allowed time for quiet, independent activity instead of a nap. Physical

restraint to an area or mat/crib will not be used. Infants will be placed on their backs in cribs. No blankets, pillows or stuffed toys will be used in cribs.

What To Bring For Your Infant or Toddler:

- Extra Clothes: We recommend 2 sets of clothes, a warmer set and a cooler set.
Breast Milk: Please label all containers of fresh or frozen milk with child's name and the date the milk was expressed.
Formula: We provide formula for all infants who are not breast fed.
Foods: We provide nutritious and developmentally appropriate foods for all infants and children.

A Special Blanket or Toy only if needed by your child.

Toilet Learning

UMCHS staff will assist children when ready to participate in a positive toilet learning experience. Staff will share "Toilet Training Guidelines for Parents" and work with parents to develop individualized goals for each child.

During the training time, parents need to bring at least three (3) pair of underpants, two (2) pair of outside pants and two (2) pair of socks. Dirty clothing will be sent home with the child each afternoon. Clean clothing should be returned with the child in the morning. During toilet learning children should wear underpants/pull-ups instead of diapers when they come to the center in the morning.

Accidents will happen and will be treated matter of factly. The child will never be punished or teased for having an accident.

Field Trips

Parent/ guardian will be notified in advance of all field trips. Permission for children to attend field trips will be received in writing from the parent/guardian at enrollment. Any change in permission must be provided to staff by parent/guardian prior to the scheduled day. If the parent refuses to give permission she/he must assume responsibility for the child during the time of the trip. All children must ride in an agency vehicle, i.e. bus or Type 10 Vehicle. At least one of the education staff will ride the bus with the children when space is available. For Head Start centers, there will be a ratio of 1 adult to every 5 children. For the Early Head Start Centers there will be a ratio of 1 adult to every 4 children. Parents will be encouraged to accompany their infant or toddler on field trips.

Snow Day Policy:

All Umatilla Morrow Head Start Inc., child care centers will remain open for child care during inclement weather. *Every attempt will be made to open promptly at the scheduled time, however some flexibility would be appreciated so that our staff may attempt to arrive safely at work under adverse conditions.*

Pro-Social Guidance and Classroom Management

Policy:

Developmentally appropriate and individualized, positive guidance demonstrates respect for all children. Social-emotional skills and abilities learned at a very young age help children understand and grow, develop self-control and the ability to make better decisions in the future. UMCHS promotes the pro-social guidance approach to classroom management and incorporates the use of the PBS (Positive Behavior Support) curriculum, an approach that focuses on **teaching** children acceptable ways to manage their emotions while at the same time uses a proactive approach that sets the child up for success while emphasizing the teacher/child relationship as a catalyst to promote positive behaviors among children.

Procedures:

Pro-social Guidance

Positive strategies will prevent behavior difficulties, support self esteem and promote respect. The following are guidelines for staff working directly with children:

1. Guide children by setting clear, consistent, fair limits for classroom behavior; or for older children, helping them to set their own limits
2. Value mistakes as learning opportunities
3. Redirect children to more acceptable behavior while we, “teach children what to do rather than what not to do” (CSEFEL training guide, 2006, p. 1.6).
4. Listen and respond when children talk about their feelings and frustrations and offer choices on ways to better communicate their frustrations.
5. Teach children to peacefully resolve conflicts; make better choices and model skills that help children to solve their own problems.
6. Post and teach the classroom rules with regular follow-up by utilizing the posted rules.
7. Reinforce positive behaviors by developing a system of acknowledgement.
8. Begin the school year by teaching the classroom rules with consistent follow up and patiently remind them of their rational as needed
9. Provide opportunities for children to develop social skills such as cooperation, helping, negotiating, and talking with the person involved to solve interpersonal problems.
10. All adults will be knowledgeable of the importance of positive relationships between the adult and child and demonstrate their knowledge by interacting with children in a positive manner while modeling pro-social behaviors.

