



**Head Start
Center Based 3-5
Parent Handbook**



NEK-CAP, Inc. receives its HEAD START funding from:

*US Department of Health and Human Services Office of Human Development Services Administration for Children,
Youth and Families Office of Head Start, Kansas Department for Children and Families*

INTRODUCTION TO THIS HANDBOOK

The purpose of this handbook is to share with families' information about the services of NEK-CAP, Inc. Head Start 3-5 program.

Please keep this handbook in a place where you can look at it during the school year. After reading this information, if you have any questions please ask any Head Start center staff. The information in this handbook may sometimes change due to changes in federal, state, or local regulations.

Welcome to Head Start

Your family is about to start a wonderful experience. The early years are important in developing skills for success. You are your child's first and most important teacher.

HEAD START PHILOSOPHY ON FAMILIES

NEK-CAP, Inc. Head Start's philosophy on families is; parents are their child's most important teacher! It is important for a child to be ready to start kindergarten and have the skills to succeed and this starts at the home. NEK-CAP, Inc. Early Head Start and Head Start wants to support you in playing an active role in your child's education. We want your child to be ready for school as much as you want that for your child!!! We are excited to work with you and your family this year!! Welcome to NEK-CAP, Inc. Head Start!

NEK-CAP, INC. MISSION STATEMENT

We provide comprehensive education and social services to low-income community members through collaborative partnerships focused on promoting family development, empowerment, and economic security.

NEK-CAP, INC. VISION

One by one all families and communities become self-reliant.

COMMUNITY ACTION PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

As a parent, how can I be involved in Head Start?

NEK-CAP, INC. HEAD START Center Based 3-5

There are at least four major kinds of parent participation in local Head Start Programs:

1. Involvement in Decision-Making. (Policy Council &/or Parent Committee)
2. Involvement in the Classroom.
3. Involvement in Family Engagement Activities.
4. Involvement in Home Activities with their children.

VOLUN

Families help with others, or help with other things; such as planning activities with staff and other parents. Volunteering for tasks, reading and supporting the child's educational goals (homework) are all very important, check with the center staff to ask about the ways you can help. Ask staff for help with your in-kind homework tracking form. The program values and recognizes their volunteers in a special way at the end of the school year.

Thank you for your participation. It is really appreciated by NEK-CAP, Inc. Head Start!

Head Start is promoting school readiness for all children by providing engaging learning opportunities and experiences, through play, working together, talking, singing, listening, family style meals, and discovery. These opportunities are offered to families as well through family engagement activities. Parents are encouraged to plan with teachers for the children's educational learning experiences.



PARENT INVOLVEMENT AND IN-KIND

Head Start funds come directly from the federal government. However, the government only funds 80% of the money necessary to operate the program. The other 20% must come from in-kind services from the families served by the program. In-kind is the donation of time, space, or materials used in the program. For every in-kind dollar that the program is not able to raise, the government requires the agency to pay back \$4.00 from our program's funds. Therefore, volunteer participation is critical to the operation of our Head Start program.

CONFIDENTIALITY STATEMENT

ALL information regarding families and children IS kept **CONFIDENTIAL or otherwise required by state or federal law.**

Your child's complete file is kept at the Head Start office where he/she is enrolled. These files are kept in a locked file cabinet (if there is a paper form). Most of the children's files are electronic. NEK-CAP, Inc. takes our obligation to protect the privacy of your child's personally identifiable information very seriously. Please take time to review **NEK-CAP, Inc. Annual Notice Regarding PII and Parental Rights (bottom this page).**

Those persons who have access to Head Start files are:

- ❖ The Kansas Department of Health and Environment
- ❖ Kansas Department for Children and Families
- ❖ Any official representative U.S. Department of Health and Human Services or U.S Department of Agriculture (USDA)
- ❖ NEK-CAP, Inc. Auditors
- ❖ NEK-CAP, Inc. Administrative Staff
- ❖ Your local NEK-CAP, Inc. Staff
- ❖ If subpoenaed, a court of law

