

Welcome Parents

A handbook of operational policies for
parents of children
enrolled in
Rolling Plains Management Corporation's
Head Start, Early Head Start, and
Licensed Child Care Programs



Mission Statement

“Rolling Plains Management Corporation’s Head Start & Early Head Start program, in collaboration with community partners, will strive to enable, empower, and strengthen children and families and promote family engagement in children’s learning.”

Program Goal

Head Start & Early Head Start is a national program that promotes school readiness by enhancing the cognitive, social, and emotional development through the provision of educational, health, nutritional, social, and other services to enrolled children and their families. Head Start & Early Head Start programs engage parents in their children’s learning and help them in making progress toward their educational, literacy, and employment goals. Significant emphasis is placed on the involvement of parents in the administration of local Head Start & Early Head Start programs.

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OPERATIONAL POLICIES

1. Hours, Days, and Months of Operation

Rolling Plains Management Corporation, the sponsoring agency for the Centers, operates three program options:

Option I: Head Start Part-Day, Part-Year (Archer City, Crowell, Vernon, Paducah, Chillicothe, Quannah, Olney, Graham, Knox City, Munday, Seymour)

Hours of operation for this program will be 8:30 a.m. – 12:30 p.m. Monday through Friday except for Holliday, Vernon, Paducah, and Quannah. Holliday's hours of operation are 8:00 am – 12:00 p.m. Vernon, Paducah, and Quannah hours of operation will be 8:30 a.m. – 2:30 p.m. This program will follow the same days of attendance as the public-school system in the community where the Head Start program is located. The only exceptions will be for emergency situations specific to the center, i.e., frozen water pipes, power outages, outburst of communicable disease etc. The center will be open on all days that the public-school system is open and will be closed all days that public school has no classes. If the public school has an early dismissal, Head Start will dismiss early also. You will be given a copy of your public-school calendar. **There is no fee for a Head Start program.**

Option II: Head Start Full-Day, Full-Year (1 classroom in Olney only)

This option is for working parents only. Hours of operation for this program will be flexible based on the working hours of the parents of the children enrolled but not earlier than 7:00 a.m. and no later than 5:30 p.m. Days of operation will be the same days of attendance as the public-school system in Olney as well as all days in June and July with the exception of Memorial Day and Fourth of July holidays. There will be no children in attendance from August 6 until school starts. **There is no fee for a Head Start program.**

Option III: Early Head Start Full-Day, Full-Year

This option is for working parents only. Hours of operation for this program will be 7:30 a.m. to 3:30 p.m. Early Head Start classes operate 48 weeks out of each calendar year. All Early Head Start classrooms operate Monday through Friday except for the following listed holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday following Thanksgiving, Christmas Eve, and Christmas Day. Please refer to your center's calendar. **There is no fee for an Early Head Start program.**

Option IV: Child Care (Paducah, Crowell, Quannah, and Olney only)

FCNC and TCDC serve children from 6 weeks through 5 years of age in their day care classrooms. Vacancies in the program are filled on a first-come, first-serve basis with preference given to full-time enrollment. When available, enrollment preference is given to siblings of currently enrolled children. Though preference is given to full-time enrollment, TCDC and FCNC do offer a space-sharing program where two part-time spaces may equal one full-time space. In the event a part-time space is not sharing with another, we will give the part-time parent the first right to accept the full-time space if a request is made for this last full-time slot. If you need to change or terminate your child's enrollment for whatever reason, we must have two weeks written notice. No verbal notice will be accepted. Whether requesting a change in schedule or withdrawing a child from the program, parents are responsible for payment of present status. A change in schedule may be made if space is available. Paducah Child Development Center's scheduled hours are from 7:30 AM until 5:00 PM. Foard County Neighborhood Center's scheduled hours are from 7:30 AM until 5:00 PM. Olney Child Development Center's scheduled hours are from 7:30 AM until 5:00 PM. Turner Child Development Center's scheduled hours are from 7:30 AM until 4:00 PM. All of the above centers are open year-round, Monday through Friday except for the following listed holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday following Thanksgiving, Christmas Eve, and Christmas Day. Please refer to your center's calendar.

Option V: Summer Child Care (Vernon, Quannah, and Olney only)

WCPS serve children ages 3 – 4 years of age and is income based only. Quannah and Olney serve children ages 3 - 8 years of age in their Summer daycare classrooms. Vacancies in the program are filled on a first-come, first serve basis with preference given to full-time enrollment. When available, enrollment preference is given to siblings of currently enrolled children. If you need to change or terminate your child's enrollment for whatever reason, we must have two weeks written notice. No verbal notice will be accepted. Whether requesting a change in schedule or withdrawing a child from the program, parents are responsible for the payment of present status. A change in schedule may be made if space is available. Vernon County Preschool's scheduled hours are from 7:30 AM until 5:00 PM. Olney Child Development Center's scheduled hours are from 7:30 AM until 5:00 PM. Turner Child Development Center's scheduled hours are from 7:30 AM until 5:00 PM. Summer Childcare is only available during the summer months, Monday through Friday except for the following listed holidays: Memorial Day and Fourth of July, please refer to your center's calendar.

Vacation Policy

Each family enrolled in RPMC's Child Care Program is eligible for two weeks of vacation. No fee is due during the vacation weeks. One-week written notice is required to use your vacation days. Vacation days must be taken one full week at a time (in 5-day increments). After vacation weeks have been used, absent weeks are charged at the regular rate.

Payment Policy

Child care fees may be made on a weekly, biweekly or monthly basis, but must be received by 5:00 p.m. the Friday before services are rendered. Payments may be made by cash, check, or money order. Payments should be made to Rolling Plains Management Corporation. Payments may be made directly to the day care center staff or to the RPMC central office.

Late Payment Fee

All child care late payments are subject to a \$2.00 per day late fee for any late balance. Repeated late payments may be grounds for termination and parents who are more than 2 weeks late on payment will be denied childcare until account is made current. A notice of termination of service will be sent via USPS by the RPMC central office to parents when the account is 10 days past due. A payment arrangement and waiver of late fees can only be made with the finance department at the Rolling Plains central office. When the account is current, your child may re-enroll providing there is an available vacancy at the center.

Non-Sufficient Fund (NSF) Fee

If a check is returned for non-sufficient funds (NSF) or for any other reason, a \$15.00 fee will be charged. If two or more checks are returned, all future payments must be made by cash, money order, or bank check.

Late Pick-up Fees

Parents picking up children 15 minutes after closing time will be charged a late fee of \$1.00 per minute per child with no cap. Unpaid late pick up fees will be billed to the child's account balance. Upon three or more late pick-ups, a penalty of \$30.00 will be billed in addition to applicable per-minute fees.