Environment and Planning

Staff will plan a safe and developmentally appropriate environment that supports pro-social behavior:

1. Structure the classroom environment to assist children to learn what to do and how to use the equipment/materials
2. Materials and storage units will be labeled to facilitate children’s work in putting things away

3. Materials and equipment will be checked regularly for safety
4. Staff needs to establish an area (quiet area, cozy corner, emotions corner) in the classroom that can be used by the children for calming down (this area cannot be used by staff as a time out area).
5. Room arrangement must promote appropriate use of space to accommodate movement, large and small groups and solo play
6. Establish predictable schedules and routines that assist children to manage their own behavior.
7. The class schedule must be placed so it is “readable” by the children and use both words and pictures.
8. Plan the environment to reflect the culture and language of families enrolled
9. Classroom Staff, as a team, will post, implement, and teach the Positive Behavior Support rules for each classroom area/activity along with a system for acknowledgement of positive behaviors.

Intervention and Alternate Management Techniques

In some circumstances, when children may lose control and potentially harm themselves or others, there may be a need for direct intervention:

1. Acknowledge the child’s feelings.
2. Use natural and logical consequences
3. Direct child away from the activity or event to allow them time to calm down
4. Discuss what happened
5. Problem solve with the child about how to handle the situation differently
6. Assist the child to re-enter play

Use of physical redirection and physical restraint

The distinction between physical redirection and physical restraint can be a matter of judgment. Physical redirection involves taking the child’s hand or arm and gently redirecting them to another area or a location in the classroom where they can calm down on their own.

Physical restraint involves an adult intervening with a child by physically holding the child until they have calmed down.

Umatilla Morrow Head Start staff will use physical restraint only under the following circumstances:

1. Only if all other interventions have been tried and have not been effective in calming the child.
2. The child’s behavior endangers themselves or others
3. The staff using restraint has been appropriately trained with a certificate of completion.
4. Documentation of the restraint incident **must** be recorded on the restraint incident form and in the progress notes.
5. Parents **must** be notified and provided a copy of the report.
6. If a child’s behavior requires the use of restraint on more than 3 occasions, an internal referral to the Executive Director will be made.

7. At any time, the Education Manager may facilitate bringing together, the parents, classroom staff, Education/Disabilities Director and Mental Health Director to develop a plan to intervene in the future without the use of restraint.

Use of Punishment

In all cases, use of the following is strictly forbidden and use of such methods will result in disciplinary action:

1. Corporal Punishment or any action that inflicts bodily (physical) harm, pain or damage to a child
2. Isolation or any action by an adult that removes a child from the rest of the group (to another room, out of site of the children or adults) as means of punishment for the child's behaviors or actions
3. Withholding of food, or access to the bathroom
4. Unacceptable adult responses like screaming in anger; neglect; inflicting physical or emotional pain; criticism of a child's person or family by ridiculing, blaming, teasing, insulting, name-calling, threatening, or using frightening or humiliating punishment
5. Adults laughing at children's inappropriate/negative behavior, or discussing it among themselves in the presence of children.

Referral for Concerns:

Generally, the best intervention for undesirable or harmful behavior is prevention. However, occasionally even the best planning does not explain some children's actions and reactions. In the event of unresolved issues staff must follow appropriate procedures.

1. Staff concerns about behavior or difficult guidance issues must be discussed respectfully with parents.
2. Staff will review, discuss and revise the environmental design and class schedule as part of a plan to address behavior concerns (see pre-referral checklist.)
3. Internal referrals for behavior observation must include objective and complete information and be submitted to the Director of Child and Family Services (see Mental Health flow chart.)
4. Observations will include the Education Manager, Education/Disabilities Director, and/or Mental Health Manager as appropriate.
5. On-going communication with parents and guardians concerning the child's behavior is required to determine appropriate and sensitive interventions and to provide information, feedback, and provide for adequate documentation in progress notes.
6. Guidance plans will be developed by a multi-disciplinary team to include parents and staff when a child's behavior interferes with their ability to benefit from the classroom.

HEALTH AND SAFETY INFORMATION

Arrival and Departure

Umatilla Morrow County Head Start, Inc. (UMCHS) follows Oregon State Office of Child Care regulations by keeping daily attendance records. Upon arrival and departure, each child will be signed in and out by the parent/guardian or responsible party with a complete signature and the time. This is extremely important for safety purposes, and also serves as part of our Fire Evacuation Plan. It will be the parent or guardian's responsibility to brief others on the sign in and out procedure when someone other than the parent or guardian will be dropping off or picking up the child. Picture identification will be required if staff are unfamiliar with the individual picking up the child. Children will only be released to authorized individuals as identified on the Emergency Notification Form.