NO VOLUNTEER WORKER WILL HAVE ACCESS TO YOUR FAMILIES' FILE

NEK-CAP, Inc. HEAD START ADMISSIONS POLICY

Early Head Start and Head Start are federally funded home visiting and preschool programs for income eligible families. Applications are taken on prospective Early Head Start and Head Start children. Each applicant is assigned points based on criteria categories established by the Head Start Policy Council. Criteria categories are:

- ☺ parental status
- ☺ disabilities
- ☺ income
- ☺ other social service needs
- ☺ age

As home-based caseloads and classroom capacities are met, children will be admitted based on established criteria and shall be non-discriminatory in regard to race, color, religion, national origin, ancestry, physical handicap, or sex in accordance with K.S.A. 44-1009



NEK-CAP, Inc. HEAD START CENTER BASED ATTENDANCE POLICIES

ATTENDANCE

Children are expected to be in attendance the full class time each day the center is open to maximize their Head Start experience. Head Start is a quality program and a new experience for your child. This is a time to help your child build a habit of good attendance for school readiness. **Studies show attending school every day increases a child's chances of success in school and in life and that even just 2 absences throughout each month for 9 months of school means the child is less likely to graduate from high school.** You have high goals for your child and their success in school and life and this is supported by their attendance.

Parent/guardians are expected to notify their Head Start center regarding a child's illness etc. on the day of absence, **within an hour of class start time**. Families are provided with the centers 800 number and/or cell phone numbers to call or text. Our goal is to make communication easy. If someone does not contact the center within one hour of start time, the center must contact the parent to ensure the child's well-being. If the parent/guardian cannot be reached on the phone, then a staff person will make a home visit to ensure the child's well-being.

When there are **several absences**, the following will take place:

- ☺ Staff will make phone calls or home visits to discuss the absence with the family.
- ☺ If unable to reach the family, notice will be given by letter that their child may not be eligible for the classroom program unless attendance improves. Staff will work with the parents to help their child maintain regular attendance.
- ☺ If parents do not respond, they will be sent a letter stating that their child will be put back on the pending/waiting list.

Head Start Programs must analyze causes of absenteeism if the monthly average daily attendance falls below 85 percent. Our Head Start centers need to have at least **85%** of the children in school each day and the programs needs parents to help us in reaching this goal.

ARRIVAL & DEPARTURE

Due to state licensing requirements, for your child's safety, providing photo identification to pick-up/release child to individuals listed in the child's file is necessary. It is also necessary that you physically walk your child to the classroom and sign your child in. Your child can not arrive at the center until **10 minutes** before class starts and be picked up no more than **10 minutes** after class is over. If the parent is not there to pick up the child, at 10 minutes, and staff have not heard from the parent, they will begin calling the emergency contacts. If no one is available, the staff are instructed to report for abandonment. You will need to sign your child out as you pick your child up.

INCLEMENT WEATHER POLICY

When public schools are closed due to weather, Head Start classrooms may close, too. The Head Start staff will help you set up for Learning Genie but if unable to do this, please follow the link to text caster below, so that you will be updated on

center closings or route changes. In the event the Head Start center will be closing early due to weather; families will be notified through Learning Genie or text-caster. Although we will attempt to stay open whenever possible, the safety of the children and staff comes first. Also listen to: **Radio Station:** _____ **TV Station:** _____ **for closing announcements.**

Sign up for other **NEK-CAP ALERTS** and get important information about NEK-CAP, Inc. sent as email or text messages directly to your cell phone – sign up using this link – <http://my.textcaster.com/asa/Default.aspx?ID=f4bec92c-aeed-4bae-b626-3d01bc4f1b9b>

EDUCATION IN THE CLASSROOM

NEK-CAP, Inc. Head Start uses The Creative Curriculum for Preschool and the Frog Street Curriculum as our curricula to develop learning plans for our classrooms. These curricula help the teaching staff to set up the classroom into interest areas as blocks, dramatic play, creative art, fine motor, outdoors and reading and writing centers. The children will be able to interact with materials and other children in the classroom, thinking of new ideas, asking questions and solving problems and developing school readiness skills.