Financial Assistance

The State of Texas Child Care Assistance Program is available to working parents or parents receiving training who are eligible. Parents are required to pay all fees not covered by CCAS. In addition, until authorization is received by TCDC and FCNC of CCAS approval, parents are responsible for all tuition fees. It is the

responsibility of the parent to report any and all employment changes to CCAS. If for any reason approval is withdrawn, you will be responsible for all tuition and fees not covered by the Texas CCAS program.

Child Care Schedule and Absence Policy

You are responsible for your child's childcare fee amount based on his/her scheduled days, regardless of any days your child is ill, does not attend for any other reason, and scheduled holidays.

Schedule of Fees:

0-17 months

Full Day	\$40
Half Day	\$20
Weekly	\$135

18 months to 5

Full Day	\$25
Half Day	\$15
Weekly	\$95

Crowell-ONLY

Children in HS then Daycare 12:30 pm – 3:30 pm \$10 per day

Children in HS then Daycare 12:30 pm – 5:00 pm \$15 per day

All Centers

Children in EHS then Daycare 3:30 pm – 5:00 pm \$5 per day

School Aged 6 plus (Quanah & Olney Summer Only)

Full Day	\$22
Half Day	\$11
Weekly	\$85

3-4 years of age (Vernon Summer Income Based Only)

Monthly	\$25.00
Weekly	\$6.25

2. There are no fees for children enrolled in the Head Start and Early Head Start program.

3. Procedures for the Release of Children

At the time of enrollment, parents are required to fill out a form "PICK-UP AUTHORIZATION" and place the names of all individuals that the parent anticipates and gives permission to release their child/children to.

UNDER NO CIRCUMSTANCES will any child be released to anyone other than the parents or persons designated by the parent on the **Pick-Up Authorization Form** the parent signs at the time of enrollment. Parents who wish to change designated persons after the date of enrollment must make changes in writing on the current Pick-Up Authorization Form or complete a new form to reflect all changes. If new form is made, it must be attached to the previous form. In two parent households, the enrolling parent shall list the other parent on the authorization form if the other parent has permission to pick up the child.

In instances where the custody/guardianship of the child changes after a child has been enrolled, the following policy will apply: If the new custodial parent/guardian is not the one who originally enrolled the child, the new custodial parent/guardian must show evidence of such custodial change. Evidence shall be a court document (signed by a judge) or a notarized statement signed by the parent who originally enrolled the child.

a. Children picked up at the Center

To protect children, the identity of a person authorized to pick up a child by someone unknown by the caregivers must be verified. In order to verify identity, Site Directors are required to ask to see photo identification before releasing a child to their care. If no photo identification is available, a driver's license number and the license tag of the vehicle will be recorded before the child is released. Copies of the photo identity and/or record of DL#'s and tag numbers will be retained in the child's record for at least three months.

Law enforcement officers and DFPS Child Protective Services staff have the authority by law to remove a child without a parent's permission. Staff must ask to see identity of such person unknown to them.

If caregivers have reason to believe that the person picking up the child is under the influence of drugs or alcohol, they will call local police and request their assistance.

b. Children Receiving Transportation

If a child is being transported (Head Start only), the names of the persons that will receive the child after being transported must also be listed on the Pick-Up Authorization form. Identity of the person to whom a child is released must also be verified. If the person is unknown, a picture will be taken with a digital camera carried on the bus by the caregiver. Caregiver will also request driver license information, address, etc. before leaving the child.

c. Emergency Contacts

During the year, there may be situations that may make it a necessity to contact parents. Parents are asked to give us the name of some emergency contacts in the event that we can not reach them either at home or at work. (Some employers do not want employees to receive calls at work.)

In the event that a child needs to leave the Center in an emergency, it is very important that some of the same persons are on both the pick-up authorization and the Emergency Contact form. Even if someone is shown on the emergency contact form, if we do not have their name on the pick-up authorization, we cannot allow the child to leave the center with them.

d. Sign-in and sign-out logs

Whenever a child is brought to the Center for care or whenever he/she leaves the Center, the child must be signed in and out. Staff in each classroom will have the log of the class' participants. The log will include the name of each child, the date, time of arrival and time of departure, employee's initials and parent's initials. All caregivers will be aware of where each classroom's log is kept so that they can readily assist the parents. In the event that the child is taken home, both the employee releasing child to bus caregiver and the bus monitor will initial as well as the person that the child is released to. **The person to whom the child is taken must be the parent or someone on the pick-up authorization list. IF NONE OF THESE INDIVIDUALS ARE AVAILABLE, CHILD WILL BE TAKEN BACK TO THE CENTER AND SOMEONE FROM THE PICK-UP LIST WILL BE CALLED TO COME FOR THE CHILD.**

If children have not been picked up within one hour of the scheduled pick-up time and attempts to reach those on the pickup list are futile, local law enforcement officials will be called to assist in finding parents, etc.

ALL CHANGES IN REGARDS TO PICK-UP AUTHORIZATIONS, CHANGES IN DELIVERY ADDRESSES, ETC. MUST BE IN WRITING. CHANGES DONE BY TELEPHONE, WORD OF MOUTH, ETC. WILL ABSOLUTELY NOT BE ACCEPTED!!

Sign-in and Sign-out logs are kept for a minimum of three months.

4. Illness and exclusion criteria

Children will not be accepted for care if one or more of the following conditions exist:

- a. The condition (illness) prevents the child from participating comfortably in center activities, including outdoor play;

- b. The condition (illness) results in a greater need for care than caregivers can provide without compromising the health, safety, and supervision of the other children in care;
- c. Child has one of the following, unless medical evaluation by a health-care professional indicates that the child can be included in activities:
 - 1. Oral temperature of 101 degrees or greater, accompanied by behavior changes or other signs or symptoms of illness;
 - 2. A Tympanic (ear) temperature of 100 degrees or greater, accompanied by behavior changes or other signs or symptoms of illness. Tympanic thermometers are not recommended for children under 6 months of old.
 - 3. An axillary (armpit) temperature of 100 degrees or greater, accompanied by behavior changes or other signs or systems of illness, or
 - 4. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child **may be ill**;
- d. A health-care professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that he/she is no longer contagious. (Communicable diseases that exclude a child from care are defined by the Texas Department of Health. This information is included as Attachment I.
Note: Children who begin to display any of the above after arriving at school must be excluded. Parents will be called to pick-up their child. If parents cannot be reached, someone on the pick-up authorization list will be called. Pick-up and release policies listed in Section 2 will be followed. Children will be kept in the Center Director's office apart from other children until they are picked up. Appropriate attention and supervision will be given the child until the child is picked up. Extra attention to hand washing and sanitation will be practiced by staff and ill children when the child has diarrhea or is vomiting.