The well-being of all children in our program is of primary importance. It is our responsibility to see that the children are safely supervised at our sites and when arriving or leaving. When an adult, who has come to pick up a child from school, appears to be "under the influence," intoxicated and/or may be impaired in his/her ability to safely get the child(ren) home, staff will institute the steps listed below. At least two staff members will confer about determining if this is a concern.

PROCEDURE

1. If the adult is not the child's parent or legal guardians UMCHS staff will contact the parent before releasing the child.
2. Staff will offer to provide alternate resources to get the child(ren) home. We will have additional emergency numbers on file which can be called.
3. If the person(s) is aggressive or threatening, UMCHS staff will call 911 or institute other emergency procedures.
4. UMCHS will detain the child(ren) at the site if needed at the request of the police and/or Child Welfare and until the police and/or Child Welfare advise staff as to the appropriate course of action.
5. UMCHS staff will follow the "Child Abuse and Neglect Policy" for reporting the incident to Child Welfare on a severe first incident and for any other subsequent incidents.
6. UMCHS staff will provide support and/or resources to assist the family.
7. Staff will notify his/her supervisor when an incident occurs. Staff will document incidents in the child's file. The program will offer support, training and/or resources to staff in dealing with incidents.

Release Authorization

The center can only release a child to a parent or another person named and identified by the parent(s) on the Emergency Notification Form/Bus Policy Form. Telephone authorization will be allowed only in emergency situations, and then only if requested by an authorized parent or guardian. Photo I.D. will be required in all such emergency circumstances. Each child arriving or leaving the center without a parent will need prior arrangements, in writing from the parent(s), for the arrival and departure times.

Medical/Dental Emergency

The following procedures will be followed for situations requiring emergency medical or dental care:

1. Staff will immediately render first aid and comfort the child.
2. The local hospital may be called to obtain additional information on how to safely proceed with care.
3. The teacher will attempt to call the parent or guardian, briefly explaining the situation and ask the parent or guardian to come pick up the child or in more emergent situations to meet the child at the emergency room, health clinic, or doctor or dentist office.
4. In an emergency an ambulance will be requested.
5. The Health Services Director and/or Human Resources Director will be notified immediately.

Immunizations

Each child's attendance will be subject to the Oregon Immunization Law outlined in the Immunization Handbook for School and Children's Facilities.

Criteria for School Admission:

Before or at enrollment, parent/guardian must provide documentation of **EITHER** one of the following on an appropriately signed Certificate of Immunization Status (CIS):

1. The month and year that each vaccine was received by their child.
Child must have received a **MINIMUM** of one dose each of Polio, Measles, Mumps, Rubella, Haemophilus influenza type b, Hepatitis B, Hepatitis A, Varicella and Diphtheria/Tetanus containing vaccine (if age appropriate) **PRIOR** to INITIAL SCHOOL ATTENDANCE.
2. Properly documented Medical or Religious exemption. A medical exemption requires a letter documenting the medical condition signed by a licensed physician. The Medical Exemption needs to be reviewed by the County Health Dept. A Religious exemption requires the parents to be given the "Religious Exemption Brochure." A parental/guardian signature in the Religious Exemption portion of the CIS form is also required.

A complete copy of the Immunization Policy can be obtained by contacting the Family Advocate.

Why is my child going outside when it's cold?

While parents are concerned for their child's health if they play outside in the cold, studies show that fresh air can **reduce** the spread of colds and germs causing communicable diseases and the flu.

When winter hits, people tend to want to stay inside where it is warm, making it likely that parents and children will not get the physical activity they need. The USDA recommends that adults move for at least 30 minutes on most days and that children move at least 60 minutes. At Head Start we strive to create a healthy, enriching environment for your children.

Teaching children to continue exercise even in the colder, winter months promotes long-term health and strengthens a commitment to healthy habits while promoting a child's fitness level, their self-confidence and body image.