While the children learn and explore through play, the teaching staff interact with them to help them learn from their experiences. By observing the children, the teaching staff can plan how to work with each child individually and/or with groups of children to help them continue to grow. Play is a natural and important part of growing up.

OUTSIDE TIME

Kansas Laws and Regulations for Licensing Preschools and Child Care Centers requires the children to play outdoors each day. When it is too cold or too hot for outdoor time your child's teachers will have indoor activities planned. Please dress your children accordingly.

VIDEOTAPING CHILDREN

Our classrooms, playgrounds and office areas have been equipped with video cameras. These cameras are used for safety purposes and training by the program. The program does not share these videos with anyone outside of the agency, including parents. It is of the utmost importance to NEK-CAP, Inc. to provide your children with a safe environment while your children are in our care.

SOCIAL EMOTIONAL/BEHAVIOR POLICY

NEK-CAP, Inc. Head Start wants your child to have the best time possible while in our program and be ready for kindergarten. One way your child can be ready is in social emotional growth. In young children, this means children can listen, share toys, and play with other children or adults. This prepares your child for going to kindergarten or to another preschool or child care.

It is a parent(s)/guardian(s) job, to make his or her child feel safe at home, when children feel safe they are less likely to act out or misbehave. While your child is in our classrooms, they will be safe and supported by our staff.

Head Start's Program Performance Standards (federal regulations) ask our program to observe your child's behavior. Our program begins this process with the ASQ-SE (Ages and Stages Social Emotional Questionnaire), which is completed by you and your child's teacher at a home visit. If it is determined that your child does have some behavior concerns, the teacher will notify the Mental Health and Disabilities Manager. Your child is supported in the classroom by teachers helping them problem solve and by modeling positive social skills. Together we can develop a Family Team Support Plan to help you work with your child in increasing positive behaviors. If necessary, your child's teacher will help you update a Family Team Plan or visit with you further about other possible supports.

DISABILITIES

NEK-CAP, Inc. Head Start serves at least 10% children with special needs. We:

- ☞ help families connect with special education services;
- ☞ work together with parents and programs;

- ☺ include children with special needs in all classroom activities;
- ☺ plan for transitions to children's next classrooms;
- ☺ exchange knowledge and expertise with families regarding children with special needs.

CULTURAL DIVERSITY

Each child and family enrolled in Head Start is special in their own way. All cultures have knowledge, rules, values, advice, and beliefs for rearing children. Culture is a part of children's learning styles, values, and self-concepts. You are welcome to share traditions with your child's classroom and together we can add an activity or idea to the lesson plans.

PARENTAL PERMISSION FOR FIELD TRIPS POLICY

To comply with state regulations, when Head Start plans a field trip; the staff will have the parent/guardian sign a permission slip for your child. The permission slip will include the time, date, place of the field trip and adults responsible for the children during the field trip. The time, date and place for the field trip will be posted at the center on a door or window visible to the parents.

FIRE DRILLS AND TORNADO DRILLS

State regulations say our Head Start programs must do monthly fire drills. Children will be taught what to do in the case of a fire. They will be led to a safe area outside of the building. All classrooms have a fire evacuation plan and route posted in their classrooms.

Tornado drills will be held monthly. Children will be led to a tornado shelter or safe area and taught to sit in a protected fashion. All classrooms have a tornado evacuation plan and route posted in their classrooms.

ACCIDENTS AND EMERGENCIES

If a child is hurt, first aid will be provided. The parent/guardian will be notified of injuries and medical emergencies. A KDHE Notification of Injury, Illness or Critical Incident report form will be filled out by classroom staff. The parent/guardian will be asked to sign the report, and they will be provided a copy of the report.

In the case of an emergency, one adult will stay with the child while another calls 911 and the parent/guardian. If the child is taken by ambulance, a center staff person will stay with the child until the parent/guardian can arrive at the hospital.