4. Procedures for dispensing medications:

There are written procedures for dispensing medications. These procedures are included as Attachment I.

5. Application of insect repellent and/or sunscreen.

Rolling Plains Management Corporation staff does not apply insect repellent or sunscreen to children without a doctor statement.

6. Procedures for handling medical emergencies

Written procedures and policies for handling medical emergencies are included as Attachment II.

Written procedures and policies for handling dental emergencies are included as Attachment III.

7. Procedures for parental notifications

A. Parents will be immediately notified (after child's safety is ensured) whenever a child:

1. Is injured and the injury requires medical attention by a health-care professional.
2. Has a sign or symptom requiring exclusion from the center as specified in Illness and exclusion criteria listed above.
3. Has been involved in any situation that places the child at risk. For example, children wandering away from the center, left in vehicles, etc.
4. Has been involved in any situation that might cause the center to be unsafe: fire, flood, toxic spills, severe weather, etc.

B. Parents will be notified of less serious injuries when the parent picks the child up from the Center. Less serious injuries include, but are not limited to, minor cuts, scratches, and bites from other children requiring first-aid treatment by employees.

C. All parents will be notified in writing and within 48 hours of becoming aware that a child or employee has contracted a communicable disease that the law requires the center to report to the Texas Department of Health.

D. Parents of all children in a group will be notified when there is an outbreak of lice or other infestation in the group. Individual notes will be sent to parents. Under no circumstances will names of individual children be released to other parents.

E. Policies are reviewed annually. Parents will be notified in writing of any changes in the operational policies and enrollment agreement. Notification receipt must be signed and dated by the parent and kept in the child's folder.

F. Parents will be notified in writing prior to any screenings, evaluations, assessments, etc.

G. Head Start parents will be notified prior to parent meetings, parent trainings, etc.

H. All parents will be notified prior to field trips.

8. Discipline and guidance practices

The agency Discipline and Guidance policies are included as Attachment IV.

9. Suspension and Expulsion of Children

The agency does not suspend or expel children.

10. Safe Sleep

All staff, substitute staff, and volunteers at Rolling Plains Management Corporation Early Head Start/Daycare will follow these safe sleep recommendations of the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission (CPSC) for infants to reduce the risk of Sudden Infant Death Syndrome/Sudden Unexpected Infant Death Syndrome (SIDS/SUIDS):

Always put infants to sleep on their backs unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional [§746.2427 and §747.2327].

Place infants on a firm mattress, with a tight-fitting sheet, in a crib that meets the CPSC federal requirements for full size cribs and for non-full-size cribs [§746.2409 and §747.2309].

For infants who are younger than 12 months of age, cribs should be bare except for a tight-fitting sheet and a mattress cover or protector. Items that should not be placed in a crib include: soft or loose bedding, such as blankets, quilts, or comforters; pillows; stuffed toys/animals; soft objects; bumper pads; liners; or sleep positioning devices [§746.2415 and §747.2315]. Also, infants must not have their heads, faces, or cribs covered at any time by items such as blankets, linens, or clothing [§746.2429 and §747.2329].

Do not use sleep positioning devices, such as wedges or infant positioners. The AAP has found no evidence that these devices are safe. Their use may increase the risk of suffocation [§746.2415 and §747.2315].

Ensure that sleeping areas are ventilated and at a temperature that is comfortable for a lightly clothed adult [§746.3407(10) and §747.3203(10)].

If an infant need extra warmth, use sleep clothing (sleepers or footed pajamas) as an alternative to blankets [§746.2415 and §747.2315].

Place only one infant in a crib to sleep [§746.2405 and §747.2305].

Infants may use a pacifier during sleep. But the pacifier must *not be attached* to a stuffed animal or the infant's clothing by a string, cord, or other attaching mechanism that might be a suffocation or strangulation risk [§746.2415 and §747.2315].

If the infant falls asleep in a restrictive device other than a crib (such as a bouncy chair or swing, or arrives to care asleep in a car seat), move the infant to a crib immediately, unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional [§746.2426 and §747.2326].

Our child care program is smoke-free. Smoking is not allowed in Texas child care operations (this includes e-cigarettes and any type of vaporizers) [§746.3703(d) and §747.3503(d)].

Actively observe sleeping infants by sight and sound [§746.2403 and §747.2303]. If an infant is able to roll back and forth from front to back, place the infant on the infant's back for sleep and allow the infant to assume a preferred sleep position [§746.2427 and §747.2327].

Awake infants will have supervised "tummy time" several times daily. This will help them strengthen their muscles and develop normally [§746.2427 and §747.2327].

Do not swaddle an infant for sleep or rest unless you provide an Infant Sleep Exception form 2710 signed by the infant's health care professional [§746.2428 and §747.2328].

11. Meals and food service practices

During a regular school day, children in Head Start/Early Head Start/Day Care are provided with breakfast, lunch, and an afternoon snack, except for Holliday, which serves lunch and an afternoon snack. Meals are served family-style and staff sits with children and eats the same foods as the children.

Each child receives approximately ½ of their daily nutrition requirements during the normal day. At least one-half hour is allowed for the children to eat unhurriedly. We participate in USDA Child and Adult Care Food Program; therefore, there will be a lapse of at least 3 hours between the beginning of breakfast and the beginning of lunch. Breakfast is always between 8:30 a.m. and 9:00 a.m.; lunch is always between 11:30 a.m. and 12:00 noon, except for Holliday which serves lunch at 11:15 a.m. Children who arrive after breakfast has been served that have not eaten breakfast prior to arrival will be given a glass of juice or milk "to tide them over until lunch." Snack is always between 2:00 p.m. and 2:30 p.m. except for Holliday which serves snack at 1:15 p.m.

Children enrolled in Olney's full day classroom will receive breakfast, lunch and an afternoon snack. Snacks will be served between 2:30 & 3:00 p.m.

On late arrival days or early dismissal days, children will be served only those meals that they normally would eat during the time they are in attendance, i.e., if school started at 10:30 a.m., children would eat lunch but not breakfast. Children are never forced to eat. We encourage children to try new and different foods and to at least taste; but they are never forced. **Food is never used as a reward or punishment.** We understand that offering food as reward or punishment places undue importance on food for the child and may have negative effects by promoting responses that lead to obesity or poor eating behavior.

