

**Please review your “Parent Handbook” so you will be familiar with the Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K rules and regulations. The Parent/Guardian signature receipt of the handbook will be kept on file at the center.**

**Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K does not discriminate because of religion, sex, age, nationality, color, race, disability, or marital status. If you have questions, please contact your Head Start/Georgia Pre-K Center.**



**Website Information:** Please visit our [website](http://www.nbpw.org) for all related information and events at [www.nbpw.org](http://www.nbpw.org).

Washington County NB & PW Club, Inc.,  
Head Start/Georgia Pre-K  
Parent Handbook

Our Mission

The Washington County NB & PW Club, Inc., Head Start/Georgia Pre-K Program is a unified team of dedicated professionals who serve and support young children and their families through:

- Teamwork
- Public and private partnerships at local, state, national levels and
- Commitment to our shared vision

With families as our partners, we provide enriching experiences and comprehensive services to support the optimal learning of young children. We empower families to strengthen their foundation for resiliency, self-sufficiency, independence and success.



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## *Letter from the Executive Director*

Dear Parents:

On behalf of the Executive Board and staff, it is my pleasure to welcome you and your family to the Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K Program.

The Parent Handbook has been designed and developed to provide you with useful information about the program and the important role you, the parent, plays in the program.

It is our goal to build and develop a partnership with you; and to establish and maintain mutual trust with all parents of the program and the community. In doing so, your family's strengths will be identified and your goals and needs will be addressed as well. Your dedication and commitment will assist in accomplishing, identified goals and / or needs, which you and your family may desire or acquire.

We are available to hear your recommendations. Your participation in building our partnership is vital and necessary.

We hope this handbook answers your questions about Head Start/Georgia Pre-K and that your partnership and participation in the program will result in personal achievement for you, your family and this Head Start program.

Best Regards,

*Susie D. Wilcher*

Susie D. Wilcher, Executive Director/Director

## Introduction

The Washington County NB & PW Club, Inc. serves as the administering agency for our Head Start/Georgia Pre-K program, which provides services to children and families at the various centers. Head Start is a federally funded, comprehensive child development program, serving three and four year old children whose families' meet federal criteria for eligibility for enrollment, or who have documented special needs. The Georgia Pre-Kindergarten program is funded by the State of Georgia and serves four-year-old children who meet state criteria for eligibility for enrollment.

Head Start is based on the premise that all children share certain needs, and that children can benefit from a comprehensive developmental program to meet these needs. Head Start and Georgia Pre-K seek to strengthen the family by involving the parent in the education of their child.

Washington County NB & PW Club, Inc., "Head Start" is a private non-profit organization, which is exempt from federal and state income taxes. It is not however exempt from state and local sales tax. Head Start must request funding from the federal government annually. Once approved, our Head Start program receives over two million dollars to serve 388 children at six locations.

Head Start operates entirely from grants and in-kind contributions and has little or no income earned from sales of products or services. The federal government requires Head Start to receive 20% of our total funded amount as in-kind. This non-federal share is volunteer time or donations from third parties (i.e., parents, relatives of enrolled children, and the community). Therefore, contributions from parents, in the form of volunteering, are extremely important to Head Start.

**Management Staff**

Susie D. Wilcher ..... Executive Director/Director

Ronald D. McNair.....Assistant Director

Margie Ayers ..... Human Resources/Facilities  
Officer

Katrina Burden ..... Fiscal Officer

Barbara Rawlings ..... Early Childhood Development/  
Health Services Manager

Sharon L. Jordan ..... Parent, Family & Community  
Engagement Manager

**Administrative Staff**

Margaret L. Aycock ..... Education Coordinator

Pamela Tanner ..... Health/Disabilities/  
Mental Health Coordinator

Joyce Gardner .....Nutrition/Transportation  
Coordinator

Jennifer Yarbrough ..... Computer Systems  
Operator

Shaquana Cordy ..... Bookkeeper

Martha Poole .....Bookkeeper

Bobbie Jean Hooks ..... Administrative Secretary

**Center Managers**

Erica Hines.....Davisboro Center  
Nargiza Pittman.....GlascocK County Center  
Carolyn Waters.....Johnson County Center  
Shonda Reaves .....Sandersville Center  
Grant Rainey.....Wilkes County Center

**Receptionist**

Mary Washington..... Sandersville Center

**Center Family Advocates**

Iralanette Merrell, Katherine Kitchens .....Davisboro Center  
LaShanna Kitchens  
Nargiza Pittman.....GlascocK Center  
Carolyn Waters ..... Johnson County Center  
Karen Cotton, Pearlie Miller..... Sandersville Center  
James Tillman  
Grant Rainey.....Wilkes County Center