IMPORTANT: update Emergency Contact for Children and Families form as needed.

FAMILY DEVELOPMENT CASE MANAGEMENT and PARTNERSHIP

NEK-CAP, Inc. Family Development Advocates (FDAs) work with you and give support to grow as a person. They will assist you in looking at your present situation and needs in different areas. FDAs coordinate direct services or referral(s) based upon the families' needs of housing, food and clothing and they will assist you on building on your strengths. You will have a choice to limit the level of services provided by the FDA. Family and Community Partnerships are an essential part of the Head Start program. The involvement allows parents a voice in parent education, program planning, and other program activities. Parents may serve as members of local parent committee and Policy Council and have a voice in program decisions. Participation in home visits allows participants to learn about the needs and development of their child. Services are geared to each family's individual needs including community outreach, referrals, family development partnerships and emergency assistance or crisis intervention.

NUTRITION

Family style meals are served in our program. Children will serve themselves from bowls, platters, baskets, and/or pitchers provided as appropriate. In the event a child arrives late to the center they will be offered a nutritious meal. A goal of the program is to introduce the children to a wide variety of foods.

What is he or she experiencing? Your child is getting the kinds of foods they need to be healthy and strong, but there is so much more. Eating snacks and meals and doing related activities such as setting the table, cleaning up, and brushing their

teeth after eating – gives your child a chance to feel cared for, and develop self-help, communication, and social skills. Mealtime is also a chance for children to begin practicing good nutrition and healthy habits.

Children’s experiences and the attitudes they form today will help shape their eating habits in the future. By modeling healthy practices and making eating a pleasurable and a social time, together we can lay the groundwork for nutritional and enjoyable eating for the rest of their lives.

Teachers and guests in the classroom will serve themselves in the same manner. Portion sizes for adults will be the same as those for children. Teachers will sit with the children during mealtimes, model appropriate eating behavior, and initiate conversations, similar to a home setting. Teachers will also use this time for learning so that nutrition education is incorporated into the routine of meals.

How We Can Work Together

- ☺ *You are welcome to join us for a snack or meal whenever you can, please call ahead to help with our planning. Your child will love having you with us, so will we! In addition, you’ll have a chance to see how we do things so you can ask questions and make suggestions.*
- ☺ *Please share with us what your child experiences during mealtime at home. What does your child eat and drink? Are there foods your family eats or doesn’t eat because of religious, ethnic, cultural and personal preferences? What kinds of things do you talk about? How does your child participate? This kind of information will help us give your child a sense of continuity by talking about family meals and serving some of the same foods.*
- ☺ *Give us any information we need to keep your child healthy and safe. Let us know, for example, whether your child has any allergies or perhaps a tendency to choke. Keep us informed of any changes. A meal substitution form may be needed. Necessary adaptations will be made for any children with special needs.*
- ☺ *Please ask us for menus and ideas for mealtime. Sometimes it’s hard to come up with ideas for meals. We’ll be glad to give you some tips. We welcome your ideas as well.*
- ☺ *Head Start provides the food for your child while they are in care. **Please do not send any food or treats from home.** Only food that has been prepared under the supervision of the Head Start staff or Food Service personnel will be served to Head Start children.*
- ☺ *NEK-CAP, Inc. Head Start follows the “division of responsibility in feeding” concept that Ellyn Satter outlines in her books Child of Mine and How to Get your Kid to Eat...But Not Too Much. Parents and Caregivers are responsible for what is presented to eat and the manner in which it is presented. Children are responsible for how much and even whether they eat. **Head Start does not use food as a reward or punishment.** The children are encouraged to taste all foods, but they are never forced to eat anything they do not want.*
- ☺ *Head Start provides many opportunities for children and parents to learn about nutrition. Let us know topics you or your child is interested in.*

Information adapted from – Head Start Performance Standards, The Creative Curriculum, and Ellyn Satter’s Books.