All children will be served milk. If a child is allergic to milk, we must have a statement as to this condition from the child's physician. Reasonable substitutions will be provided at no cost.

Any child who has a food allergy will not be served that/those foods if we are presented with a statement from the child's physician indicating the allergy. Both the staff preparing food and the staff serving food will be given this information. Training is provided annually that covers food allergen awareness and procedures for handling food allergy emergencies. Appropriate nutritional substitutions will be made at no cost.

Children are not allowed to bring food/snacks from home. The only exception to this is for parties, etc. and food brought to the center must be provided in the store container with wrapping intact. For family activities where others assist with food, food must be in original, unopened containers and prepared at the center.

Daily menus are posted in each classroom and parents receive a copy of the monthly menu as a part of the parent newsletter. Menus are recyclable and are kept at the center for a period of 3 months.

Foods served will be in compliance with USDA requirements for meal patterns and nutrients. A registered dietician assists with menu planning and does training and observations of meal service.

Health inspections are performed annually to ensure that food and drinks are of safe quality and stored, prepared, distributed and served under sanitary and safe conditions.

Clean safe drinking water is available to the children at all times.

12. Immunization Requirements

A part of the application process is obtaining a copy of the child's immunization record. After review of the record, if the child is not up to date or current, parents are referred to the next immunization clinic in order that the child can be current. All immunizations must be completed by the first date of attendance. A copy of the minimum state vaccine requirements for Texas Child-Care Facilities is included as Attachment VII. The law requires that students be fully vaccinated against the specified diseases. A child may be enrolled provisionally if the student has an immunization record that indicates the student has received at least one dose of each specified age-appropriate vaccine required by this rule. To remain enrolled, the child must complete the required subsequent doses in each vaccine series on schedule and as rapidly as is medically feasible and provide acceptable evidence of vaccination to the center. The site director will review the immunization status of a provisionally enrolled student every thirty (30) days to ensure continued compliance in completing the required doses of vaccination. If, at the end of the 30-day period, a child has not received a subsequent dose of

vaccine, the student is not in compliance and the center shall exclude the child from attendance until the required dose is administered.

Since many types of personal immunization records are in use, any document will be acceptable provided physician or public health personnel has validated it. The month, day, and year that the vaccination was received must be recorded on all immunization records.

Exemptions: The law allows (a) physicians to write a statement stating that the vaccine(s) required would be medically harmful or injurious to the health and well-being of the child, and (b) parents/guardians to choose an exemption from immunization requirements for reasons of conscience, including a religious belief. The law does not allow parents/guardians to elect an exemption simply because of inconvenience (a record is lost or incomplete and it is too much trouble to go to a physician or clinic to correct the problem).

For children needing medical exemptions, a written statement by the physician should be submitted to the center.

Ask your center director about instruction for the affidavit to be signed by parents/guardians choosing the exemption for reasons of conscience, including a religious belief, as well as a sample letter requesting the affidavit.

Tuberculin testing requirements

Children are not required to have a tuberculin test unless their physician indicates that it is necessary or if there is an outbreak of tuberculosis within the community. Should this screening become necessary, parents will be notified in writing.

13. Hearing and vision screening requirements

All children enrolled in Head Start and Day Care beginning at age 3 will have hearing and vision screenings. If the child is unable to understand what is expected of him/her, the child will be considered “untestable” and the screening will be redone in 6 weeks. Children who wear glasses will be screened with their glasses: children with hearing aids will be screened with their hearing aides. Children who fail the vision or hearing will be rechecked in 2 weeks. If they fail again, parents will be contacted and a referral made to the appropriate professional. Hearing screenings are performed with a calibrated audiometer. A symbols chart will be used for vision screening.

14. Enrollment procedures, including how and when parents will be notified of policy changes

A. Enrollment Procedures

After the application process is completed, before children can be left at the center, parents must complete the enrollment process. The application form has the child's name and birth date, the child's home address and telephone # and the parent's name and address. The enrollment process includes the parent agreement which includes telephone numbers where parents can be reached while the child is in care, emergency numbers of other responsible persons, and names and telephone numbers of persons to whom a child may be released. It includes permission for transportation if applicable, permission for field trips, for participation in water activities, name, address and telephone number of the child's physician or an emergency-care facility and authorization to obtain emergency medical care and to transport the child for emergency medical treatment. It also includes permission for specific special services as well as a statement of the child's special problems or special care needs. Parents are required to sign parent agreements before child can be left at the center. A copy of these operational procedures will be given to parents at the time of enrollment with documentation of receipt of operational policies kept in the child's record. Parents will be responsible for notifying staff of changes in telephone numbers, emergency contacts, etc.

B. How and when parents are notified of changes in operational policies:

Parents will be notified in writing within five working days of any changes in operational policies.

C. Change of Clothing

Learning is fun and often mess. Please send a complete change of clothes.

D. Curriculum Goals

See Attachment VII.

15. Transportation

Transportation is not provided at all sites. Please contact your center director.

16. Water Activities

There will be no swimming activities at the Center. Occasionally children will be allowed to play in sprinklers on warm days.

17. Outdoor Play

Minimum standards recommend 30-60 minutes of outdoor play each day. Staff may accommodate weather, air quality, and seasonal changes by adjusting scheduled outdoor time, the length of time outdoors, and children's clothing.

18. Field Trips

Field trips that are safe in nature will be taken from time to time. Notices to parents that children will be taking field trips must be posted at least 48 hours' in advance of leaving the center. Transportation to and from field trips will be well supervised and parents will be invited to attend whenever possible.

19. Animals

Most animals will not be kept at the center on a regular basis. Occasionally, for special events/activities, an animal may be at the center. Documentation of vaccinations will be required for animals brought to the Center and the Center Director will determine (based on her own judgment) whether or not children will be allowed to hold, pet, or feed such animals. Small animals in cages/aquariums will be allowed.

20. Application of insect repellent and/or sunscreen

Rolling Plains Management Corporation staff does not apply insect repellent or sunscreen to children without a doctor statement.

21. Procedures for Parents to Review and Discuss questions and concerns

If parents have questions or concerns regarding any policies and procedures of the childcare center, they may ask to meet with the Center Director to discuss them. If the concern is of an emergent nature, the Center Director will address the concern/questions immediately. If the concern/question is not of an emergent nature, she will schedule a meeting within three working days during working hours to answer any questions or address any concerns. Specific procedures are in place to address conflicts that cannot be resolved by talking to the Center Director in Attachment V.