We feel it is important at the centers to allow the children limited amounts of time outside while being considerate of outdoor temperatures and the often over-looked chill factor. Most importantly, we help your child prepare for outdoor activities.

Nutrition Program

Good nutrition is an important part of the UMCHS philosophy. While in care, children are provided with meals meeting the United States Department of Agriculture's (USDA) specified guidelines.

- Breakfast, lunch, and an afternoon snack will be provided at the center your child is enrolled in.
- Meals and snacks are served family style and children are encouraged to try all foods served, but are not forced to eat.
- Food is not used as punishment or reward.
- Non-mobile infants will be held while bottle feeding. Young children able to sit unassisted, will be served family style, sitting in child sized chairs with assistance from staff.
- Staff will complete daily Feeding Logs for all children enrolled in the Early Head Start Centers. Please review these logs daily.
- All families must complete the *CACFP Child Enrollment Form* before the first day of class. In addition The *Infant Feeding Form* must be completed before the first day of class for all infants under one year of age. Your Family Advocate will give you these forms at enrollment.
- If your child has special dietary needs that require substitutions to the normal center menu, you must submit a completed *Medical Statement for Food Substitutions*. A copy of this form can be obtained from the Family Advocate.

USDA and this institution are equal opportunity providers and employers.

To submit a civil rights complaint, please contact Joyce Dougherty at ODE.CNPCivilRights@state.or.us or (503) 947-5888.

EXCLUSION POLICY

GUIDELINES FOR KEEPING YOUR CHILD OUT OF SCHOOL

A child who is not feeling well may cause other children and adults to get sick. If ALL parents keep sick children at home, everybody's family will stay healthier.

Your child should not attend school if he or she is experiencing the following:

1. Fever - 101° F or above (by mouth temperature); or 100° F or above (by armpit/forehead temperature) until temperature is consistently less than 99 degrees (by mouth or armpit/forehead) for 24 hours
2. Vomiting and/or diarrhea (abnormally loose, watery stool), with accompanying abdominal pain until vomiting and/or diarrhea has not occurred for 24 hours or more. **
3. Red eyes with yellow or green discharge until 24 hours after initiation of an antibiotic.
4. Thick yellow or green nasal discharge with fever or behavior changes suggesting illness until initiation of an antibiotic or written documentation that the child is not communicable is received from a health care provider by center staff.
5. Persistent cough or cough that gets worse over time that is not improving after 4 to 5 days until written documentation that the child is not communicable is received from a health care provider by center staff.
6. Unusual spots or rashes accompanied by fever or behavior changes suggesting illness until written documentation that the child is not communicable is received from a health care provider by center staff.
7. Head Lice, scabies or other infestation until child has received treatment.

**If a child with diarrhea soils themselves at school, the soiled clothing will be placed in a plastic garbage bag and sent with the child's parent/guardian when they come to pick the child up.

If your child is diagnosed with any of the contagious conditions listed below please notify your Teacher/Child and Family Advocate as soon as possible. This way they can notify other families that their child may have been exposed. Please follow your doctor's advice on when your child should return to school.

| | |
|-------------|------------------------------------|
| Chicken Pox | Mumps |
| Cold Sores | Pink Eye |
| Diphtheria | Pertussis (whooping cough) |
| Head Lice | Rubella |
| Hepatitis | Scabies |
| Impetigo | Strep throat (any strep infection) |
| Measles | Tuberculosis |
| Meningitis | |

Handling of Body Fluids

To prevent the spread of disease, UMCHS staff and volunteers practice Universal Precautions when handling bodily fluids. This means that any time anyone is or may be exposed to bodily fluids that are not their own (especially blood and any other bodily fluid that obviously has blood in it) protective gloves will be worn. Once they have completed their task, they will remove the gloves and thoroughly wash their hands.

Medication Administration Policy

If possible please arrange medication schedules so that medications will not need to be given during school hours. If a child requires medication during school hours a Medication Administration Record must be completed by the Health Care Provider and signed by the parent before the medication can be given.