HEALTH

It is important for a child’s growth that certain things are followed to ensure their health and well-being. We care about the families we serve by helping them understand the importance of healthy habits and helping practice this routine. NEK-CAP, Inc. Head Start does this by:

- ☺ Reviewing children’s health records to make sure all required health items have been done.
- ☺ Helping families apply for KanCare or Medicaid programs.
- ☺ Helping families in getting children’s medical and dental exams and shots as needed. Referring families to medical homes (medical, mental health, dental) as needed for follow-up care.
- ☺ Giving children, parents, and staff information on health issues.
- ☺ Using daily health habits and life skills in the classroom and at home.
- ☺ Keeping a safe environment in centers, on the playground, and during traveling.
- ☺ Helping children and families use positive social emotional skills as an important part of a child’s health and development
- ☺ Establish Individual Health Plans for children with Special Health Care Needs. Plans are required prior to attendance to ensure the safety of the child in the learning environment.

Report to Head Start any major changes in your child’s health. A child may develop new symptoms and/or diagnosis during the school year that require an IHP/INHP to be completed. A child may require temporary exclusion to allow staff to obtain an IHP and/or appropriate medical orders.

Some injuries and medical procedures require restrictions and/or modifications to daily activities. (Example: Broken Bones, Sprains, Surgery) Notify your center manager prior to child’s return to discuss instructions and restrictions. If a child has a serious injury or surgery, Head Start will need copies of discharge paperwork (with any needed instructions-icing, brace) and a release to return to school with no restrictions prior to returning. If child has restrictions (temporary exclusion may or may not be required). Documentation of restrictions will be reviewed to determine if the child can participate safely in the classroom.

NEK-CAP, Inc. HEAD START – CENTER BASED ILLNESS POLICY

In order to protect your child from undue health risks, Head Start asks that if your child shows any of the following symptoms please keep your child home. Contact your center as soon as possible.

CONTAGIOUS DISEASES

Head Start follow’s KDHE Requirements for Isolation and Quarantine of Infectious or Contagious Diseases. http://www.kdheks.gov/epi/download/KDHE_Requirements_for_Isolation_and_Quarantine.pdf. Please notify Head Start Staff if your child has been diagnosed with an Infectious or Contagious Disease.

The parent, legal guardian, or other person authorized by the parent will be notified when a child has a sign or symptom requiring exclusion from the facility:

See a copy of the NEK-CAP, Inc., Signs and Symptoms of Illness Handbook for a list of contagious diseases at your Head Start center. NEK-CAP, Inc.

The caregiver/teacher should determine if the illness:

- a. Prevents the child from participating comfortably in activities;
- b. Results in a need for care that is greater than the staff can provide without compromising the health and safety of other children;
- c. Poses a risk of spread of harmful diseases to others.

CONDITIONS FOR EXCLUSION FROM HEAD START	CONDITIONS FOR RETURNING TO HEAD START
Axillary (armpit) temperature of 100° F or higher.	Free of fever for 24 hours (without the use of fever-reducing medication).
Temperature over 100° F axillary (armpit) or higher plus one of the following: Severe cold with yellow-green nasal discharge, Cough, Sore throat, Sneezing, Swollen glands, Skin rash other than mild diaper rash.	Free of fever for 24 hours, symptom free or doctor’s written approval to return.
Cough, severe, where child gets red or blue in the face or makes high-pitched, “croupy” or “whooping” sounds after coughing.	Symptom free or written approval to return by health care provider.
Breathing (labored, rapid, and/or wheezing)	Symptom free or written approval to return by health care provider.
An acute change in behavior including lethargy/lack of responsiveness, irritability, persistent crying, difficulty breathing, uncontrolled coughing, noticeable (spreading) rash, or other signs or symptoms of illness. until medical evaluation indicates inclusion in the facility	Symptom free.
Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper or causing soiled pants; blood or mucus in the stools not explained by dietary change, medication, or hard stools. In addition; two watery stools in a 4 hour period or one large volume watery stool mixed with blood.	Free of diarrhea for 24 hours. Diapered Children have their stole contained. Toilet trained children are continent.
Toxin-producing E. coli or Shigella	Written approval to return by health care provider.
Salmonella Serotype Typhi infection	Written approval to return by health care provider.