22. Parent Participation

Parents are encouraged to volunteer and participate in numerous activities at the center. The Head Start/Early Head Start program needs volunteer hours to help meet the non- Federal match that is required. Parents may volunteer by reading to children, assisting with classroom activities, nutritional activities, playground supervision and field trips. Parents are always

encouraged to be present when their own child is being screened for hearing, vision, developmental areas, etc.
We request that parents sign a volunteer “inkind” form each time they volunteer.

23. Parent’s Review of Minimum Standards and Inspection Reports

A copy of the minimum standards and a copy of the most recent inspection report is kept in the Center Director’s Office. In order to review these documents, please request to see them. It is not necessary to schedule a time to do so. Simply ask the Center Director. These documents may not leave the center. The Center director will find a quiet place within the Center for you to review them at your leisure. Minimum standards may also be found online at:
https://www.dfps.state.tx.us/Child_Care/documents/Standards_and_Regulations/746_Centers.pdf

24. Contact Information

Rolling Plains Management Corporation has 13 sites in 8 counties. To contact the local Licensing Office for your child’s center, the Offices are listed below:

For Knox County: **HHSC**
4601 S.1st Street
Abilene, TX 79605
1-325-795-5545

For Young County: **HHSC**
1202 Packing House Rd.
Graham, TX 76450
1-940-549-6403

For Archer, Baylor,
Cottle, Foard,
Hardeman, Wilbarger
Counties **HHSC**
925 Lamar Street
Wichita Falls, TX 76301
1-940-763-7123

You may also obtain information about Licensing standards or procedures by calling toll-free 1-800-862-5252 or visiting the website at www.dfps.state.tx.us.

To report suspected child abuse, the DFPS child abuse hotline telephone # is **1-800-252-5400**.

25. Emergency Preparedness Plan

The following is an example of the center’s Emergency Preparedness Plan. Each center enters their information in the underlined spaces.

Disaster Plan and Checklist for

This child care center is owned and operated by:
Rolling Plains Management Corporation.

The address is:

Two evacuation locations have been established and they are:

- Just outside the daycare center we will meet at:

Evacuation Location #1- _____

- The meeting point away from the daycare center is:

Evacuation Location #2- _____

If evacuation to a shelter is necessary, a sign will be placed outside the daycare center alerting parents where the children will be located.

To ensure the safety of the children in our care, the following steps have been taken:

- We have posted emergency numbers by every phone that is used for the center.
- Every staff person has a current First-Aid and CPR Card.
- Our First-Aid Kit is located: Office Supply Closet.
- Our emergency preparedness plan is reviewed quarterly or whenever a new staff person is hired.
- We conduct fire and evacuation drills every month and severe weather drills 4 times per year.
- We conduct lock-down drills for a volatile or endangering person on the premises or in the area 4 times per year.
- In the event of high winds or a tornado warning, children and staff will move to the enclosed hall way, kneel on the floor with heads down and their hands/arms covering their heads.

- Emergency evacuation and relocation diagrams, including two exit paths from each room, are posted in a prominent place in each classroom, the office and the parent information board at the building entrance.
- **Our fire extinguishers are located:**

Location of Fire Extinguishers at each site - _____

- Fire extinguishers, emergency lighting, carbon monoxide detectors and smoke detectors are inspected annually and kitchen fire systems are inspected semi-annually by Green Tag Fire Equipment. Service and repairs are performed by the company as needed and recommended by the manufacturers.
- Our smoke detectors and carbon monoxide detectors are checked monthly and the batteries are replaced as needed, as well as the date the battery is changed.
- We have one dedicated battery-powered Weather Alert Radio in the center.
- Touch lights are provided for classrooms that need extra lighting during rest time.

The center director or acting center director will contact the local fire department in case of fire or danger of fire, explosion, toxic fumes or other chemical release.

Families will be notified by posting at the center, land or cell phone, local radio and/or television announcements.

The center director will notify the program’s Licensing Representative as soon as possible or no later than two days of any occurrence that renders all or part of the program unsafe or unsanitary.

Licensing Representative: Name and Address of Each Licensing Representative
 or
 Statewide Intake
 (800) 252-5400

Emergency Preparedness Statement

The way we respond in an emergency situation, whether positive or negative, usually depends on how well prepared we are beforehand. It is especially important to be prepared in a child-care setting since young children may be physically and/or developmentally unable to protect themselves. Providing a safe environment for the children in our care is a priority for Rolling Plains Management Corporation’s Head Start and Day Care Programs. In the event of an emergency, whether it is small and impacts only a few, or is very large with widespread damage, young children deserve the protection of a carefully crafted plan. We have researched the most effective means to respond immediately when

an emergency arises and we will continue to strive to find more accurate and efficient ways of responding to specific emergencies. We have developed partnerships with our local police department, sheriff's department, EMT units, fire department and hospital in order to provide the most expedient security possible.

Our goal is to attend to the safety and well being of each child and staff member. By working together, we can resolve emergencies quickly and return to our regular activities.

Emergency Telephone Numbers

	Emergency	Alternate Numbers
Fire	911	Local - _____
Ambulance	911	Local- _____
Sheriff	911	Local- _____
Dept of Public Safety	911	1-940-937-2548
Poison Control Center		1-800-764-7661
		or
		1-800-POISON-1
AEP		1-877-373-4858
Atmos Energy		1-888-286-6700
National Weather Service		1-800-275-3139
<u>City of- _____</u>		Local- _____
<u>Hospital</u>		Local- _____

26. Provisions to Provide a Comfortable Place with a Seat for Breastfeeding

There is an adult rocking chair in each classroom that can be moved into the Center Director's office for breastfeeding. The mother can also choose to stay in the classroom as well. Breast feeding resources are available upon request.

27. Preventing and Responding to Abuse and Neglect of Children, Including

A. Required Annual Training for Employees

Employees have annual mandatory Child Abuse and Neglect Training each year at Head Start/Early Head Start Pre-Service Training in August.

B. Methods for Increasing Employee and Parent Awareness of Child Abuse and Neglect Issues

Employees are trained annually and parent training, with handouts, is provided on the topic of child abuse and neglect issues.

C. Methods of Increasing Employee and Parent Awareness of Prevention Techniques

Employees are trained annually and parent training, with handouts, is provided on the topic of child abuse and neglect issues.

D. Strategies for Coordination Between the Center and Appropriate Community Organizations

Staff continually communicates with advocates of children within each community. Staff also communicates on a routine basis with Child Protective Services. Some staff members serve on local child welfare boards.

E. Actions That Parents Should Take to Obtain Assistance and Intervention

Parents are encouraged to seek family counseling that is available in their local communities.

28. Procedures for Conducting Daily Health Checks

Rolling Plains Management Corporation employees do not conduct daily health checks.