The following information will be needed to complete the Medication Administration Record:

1. Reason for the medication to be given
2. Name of medication
3. Dosage required
4. Administration schedule
5. Possible side effects of the medication
6. Necessity of administering at a UMCHS center
7. Physician and parent signature

The medication will need to be provided in its original childproof container that is labeled with: the student's name, name of Health Care Provider, name of medication, dosage, instructions, date of prescription and expiration date of medicine. UMCHS Health Services Director will be available to provide training to any staff administering medication in the classroom.

Child Abuse and Neglect Policy

Umatilla Morrow Head Start, Inc. is a private nonprofit agency which administers the Head Start/Oregon Pre-Kindergarten Program, Infant and Toddler program, Child Care Resource and Referral, WIC, and the USDA Child Care Food Program. Social/emotional development, health, and nutrition are integral components in our program. In order to fulfill our goal of encouraging a family's well being, all suspected cases of abuse/neglect must be reported to the Office of Services to Children and Families or law enforcement. In addition to this being Umatilla Morrow Head Start Inc., policy, it is in accordance with the Oregon Child Abuse Reporting Law that requires professionals to report all cases of suspected abuse/neglect.

Umatilla-Morrow Head Start, Inc will provide training on AChild Abuse and Neglect@ to:

1. All program staff at pre-service orientation;
2. The Parent Policy Council during the October meeting;
3. Parent meetings at each community during the school year;
4. New staff hired during program year after pre-service.

TOBACCO-FREE ENVIRONMENTS

In 1994 a law was enacted called the Pro-Children Act, which prohibits smoking in any indoor facility or portion thereof owned or leased or contracted for the provision of regular or routine early childhood development services or for the use of the employees who provide such services.

UMCHS Inc., will comply with this law to ensure the elimination of exposure to tobacco smoke by children, staff and parents in the agency.

PROCEDURES

1. For the purposes of this policy, “tobacco” is defined to include any lighted or unlighted cigarette, cigar, pipe, bidi, clove cigarette, and any other smoking product, spit tobacco, also known as smokeless, dip, chew, snuff, in any form. The sale and use of “tobacco” will be prohibited at all times in all spaces utilized by the program or within sight of the Agency premises. This includes classrooms, parking lots, clinics, staff offices, kitchens, restrooms, parent and staff meeting rooms (used in the evening as well as during the day), hallways, outdoor play areas, and vehicles used for transporting staff and children and being of view of any Agency facility.
2. Staff and parents will refrain from smoking when agency activities are taking place (i.e. field trips, neighborhood walks, and other group activities). Parents and staff should recognize that they serve as role models for the children and should not smoke in front of them. This does not extend to parents who smoke in their own homes during the provision of home visits. Staff will request that parents not smoke during home visits. Parents will be informed of the smoke-free request prior to the home visit.
3. Educational and wellness activities for adults and inclusion of developmentally appropriate activities in health education for children will be offered.
4. Program staff, volunteers, and others must avoid bringing clothing that smells of smoke onto all property utilized by UMCHS, Inc.
5. At sites where the program shares the building with other occupants, a plan will be developed to reduce children’s exposure to smoke from other sources in the building. Traffic patterns will be altered for entering and exiting the building and a “smoke-free zone” around the site will be developed.
6. Acceptance of sponsorships, gifts, direct funding, or anything else of value from any tobacco manufacturer, distributor, or other tobacco-related entity is prohibited.
7. Tobacco advertising on any agency premises, sponsored activities and in publications is prohibited.
8. Tobacco related clothing, gear or paraphernalia on premises and at sponsored activities is prohibited.

Approved by Policy Council and the Board of Directors July 2009

PARENT INFORMATION

Open Door Statement

Parent(s) or guardians are welcome to visit the Center at any time during normal hours of operation.

Financial

All families applying for full day child care services will need to apply for any child care subsidies for which they are eligible. Once eligibility is determined, parents are responsible to complete all follow up paperwork to ensure continuity of services. Center Staff are available to help answer questions regarding child care subsidy paperwork. See **Expectations of Families and Staff in Full Day Centers and Co-pay Policy** for further information.

Communication

Each family will receive The Network, a monthly publication of Umatilla Morrow Head Start. We also make every effort to keep parents informed through notes on the Parent Bulletin Board.

Phone Calls

We make every effort to answer the phone promptly, however, it is our policy to utilize all staff toward meeting the needs of the children as our first priority. Therefore you may be asked to leave a message when staff are in class. Your call will be answered as soon as possible in the order it is received.