## Center Locations, Addresses & Phone Numbers

### *Central Office*

101 Jones Street  
 Sandersville, GA 31082  
 (478) 240-0925

Davisboro Center  
 216 Steel Creek Road  
 Davisboro, GA 31018  
 (478) 348-6985

Glascoek County Center  
 1079 School Circle  
 Gibson, GA 30810  
 (706) 589-2020

Johnson County Center  
 80 Oglethorpe Street  
 Wrightsville, GA 31096  
 (478) 864-1400

Sandersville Center  
 815 Jordan Mill Road  
 Sandersville, GA 31082  
 (478) 553-9334

Wilkes County Center  
 115 Lincoln Circle  
 Washington, GA 30673  
 (478) 678-1819

## Months & Days of Operations

The center will be in operation from August to May, Monday thru Friday. A calendar with In-service Days, Holidays and any school closing dates will be provided to you. You will be contacted by a telephone broadcast system in case of an emergency and/or unplanned events that cause early dismissal, school cancellation. It may also be used for general announcements or reminders.

## Hours of Operations

<u>Center</u>	<u>Students</u>	<u>Staff</u>
Davisboro Center	8:30 AM - 3:00 PM	8:00 AM – 4:00 PM
Glascoek County Center	7:30 AM – 2:30 PM	7:30 AM – 3:30 PM
Johnson County Center	8:00 AM - 2:30 PM	7:30 AM – 3:30 PM
Sandersville Center	8:00 AM – 2:30 PM	8:00 AM – 4:00 PM
Wilkes County Center	8:00 AM - 2:30 PM	7:30 AM - 3:30 PM



## **POLICIES & RULES**

### **Confidentiality Policy**

All information collected and kept on file is confidential and is not to be released without the consent of the parent/guardian or legal representative. Exceptions to the above are for release of information as required by law, by court order, or for program monitoring by authorized agencies. It is the responsibility of Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K staff to maintain the parent/guardian's right to a relationship of mutual trust, to privacy and confidentiality, and the responsible use of information. The collection and sharing of information or data shall only be related to the professional service function to be performed. No information shall be released without prior knowledge and informed consent of the parent/guardian.

### **Tobacco Free Environment**

Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K provides a tobacco free environment for staff, children, and participants. This includes both smoking and the use of smokeless tobacco (snuff, chewing tobacco). This policy applies to both employees and families of Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K

- There is no tobacco use in any Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K centers, central office or on the grounds.
- There is no tobacco use in any Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K vehicle at any time.
- There is no tobacco use by staff or volunteers when children are present.
- Field trips, walks, and other off-site activities are "tobacco free" to the fullest extent possible.
- There is no tobacco use by staff or volunteers during off-site activities.
- Washington County NB & PW Club, Inc. Head Start/Georgia Pre- Head Start/Early Head Start staff, parents/guardians, and participants do not use tobacco during on-site conferences or during home visits.
- There is no tobacco use at any Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K function.

Signs are posted in all Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K Centers.

### **Weapons Policy**

Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K Centers has a zero tolerance policy for weapons and dangerous instruments. No students, parents or visitors shall possess a knife, firearm, or other objects that can be considered a weapon. These items are prohibited on the school grounds, at any program activity, function or event, or en route on an agency vehicle to and from school. Bringing such items to school will result in severe consequences.

### **Arrival/ Departure Policy**

In order to ensure the safety of your child, you (or an authorized person) must always bring your child inside the center and have your child received by their teacher. NO CHILD will be released from the center to any person not listed on the child's authorized release list. You are expected to be at the centers by 8:10. Students who arrive after 8:30 will be considered tardy.

## **CODE OF CONDUCT PARENTS/VOLUNTEERS/VISITORS**

This code is for all parents, volunteers or visitors visiting at Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K.

1. All forms of drugs or alcohol are prohibited. Persons under such influence are not permitted on the premises. Authorities will be contacted if such presence is noted.
2. Abusive language and/or behavior are prohibited. All persons are expected to be polite And pleasant to others at all times.
3. Head Start is learning and working environment. Loud, blaring noises are a distraction and annoyance in such an environment. Visitors are asked to refrain from making such noises.

***“Please keep in mind that this school serves small impressionable 3-5 year olds; therefore appropriate dress is expected at all times”.***



No Pajamas

No Bedroom Shoes

No Spaghetti Straps

No strapless tops

No Short Shorts

Please wear proper undergarments

## .....DESCRIPTION OF SERVICES

### Parent, Family and Community Engagement:

Head Start believes that *"it takes a village to raise a child."* Therefore, a true partnership must be formed between the program, the participating families, and the community in which they are located. Services are provided in a manner to involve the parents, other family members, community members and community businesses or agencies. With the "village" working together, most issues may be tackled and overcome.

General services provided by the program are parent activities (field trips, classes, etc.), leadership development and training opportunities, family goal setting, assistance with basic needs, referrals to other agencies, advocacy activities, and family literacy opportunities. Opportunities to be involved in the decision-making of the program exist through the Parent Center Committee, Advisory Committees and the Policy Council.