29. Vaccine-preventable Diseases for Employees

Rolling Plains Management Corporation does not require or specify any vaccines an employee must have. This policy will be re-evaluated based on any future level of risk an employee may present.

30. Parent Visitation to the Center

All Centers operated by Rolling Plains Management Corporation have an “open door” policy in regards to parents visiting the center to observe their child, the center’s operation and program activities without having to secure prior approval. Both mothers and fathers are always welcome.

31. Method of Informing Parents of Gang-free Zone

Any area within 1000 feet of a child-care center is a gang-free zone, where criminal offenses related to organized criminal activity are subject to harsher penalty. Parents are also informed of this at parent orientation.

32. Procedures for Screen Time

Activities using TV/Video, computer, or tablets are prohibited for children under the age of two years. For children two years and older, limited total screen time will not exceed more than one to two hours of quality programming per **24 hour** period.

Child's Name: _____

Receipt of Parent Handbook

I have received a copy of Rolling Plains Management Corporation's Operational Policies for Licensed Day Care Centers. I understand that these policies will be utilized in operating the center while my child is in care. It is my understanding that I will be notified of any changes in policy in writing during my child's enrollment.

Parent Signature

Date

Printed Name



**ROLLING PLAINS MANAGEMENT CORPORATION
HEAD START/EARLY HEAD START and Day Care**

PROCEDURES FOR ADMINISTERING MEDICATION (Attachment I)

A. The following procedures will be implemented for the administering of medications in the centers:

1. No non-prescription medication shall be given orally without written authorization from a physician.
2. No non-prescription medications designed for topical application of a first aid nature may be administered without the written consent of a physician.
3. Prescribed medications shall be administered as follows:
 - a. Prescription medications must be in the original container labeled with the child's name, a date, directions and physician's name. No medication will be given after the expiration date. **(Note: Prescription must be for child taking medication: not other member of the household, etc.)**
 - b. Parent must sign Dispensing Medication form before medication can be given.
 - c. Parent must give reason for the child's needing medication in order that staff can determine activities and expected behavior of child while taking medication. **(If medication is for ear infection, child should not be allowed to play outdoors on a windy day, etc.)**
 - d. The **Center Director ONLY** is the designated person to give handle and administer all medications. The **designated Acting Center Director** may handle and give medication in the absence of the Center Director. The Center Director must document the name of the medication and prescription #, Physician's name, instructions for giving. All medicines must be in the original container with child's name clearly written. The Center Director will keep the record of medication, noting her name, the dosage given, time and date given for each dosage.
 - e. Documentation must be made as to the disposition of the medication when it is no longer being administered in the center.

B. Medications shall be stored at the center in the following manner.

1. **Medication for children** will be kept in locked labeled box with each child's medication placed in sealable bags with child's name written on bag to ensure that medications are not accidentally given to wrong child.

- a. Medicines that do not require refrigeration will be kept in locked cabinet/closet in Center Director's Office.
 - b. Medicines needing refrigeration will be placed in locked box and kept on the top shelf in the refrigerator on top shelf. In centers where there is a staff refrigerator, the Center Director may choose to store locked boxed there. **(Although medicines may be in kitchen area, Center Director is responsible for the administering of medication.)**
 - c. All **staff** and/or **volunteers' medications** remain in staffs purses and **locked** in a file. If staff or volunteer medications require refrigeration, medications shall be stored the same as children's medication and Center Director will be responsible for storage. **Staff and volunteers must notify Center Director is they are taking medication and the type of medication as a precaution.**
- C. Medication records are reviewed with parents. Parents are informed of any missed dosages, spilled medication, refusal of child to take medication, etc. Any reactions are discussed and parents are requested to discuss with the child's health provider.
- D. The Health/Disability Specialist will observe Center Directors while Center Directors are giving a child medication to ensure that proper sanitation, good hygiene practices, and proper storage procedures are followed. Parents may also need to show and demonstrate to Center Director the proper usage of equipment that their child needs for taking medication, i.e., nebulizers, etc.

NOTE: These procedures do not apply to medical emergencies. For emergencies, follow established emergency medical plan procedures.

Rolling Plains Management Corporation
Head Start, Early Head Start, and Day Care
P.O. 490 Crowell, Texas 79227
Phone: (940) 684-1571

Medical Emergency Procedures (Attachment II)

In emergency situations, the actions to be taken are as follows:

All incidents should be handled quietly and calmly; a panicked child is likely to create problems for treatment and may cause further trauma.

1. The teacher aide will remove all other children from the scene and reassure them. Explain simply and carefully what has happened and what will happen. Answer their questions truthfully. Then redirect their attention - a game or a quiet activity.
2. The Center Director or acting Director will evaluate all incidents to determine if emergency procedures are applicable. The Center Director or acting Director will go with the child to the emergency room.
3. The Center Director or acting Director will call for help if child should not be moved. Give all the important information slowly and clearly. To make sure that all the necessary information, has been given, wait for the other party to hang up first. Take the emergency consent form and contact information to emergency provider.
4. Any child with a known food allergy, including formula, baby food, and all foods and beverages served by the facility will require a physician's note which cites the specific allergy. A guideline will be used at the facility and facility related field trips to prevent a food allergy event. An emergency plan will be in place in the event that an unexpected incident occurs regarding his/her food allergy.
5. The teacher will notify parent(s) of the emergency and ask that parent(s) meet them at the emergency room. If parent cannot be reached, notify emergency contact person (listed on child's health record) and call the child's physician. The Center Director or acting Director stays with the child until parent(s) take charge.
6. The teacher is then to return to the classroom and resume normal activities. The teacher aide is to remain with the children at all times.

All procedures for Universal Precautions as addressed in our Blood borne Pathogen Exposure Plan will be followed, whenever applicable.

<p>Note: Anytime a child is injured, while in our care, to the extent that the child is taken to Physician or emergency room, the Center Director or acting Director must report to licensing.</p>



**ROLLING PLAINS MANAGEMENT CORPORATION
HEAD START/EARLY HEAD START and Day Care PROGRAM**

DENTAL EMERGENCY PROCEDURE (Attachment III)

All incidents should be handled quietly and calmly; a panicked child is likely to create problems for treatment and may cause further trauma. In the event of any injury to the mouth or teeth or a need for emergency treatment, the Center Director or acting Center Director is responsible for going with the child to the dentist's office or administering first aid if a dentist is not necessary. The teacher is responsible for notifying parents/guardians. If any emergency facility is needed, the teacher will notify the facility to expect the child, stating what the condition is, then call the parent/guardian to inform them of what has taken place. The teacher is then to return to the classroom and remain with the other children. The teacher aide is to remain with the other children at all times. Priority procedures are as follows:

1. Obtain emergency transportation and transport child (Center Director)
2. Notify emergency facility (teacher)
3. Notify parent/guardian (teacher)

When on-the-spot treatment is required, trained staff will perform necessary first aid and then transport the child using the above procedures.