Involvement and Volunteering

Parents are encouraged to volunteer their time in a variety of ways. As a volunteer, parents learn more about their role as the primary educator, child development, and can participate in the growth and development of their child.

As classroom volunteers, parents need to schedule volunteer time with their child's teacher. The teacher will orient parents on the center's policies including supervision children and the agency's policy on pro-social guidance. Following the Office of Child Care Regulations, UMCHS staff will be responsible for handling children's discipline issues. This policy is posted in your child's classroom.

Full Day Centers will meet the Office of Child Care Child to adult ratio at all times. Volunteers may be counted in this ratio when the volunteer meets the qualifications of the position they are filing, have had an orientation to the position and are enrolled in the Central Background Registry. Volunteers will not have unsupervised access to children at any time, including during emergencies. Volunteers that are not counted in the adult to child ratio are not required to be enrolled in the Central Background Registry.

All regular volunteers over the age of 18 will be encouraged to complete the Central Background Registry. This does not apply to parents of children in care unless they are assisting in the provision of child care. Central Background Registry forms are available from your teacher or at the Main Office.

For additional information please refer to the Rules for the Certification of Child Care Centers, Regulation 414-300-0070. The document is available from your child's teacher.

The following are some ways parents may volunteer their time:

- Assist in the classroom;
- Provide clerical help in offices;
- Assist on the bus or in the kitchen;
- Become involved in leadership and decision making roles within UMCHS;
- Participate in the Career Ladder program.

Be sure to ask the center staff how you can make a difference in Head Start! Parent and community involvement, and volunteering is also recognized as part of In-Kind, non-Federal match for Federal monies.

Grievance Procedure

The following parent/community grievance procedure is an available means to direct your concerns or comments if no remedy is available at your site.

1. Community complaints regarding program policy should be brought to the Executive Director. If no resolution is accomplished, it should then be taken to the Policy Council Grievance Committee.
2. Head Start or Early Head Start Parent complaints regarding program policy should be discussed with the appropriate staff person (i.e. Education Director - education concerns, etc.). If no resolution is reached, the concerns should be taken through supervisory lines to the Executive Director. If there is still disagreement, then it should be taken to the Policy Council Grievance Committee.
3. Head Start or Early Head Start Parent complaints regarding staff should be discussed with the individual involved about the concerns. If no resolution is reached, it should be taken through supervisory lines to the Executive Director. If there is still no resolution, it should be referred to the Parent Policy Council Personnel Committee.

Office of Child Care Complaint Procedure

UMCHS full day centers are licensed annually by the Office of Child Care (OCC). All inspection reports are available for review in the center at any time. Please contact your child's teacher or the On-Site Director if you would like to review the reports.

For concerns regarding the implementation of OCC rules, please contact your child's teacher. If no resolutions can be reached contact the Child Care Director at 1-800-559-5878. If you continue to have concerns, do not feel your concerns are being addressed or you are uncomfortable discussing the issues with center/agency staff, contact the Office of Child Care Licensing Specialist at (541) 938-6324 ext. 1 or the Office of Child Care's central office in Salem at 1-800-556-6616.

Expectations of Families and Staff in Full Day Centers

Umatilla Morrow Head Start, Inc. wants to work in partnership with families to have a successful experience in the program while still meeting individual needs as well as program performance standards. Listed below are some ways parents can assist the program to make the experience a success.

Eligibility criteria for families who request full day-full year programs are as follows:

1. Priority in full day Head Start Programs:
 - First priority for enrollment will be given to families where parents have employment of 30 hours per week minimum during our center's hours of operation or when parents are involved in work experience or looking for full time employment in conjunction with DHS Community Human Services Personal Development Plan.
 - Second priority will be given to families where parents have a minimum of 30 education hours per week during our center's hours of operation. Consideration will also be given based on the child's access to appropriate early childhood experiences (other than lunch or nap time).
 - Third priority will be given to families working or going to school less than 30 hours per week and have an individualized plan developed with the Recruiter/Family Advocate.
2. Priority in Early Head Start Programs in Hermiston, Irrigon and Pendleton Early Head Start is:
 - First: low income teen parents where the parent is completing high school education or equivalency.
 - Second: low income teen parents who are working;
 - Third: non teen parents.
3. Consideration is given to families who have children with special needs, including but not limited to documented disabilities.
4. Consideration is given to families who are in need of respite care, whether employed or not, via referral process.
5. Priority in Family Child Care sites will be for families who have a need for non-traditional child care hours.