Vomiting more than two times in the previous twenty-four hours.	Until vomiting resolves (free of vomiting for 24 hours) or until health care provider determines the illness to be non-communicable, and the child is not in danger of dehydration.
Abdominal pain that continues for more than two hours or intermittent pain associated with fever or other signs or symptoms of illness.	Free of upset stomach and vomiting for 24 hours and able to take food.
Mouth sores with drooling.	Symptom free or child's healthcare provider or local health department states the child is noninfectious.
Rash with fever or behavior change.	Until a health care provider determines that these symptoms do not indicate a communicable disease.
Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge).	Until 24 hours after treatment has been initiated.
Yellowish tint to skin or eyes and/or unusually dark, tea-colored urine.	Symptom free or written approval to return by health care provider.
Red watery or draining eye(s).	All discharge from the eye(s) has stopped or written approval to return by health care provider.
Severe itching of the body or the scalp and/or constantly scratching the head Scabies, Head Lice, or other infestation.	After treatment, including free of lice and nits. Scabies until 24 hours following initiating or appropriate antiparasitic therapy.
Active/ Untreated Tuberculosis.	Written approval to return by health care provider.
Impetigo	Until treatment has been started.
Streptococcal Pharyngitis (strep throat or other streptococcal infection)	Until 24 hours after treatment has been started.
Chickenpox (varicella)	Until all lesions have dried or crusted (usually six days after onset of rash)
Rubella	Until 6 days after rash appears and as directed by health department.
Pertussis	Until 5 days of appropriate antibiotic treatment and as directed by health department.
Mumps	Isolation for 9 days from onset of symptoms and at least five days following the onset of parotitis, except when seeking medical care.
Measles	Until 4 days after onset of rash and as directed by health department.
Hepatitis A virus	Until 14 days after onset of illness or 7 days following onset of jaundice and as directed by health department.
Influenza	Isolation for seven days following onset of illness or for the duration of illness if the case is immune-compromised, except when seeking medical care.

Note: Children may be cranky and not sick. Staff must use their judgment and their knowledge of the child, along with the signs and symptoms. Parents report doctor's diagnosis to Head Start for contagious disease report. In order to protect children and others from undue health risks, Head Start asks that if your child exhibits any of the following characteristics please keep child home for their safety and protection of other children and contact your center as soon as possible. **Please remember the importance in having your child immunized!**

CDC recommends that people get a flu vaccine by the end of October, if possible. However, getting vaccinated later can still be beneficial. Ongoing flu vaccination is recommended as long as flu viruses are circulating, even into January or later.

HEAD LICE POLICY

NEK-CAP, Inc. Head Start Policy continues to remain no lice and no nits. Please check your child's head often and talk with staff about any concerns you may have.

CHILD ABUSE POLICY

The Kansas Child Protection Act requires that suspected child abuse and/or neglect must be reported by health and school professionals. The report is made to Kansas Department for Children and Families (DCF) or other law enforcement. NEK-CAP, Inc. Head Start staff is required to report any suspected child abuse or neglect.

1-800-CHILDREN Helpline is an information and referral line for people who are concerned about the healthy development of children and the prevention of child abuse and neglect. Callers can talk to a trained individual who cares and wants to help.

HEAD START COMMITMENT TO FAMILIES

All Head Start staff, volunteers, and visitors in our centers will interact with all children and families in a manner of:

RESPECT and DIGNITY

ENCOURAGEMENT and SUPPORT

FRIENDLINESS and CARING

Participant/Community Member Complaint Procedure This policy is for all NEK-CAP, Inc. Services

In order to provide an opportunity for the expression of legitimate concerns of participants or community members with respect to the application of any NEK-CAP, Inc. rules or regulations (including the rules and regulations of funding sources), NEK-CAP, Inc. will consider complaints and grievances through the procedures established in the Multi-County Board of Directors and Policy Council's rules and regulations implementing this policy.