COMMON INJURIES

The following is a list of the more common injuries, which can occur to the teeth and mouth and the actions which need to be taken for each:

1. **CUT LIP** – Regardless of the severity of the cut, clean it with a towel, or gauze pad with water at room temperature. Apply pressure with a towel or gauze pad to stop the bleeding. Apply ice to the injured area to reduce swelling. If the cut is deep and bleeding persists, take the child to a physician.
2. **CHIPPED TOOTH OR BROKEN TOOTH** – Gently clean dirt or debris from the injured area with warm water. Place cold compresses on the face in the area of the injured tooth, to minimize swelling. Go to dentist immediately.
3. **DISPLACED TOOTH (KNOCKED OUT OF POSITION)** – If possible, this injury is treated by replacing the tooth in its original position. If the tooth is not stable, hold it in place until the child sees a dentist. Take the child to the dentist as soon as possible.
4. **TOOTH KNOCKED OUT** – Here are some important steps for a child and adult to take when a tooth is knocked out:
 - a. Look for the tooth. If the tooth is dirty, rinse it well with tap water. Do not use extremely hot or cold water. Do not scrub or apply any cleaning agent (i.e. alcohol). Do not remove any soft tissue visible on the tooth.
 - b. Look at the shape of the teeth in the mouth and try to match the lost tooth so that the lost tooth is not put in backwards or upside down. Gently push the tooth into the empty socket. Replacement of the tooth in the socket within a few minutes increases the chances of keeping the tooth. Hold the tooth gently in place until the child can be seen by a dentist.
 - c. If replacement of the tooth is not possible, place the tooth in milk, water, or a wet towel. If there is bleeding from the socket, apply pressure with a gauze pad or cloth to stop the bleeding. If swelling occurs, apply ice.

- d. Take the child and the tooth to a dentist immediately. It is necessary for the tooth to be put back in place quickly. Only a dentist can tell what damage has been done and the treatment needed.
5. **BROKEN JAW** – If you suspect that the jaw is broken, keep the child still and calm. Immobilize the jaw by any means (handkerchief, necktie, towel). If swelling is present, apply cold compresses. Go immediately to hospital emergency room.
6. **BITTEN TONGUE OR CHEEK** – Determine the severity of the bite. If there is bleeding, apply pressure with a clean towel, cloth, or gauze pad. If the cut is deep and bleeding persists, take the child to a physician.
7. **TOOTHACHE** – Rinse the mouth vigorously with warm water to clean out debris.

Use dental floss to remove any food that might be trapped between the teeth. If swelling is present, place cold compresses on the outside of the cheek. **(DO NOT USE HEAT OR PLACE ASPIRIN ON THE ACHING TOOTH OR GUM TISSUES.)** If pain continues parents should be called to pick up their child.

OBJECTS WEDGED BETWEEN TEETH – Try to remove the object with dental floss carefully to avoid cutting the gums. If not successful in removing the object, take child to the dentist. Do not try to remove the object with a sharp or pointed instrument.

All procedures for Universal Precautions as addressed in our Blood borne Pathogens Exposure Control Plan will be followed, whenever applicable.

<p>Note: Anytime a child is injured, while in our care, to the extent that the child is taken to Physician, Dentist or Emergency Room, the Center Director or acting Director must report to licensing.</p>
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DISCIPLINE AND GUIDANCE GUIDELINES (Attachment IV)
Head Start/Early Head Start and Day Care

Rolling Plains Management Corporation recognizes the earliest years set the stage for lifetime emotional well-being, social skills and competencies or can be the basis for social-emotional problem in later years. We strive to create a social-emotional environment in which all children learn the skills and knowledge they deserve and need to be emotionally healthy, socially competent and ready to learn.

Realizing that children have different levels of ability to control their own behavior, our staff uses positive techniques to help children develop self-control. The following are pro-social guidelines for staff working directly with children:

1. Guide children by setting clear consistent, fair limits for classroom behavior or helping older children set their own limits.
2. Value mistakes as learning opportunities.
3. Redirect children to an activity that is acceptable.
4. Listen and respond when children talk about their feelings and frustrations.
5. Ensure that children understand how to peacefully resolve conflicts; guide children and model skills that help children to solve their own problems.
6. Post rules in the classroom (involve children in developing rules and ensure that they are “readable” by children by including pictures.)
7. Actively teach children the rules and patiently remind them of the reason for the rules as needed.
8. Provide opportunities for children to development social skills such as cooperation, helping, negotiating, and talking with the person involved to solve interpersonal problems.
9. Recognize appropriate behavior frequently.
10. All adults will interact in a positive manner with children and model pro-social skills.

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

1. Environments structured to assist children to learn what to do and how to use the equipment/materials.
2. Materials and storage units labeled to facilitate children’s work in putting things away.
3. Materials and equipment checked regularly for safety.
4. Staff establishes an area (quiet area or cozy corner) in the classroom that is used by the children for calming down (this area cannot be used by staff as a time out area).
5. Room arrangements promote appropriate use of space to accommodate movement, large and small groups and solitary play.
6. Schedules and routines are predictable and assist children to manage their own behavior.

7. Class schedules are placed so it is “readable” by the children and use both words and pictures.
8. Environments are reflective of the culture and language of families enrolled. Include pictures of the child, their family or their work.

The goal of discipline and guidance in our program is to promote life-long self-control, self-esteem and self-discipline in young children. We want children to learn to make appropriate choices by themselves and not to rely on adults to control their behavior. Positive strategies will prevent behavior difficulties, support self-esteem and promote respect. Encouragement leads to good behavior. Setting reasonable limits on the child’s behavior gives children the security of knowing exactly what is expected. Children will be encouraged to make positive choices. As staff creates a developmentally appropriate environment, they will set reasonable limits, redirect unacceptable behavior, and nurture positive interactions. Our program refrains from any use of corporal or unusual punishment/violation of personal/rights.