Families seeking enrollment in the full day full year program need to apply for any child care subsidies for which they are eligible. Once a family is determined eligible for subsidies, they must complete procedures to maintain eligibility or forfeit rights to be enrolled in a full day center.

If parents have scheduled appointments (ie, doctor, dentist, mental health, or DHS) during the center's operational hours, children may remain at the centers during that time when there is adequate staff coverage. **Parents need to inform staff when they will be at an appointment** in case staff would need to reach them about their child and to ensure proper staff to child ratio.

Full Day Centers have a specific closing time. All children must be picked up from the center before that time. Parents who arrive after closing time will be charged a \$10.00 late fee. This fee will be collected when child(ren) are picked up or the next time the child(ren) attend. Failure to pay may directly affect a family's participation in the full day services. The results may be discontinued participation in the full day program (transferring children to part-day programs). In addition, the Child Welfare authorities will be contacted at 6:00 p.m. regarding children who have not been picked up. (Either the Child Welfare Agency or local police will be called).

Parents who contact the center to notify staff of a delay, must make arrangements for the children to be picked up **prior to closing**. UMCHS staff can not assume responsibility for children after the center has closed.

Attendance and Retention of Families in Full day Centers:

- To ensure that the program provides quality and consistent educational services for children to have time to develop important skills, children enrolled in the program are expected to attend the center, based on the work or school schedule of the parent(s).
- Parents are expected to provide to staff **weekly** their work or school schedule. If during the week, the parent's schedule changes, parents are expected to notify the center in advance, if possible.
- Parents are expected to contact the center at the beginning of any day their child is regularly scheduled if their child will not be attending that day.
- Staff will follow the Attendance Procedure for Full Day/Full Year as outlined in the Attendance Policy. Teaching staff and Family Advocate will work as a team with the family to develop a written plan for consistent and immediate attendance. This plan will outline the expectations of the family and the agency in regard to attendance, with dates for follow up, and expected date of resolution.
- The Family Advocate will follow up with staff, family and community agencies as necessary to assist the family in resolving barriers to consistent attendance with dates for follow up.
- When family issues arise (i.e. parent is laid off work or not going to school), the Family Advocate, Teaching staff and family will develop an individual schedule for the child in the classroom utilizing one of the following options:
 - Home base: one home visit per week with a minimum of two socializations (3 ½ hours of time at the center) per month. Parent must accompany child to the classroom.
 - Combination: one home visit per month and child attend class three days per week for 3 ½ hours each. If child is under two years of age, parent must accompany child to the classroom. If child is over two years of age, the child may attend without parent.
 - Center base: one home visit every two months and child attends class four days per week for 3 ½ hours each. If child is under two years of age, parent must accompany child to the classroom. If child is over two years of age, the child may attend without parent.
- When a family's schedule is changed, the staff person responsible for child care billing needs to be notified. In addition the DHS Caseworker should be included in the development of the individual schedule, with the Personal Development Plan (PDP) updated to reflect the change in schedule (if the family is still eligible for this subsidy). The Family Advocate will maintain regular contact with the family and community agencies until the issues are resolved or the family has returned to work or school.
- When a plan has been developed and the family continues to not follow through, the family will be notified in person that they will be dropped from the program. If the family cannot be reached through direct contact a letter will be sent notifying them of the drop. No follow through means the following:
 - Three consecutive missed days with no contact with staff.
 - A pattern of irregular attendance.
 - Failure to keep appointments with teaching staff or family advocate.

Enhanced Contract: Eligible families have the opportunity to participate in a special DHS Head Start collaborative contract that benefits both the family and the Head Start program.