Step One:

Program applicants, participants and community members shall make a written complaint (Complaint Notice and Resolution form) to the staff at their local NEK-CAP, Inc. center/office. Head Start – Center Manager; Early Head Start – Child and Family Advocate; Housing Choice Voucher and Tenant Based Rental Assistance – Housing Manager; Supportive Housing Program and Emergency Solutions Grant – Housing Continuum of Care Coordinator and Family and Community Resources – Family Development Advocate. If not associated with any program, the complaint will go to the Executive Director. Responsible staff has three days to come to a resolution and notify the complainant in writing using the Complaint Notice and Resolution document.

Step Two:

If the complainant does not receive resolution in step one, they should complete another Complaint Notice and Resolution form and send their Head Start and Early Head Start and Community Service Block Grant related complaints to the Associate Director-Program Operation; HCV, TBRA, SHP and ESG to the Executive Director. Responsible staff have five working days to resolve the problem with a written notification being given to the complainant using the Complaint Notice and Resolution document.

Community Member

The complainant would complete another Complaint Notice and Resolution form and the Executive Director would present it to the Multi-County Board of Directors for discussion and final resolution using the Complaint Notice and Resolution form.

Step Three:

For Early Head Start and Head Start Related Concerns

If the participant does not receive resolution in step two, they should then send another Complaint Notice and Resolution to the Executive Director. Responsible staff has five working days to resolve the problem with written notification being given to the complainant using the Complaint Notice and Resolution form.

All other concerns

If the complaint cannot be resolved by the Executive Director in step two - the complaint shall go to the Multi-County Board of Directors for discussion and final resolution. The complainant shall receive a written notification of the resolution using the Complaint Notice and Resolution form.

Step Four:

For Early Head Start and Head Start Related Concerns

If the complaint cannot be resolved by the Executive Director in step three, the Associate Director-Program Operations will bring the complaint before the Policy Council grievance committee, which consists of the Chairman, Vice-Chairman, Secretary, and Vice Secretary of the Policy Council. The grievance committee will meet and come to a resolution to the problem and notify complainant in writing using the Complaint Notice and Resolution document.

Step Five:

For Early Head Start and Head Start Related Concerns

The grievance committee may bring the problem before the Policy Council. If the Policy Council cannot come to a resolution, the grievance shall go to the Multi-County Board of Directors for discussion and final resolution. The complainant shall receive a written notification of the resolution using the Complaint Notice and Resolution form.

Ongoing Monitoring Policy Council Meeting Minutes and Board of Director Meeting Minutes


POLICY COUNCIL

Head Start asks parents to serve as volunteers in the classrooms. Head Start also asks parents to be decision-makers in the Head Start program. One-way is through participation in Policy Council.

Parents taking part in Policy Council help in making policy decisions related to the Head Start program.

Policy Council membership must have at least 51% parents of the children enrolled in the program. Community members may be the remaining 49% membership. The NEK-CAP, Inc. governing body, Policy Council and staff are partners in a well-run Head Start program.

WHAT POLICY COUNCILS DO	POLICY COUNCILS INTERACT WITH....
<ul style="list-style-type: none"> ☞ Make decisions about the design and operation of the NEK-CAP, Inc., Head Start Program ☞ Get involved in planning and developing program goals and helping to make personnel and budget decisions ☞ Develop subcommittees for ongoing and/or temporary activities ☞ Plan with staff and participate in conducting a program self-assessment and report the results ☞ Serve as a link to the general community and plan with governing body for input and feedback ☞ Play a role in hiring staff ☞ Attend meetings ☞ Report to the Parent Committee and/or Policy Committee 	<ul style="list-style-type: none"> ☞ Governing bodies of the grantee agency ☞ Subcommittees ☞ Staff ☞ Policy Committees ☞ Parent Committees ☞ Community Agencies ☞ Business Community ☞ Larger Head Start Community

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USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

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