Effective discipline is a teaching and learning process. As we guide children toward self-discipline, we use consistent guidance methods:

- *Create the limit:* Young children need a few, clear, simple rules for behavior. The rules should be stated using positive language such as: We use our walking feet inside; we use our quiet voice inside the building. Children should be reminded of the rules often. Rules should be posted at children’s eye-level.
- *Set consequences if the limit is exceeded:* *These consequences can be logical/natural consequences.* The use of logical/natural consequences gives choices to the child. Telling a child if they continue to throw sand then they cannot play in the sand box anymore today, is an example of this. Removing a child from a group where he/she is being disruptive to a quiet area of the classroom to calm down can be effective. A quiet time is a form of logical consequence. Use it as a last resort, when other methods have not worked.
- *Follow through with the consequence:* Remain calm and firm.
- *Provide choices and positive reinforcement methods:* The preschool child has some degree of self-control. They can understand the consequences of their behavior and have some ability to avoid consequences. Children who are allowed the opportunity to make choices learn personal responsibility and accountability. Providing choices creates positive communication in classrooms. It allows you to control the environment and children learn to control themselves within that environment.

As staff creates a developmentally appropriate environment, they will set reasonable limits, redirect unacceptable behavior, and nurture positive interactions.

Guidance for logical consequences:

- When a child makes a decision, let the decision stand.
- When a child is given a choice, phrase the choice respectfully.
- Respect the child’s choice.

- Say as little as possible.
- Make it clear when there is no choice.
- Keep hostility out of consequence. (Don't take a child's misbehavior personally.)
- Pick your battles – is the behavior causing enough disruption to make an issue of or is it a behavior that can be more effectively ignored?

Methods to reward children:

- Create a positive verbal environment within the classroom using positive language. Give choices whenever possible; focus on what a child can do rather than what they cannot do; use open-ended questions to engage a child in conversation.
- Acknowledge children being good within the classroom environment; give children special jobs, spend focused time with children and use the child's name frequently. Rewards for the entire class are acceptable at times.

Tips for effective quiet times: Head Start Children

- Select a location away from people but where the child can be observed.
- Explain the rules.
- Set the timer.
- Appropriate time is usually 1 minute for each year of child's age.
- Review with the child why he/she is in quiet time. Clearly state your expectations for the child. (Example: "When you go back to the block center, keep your feet to yourself.")
- When quiet time is over, it's over!

Ways to stop tantrums:

- Don't respond to it.
- Don't yell at the child.
- Don't try to talk him/her out of it.
- Don't make eye contact.
- Don't let him/her see that his/her behavior is getting to you.
- Don't take anything the child says personally. He/she is looking for buttons to push.

As classroom staff, we are trained to deal with behavior problems. Therefore, parents are not to be called to report inappropriate behaviors. (If the parent requests you call, explain our procedure and let them know they can call you.) If you have tried several behavior management methods with no positive results, ask the parent for a conference to discuss the changes in the child's behavior in a non-threatening way. Always begin your conversation with parents with a positive statement. All children during the course of the day demonstrate positive behavior which deserves to be recognized by teachers as well as parents.

Often we only pay attention to the behavior as seen by the adult. When we try to understand events from the perspective of the child, we can usually see reasons for the behavior and take action. First, make the child feel accepted and safe. Then work on changing the behavior if necessary.

Rolling Plains Management Corporation
Head Start, Early Head Start, and Day Care
P.O. 490 Crowell, Texas 79227

**Resolution of Parent/Community Complaints Procedure
and Guidance for Policy Council Grievance Committee
(Attachment V)**

Conflicts and complaints arise in the best of agencies; the key to addressing problems is to move from complaints to solutions.

Rolling Plains Management Corporation Head Start/Early Head Start Policy Council Chairperson will appoint a committee from the Policy Council to hear and resolve complains about the Head Start/Early Head Start Program.

The Grievance Committee will be made up of one community representative and two parents. The Head Start/Early Head Start/Early Head Start Director will serve as an ad hoc member.

The committee as a first step, will analyze the problem through interviewing persons involved and gathering written statements. The committee as a whole will analyze all documentation, statements, etc., and define the problem item by item.

The committee will address issues and concerns and come to an agreement on solutions. They may seek input from necessary professionals, staff, other parents, or anyone who they feel can assist in resolving the problem.

The committee will develop their recommended solution (s) to the problem(s) and submit to the Head Start/Early Head Start Director and Executive Director for approval or disapproval.

The Grantee Executive Director may consult the Executive Board or HHS Regional Office if necessary.

Once all parties are in agreement, the Head Start/Early Head Start Director will prepare a written statement for the signatures of the Committee and arrange, if necessary, for a conference to deliver the findings and solution to the complainants.

Parent/Community Grievance Procedure

A. Grievance and Appeals Procedure: Definitions

1. **Grievance:** An action initiated by a parent (or others within the community) resulting from dissatisfaction with services provided by Rolling Plains Management Corporation's Head Start/Early Head Start and Day Care Programs.

2. Adverse Action: Any action taken by Head Start that results in actual loss of services or reduction of service level to the parent.
3. Appeal: A request to Head Start/Early Head Start and Day Care to reconsider an adverse action which may include a full and impartial hearing if requested.
4. Charge: An action taken by a parent claiming loss, denial or unacceptable service delivery.

B. Procedures:

1. A grievance will be brought to the attention of the staff member supplying the service. If grievance is not resolved to the satisfaction of the parent (or other complainant), he/she will put it in writing and transmit it to the next higher level of supervision. The grievance will be acted on at each point (with one exception) within five (5) working days.

◆Exception: Policy Council Grievance Committee must have five (5) working days' notice of meeting. Action of Grievance Committee will be in ten (10) working days.

2. Action suspending, terminating or reducing services will be put in writing and transmitted to complainant. The notification will contain all information pertaining to the action, including rights of the parents to request reconsideration, and the right to submit evidence in support of the request.
3. An appeal of an adverse action will be sent to the Head Start Director within ten (10) working days along with all evidence which the parent feels is relevant to the case, and which he/she wishes the Head Start/Early Head Start Director, and/or the Policy Council Grievance Committee to consider.
4. The complainant will be notified, in writing, of action taken of an appeal, and this notification will include the rights of the parent to escalate the appeal to the Policy Council. The decision of the Policy Council is final. Action will be taken by each level within ten (10) working days.

Note: All staff grievances will be processed according to Rolling Plains Management Corporation's Personnel Policies and Procedures Handbook.

Food Temperature Policy (Attachment VI)

Liquids and food hotter than 110 degrees F are kept out of reach of children.

Located on the north wall by the desk in the kitchen.

Rolling Plains Management Corporation
Head Start, Early Head Start, and Day Care
P.O. 490 Crowell, Texas 79227
Phone: (940) 684-1571

Inclement Weather Policy (Attachment VII)

In case of severe weather, we follow the local ISD policy.