- 1.. To participate in this subsidy program:
 - Families must be eligible for ERDC subsidies.
 - Families must have a need for a minimum of 136 child care hours per month within the hours of operation of UMCHS's full day centers.
 - UMCHS must be the only child care provider.
 - Eligible contract families will not be assessed a monthly co-pay
 - Families will need to complete periodic review with DHS.
2. Families must identify an eligible back up provider to be used during the times UMCHS centers are closed or when the child(ren) is excluded from the center. Once an alternate provider is selected, the Child Care Director will be notified for approval.
3. To be considered as an eligible back up provider, provider must be:
 - Listed as an Enhanced provider with DHS, or
 - Registered, Certified or Licensed with the Child Care Division, and Listed with DHS
4. The back up provider will be required to submit documentation of attendance and hours child(ren) are in care to UMCHS on the forms provided. Forms will be submitted immediately following the care provided for that month. UMCHS will then reimburse the provider.

Copay Procedure In Full Day Programs

The State of Oregon administers various programs which provides child care subsidies to eligible families with young children. Parents are expected to apply for child care assistance at their local DHS office prior to selection. The amount of the subsidy is based on a number of factors, including the family's income, type of child care, and how many hours of care are needed. Depending upon the program, families are expected to contribute financially. This portion of the cost is their copay. The family's copay amount is based on a variety of factors also.

In compliance with Federal Performance Standards, Umatilla Morrow Head Start will collect a copay amount from families enrolled in full-day programs.

- Families eligible for Employment Related Day Care (ERDC), JOBS or the Student Child Care Program (SCCP), will need to pay at least one-half of their DHS assessed copay but not less than \$27 per month. The total family copay will not exceed the total amount of copay assessed through these programs.
- Families eligible for ERDC may also be eligible to participate in the DHS/Head Start Enhanced child care program. This program requires the family to need a minimum of 136 hours of child care during the operational hours of UMCHS. With this program there is no copay required by the family.
- Families enrolled in High School or GED programs may be eligible to participate in the Child Care Development Fund (CCDF) program. Copay will be determined by the total family income.
- Families that are migrant or involved in seasonal work may be eligible to participate in the Migrant and Seasonal Child Care Program. Copay will be determined by the total family income
- Families enrolled in higher education programs on scholarships or grants that assist with child care will be required to declare UMCHS as the provider. The families copay will be determined by the amount of subsidy received.

Families not eligible for any child care subsidies will be informed at recruitment of the cost of care. These families will work with their Family Advocate to develop a plan to assess their ability to pay the minimum monthly copay of \$270 for children enrolled in Early Head Start, and \$195 for children enrolled in Head Start.

The copay is a fixed monthly amount. Newly enrolled families must pay the full copay amount if they are enrolled before the 20th of the month. Copays will not be pro-rated.

The copay amount is due by the 7th of each month. Teachers and Family Advocates will accept payment at the centers and will issue receipts for all monies received. A copy of the receipt will be given to the parent/person paying the copay.

After the 7th of the month, Family Advocates will provide a written reminder to all families who have not yet made their copayment.

Failure to pay the copay for two months or non-payment for one month and not making it up the next month may directly affect a family's participation in the full day services. The results may be:

- Discontinued participation in the full day program (transferring children to part-day

programs).

- Reporting to DHS/DPU the failure to pay copay which results in ineligibility for ERDC and other DHS self-sufficiency services until back copays are paid in full.

Family Advocates, Teachers and the Child Care Director will discuss which actions will be taken with each family who do not pay their copay. **No child will be dropped from Head Start due to their inability to pay their copay.**

NOTES

We appreciate your involvement with your child and hope that we can be partners with you in reaching goals you have for your child and family. Please talk with us, share your wishes, wants, skills and talents. Together we can create a solid foundation to build strong children, families, and communities.

NOTES:

My child's teachers are:

The telephone number to call the Hermiston Office: 564-6878 or 1-800-559-5878.

The classroom telephone number is _____.

Other Notes:

Additional Services Provided By Umatilla Morrow Head Start Inc.,
1-800-559-5878 or 564-6878

 **Child Care Resource and Referral:**

Referrals for parents looking for child care
Training and technical assistance for child care providers
Employer information regarding child care issues

 **Car Seat Program**

Provides car seats to low-income families at a reduced cost.

 **WIC**

Provides nutrition education services and food vouchers to women, infants and children