### Early Childhood Education Services:

Every child deserves a ...Head Start. We, at the Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K program utilize Teaching Strategies "Creative Curriculum" along with other appropriate resources. The Head Start Early Learning Outcomes Framework promotes physical development and health knowledge in the daily routines and lesson plan activities. Social-emotional development is reinforced and enhanced by teacher-child interactions and reinforced with "Second Step Curriculum" which is designed to promote social competence and reduce children's social emotional problems. Language and literacy are inter-twined throughout the daily schedule from arrival to departure. Cognitive skills are provided through daily lesson plan experiences in logic and reasoning, math, science, and social studies. Child initiated and teacher planned activities, supervised play and individual attention frames our program's approaches to learning.

Services to children with disabilities are provided in an inclusive setting. Head Start in collaboration with other agencies (Local Education Agency -public schools, and private entities) provides comprehensive assessments, preventive interventions for children demonstrating significant development delay. Head Start, Speech Pathologists, Psychologists, Physical Therapists, and certified intervention specialists/clinical worker are available to meet the needs of the child.

Families are given assistance in making the transition into and out of the Head Start/Pre-K program. Opportunities to meet our staff are available throughout the recruitment and enrollment process. Additionally, opportunities to meet local school staff will be available throughout the school year.

### Health Services:

Early identification of health problems is emphasized in Head Start because a child's health affects their ability to learn and master new skills. Complete physical and dental exams along with current immunizations are required for children before entering the program. Vision and hearing screenings, blood pressure, and height and weight information are required within the first 45 days of enrollment to insure that a child is healthy. Children are also taught to brush their teeth and

basic hygiene skills. Breakfast, lunch and snack are served each day to assist in meeting the daily nutritional needs of the children.

The foundation of a mentally healthy child begins with the development of positive self-worth, respect for differences, coping skills, and appropriate social skills. Accomplishments in these areas affect a child's ability to play, love, learn, and work within the home, school, and other environments. Opportunities to develop and practice these attributes are provided within the classroom setting.

#### Nutrition Services:

The goal of the nutritional services component is to improve the nutritional health of all children and families through nutritional assessments, counseling, and nutrition education for the entire family.

A nutritious breakfast, lunch, and a snack are provided for your child. All meals and snacks meet the USDA guidelines. All special diets, food allergies, and special requests should be noted at time of enrollment. No outside food and snacks are allowed unless special arrangements are made with the Nutrition Coordinator. Please do not allow your child to bring candy or chewing gum to the center. Parents must provide a medical excuse for special diets necessary for health reasons, or a request in writing for special diets for religious reasons.

Nutrition assessments and counseling services are offered to families under the direction and care of our Nutrition Coordinator and a licensed nutritionist. Assessment and nutrition counseling services are offered to parents of a child at nutritional risk. This includes children who require any therapeutic diet or are underweight, overweight or anemic.

Nutrition workshops are offered for families. The purpose of these workshops is to inform families about the importance of nutrition and show parents how to offer nutritious food choices for their families. In addition, nutrition education is included in the classroom curriculum and discussed as part of the daily lesson plan.

Menus and nutritional information are sent home to enhance and expand parents' knowledge of nutritional needs

#### Mental Health Services:

Head Start will provide mental health services for Head Start children, families and staff. A licensed clinical social worker is available to help teachers and parents encourage behaviors, which move children in the direction of cooperation, making friends, making appropriate choices, and coping with life's challenges. The social worker periodically visits the classroom to work with the staff, families and children. If it seems that your child could benefit from individual attention, your signed permission will be requested before any additional services are offered.

#### Support Services:

Opportunities for professional development are offered to Head Start employees during pre-service; professional learning days. Topics provide the latest techniques and information regarding early childhood issues. Parents are always welcome to attend training.

Buses are used for field trips.

## TRANSPORTATION

### What You Should Know About Head Start Transportation

Grantee and delegate agencies must comply with a few transportation regulations. This resource may be used by Head Start staff to better understand federal requirements for program transportation services.

Head Start programs are not required to provide transportation services, however, there are a few key transportation regulations that grantee and delegate agencies are required to comply with. According to CFR 45 1310, Head Start programs are required to:

- Assist parents to arrange transportation
- **Provide pedestrian and riding safety education within 30 days**
- Release children only to individuals who have been **authorized in writing by parent/guardian**

Transportation Supervisor and Disabilities Services Coordinator are responsible for meeting the transportation requirements in 45 CFR Part 1308, Americans with Disabilities (ADA) and the 1973 Rehabilitation Act. Each agency must specify any special transportation requirements for a child with a disability when preparing the child's Individual Education Program (IEP) or Individual Family Service Plan (IFSP) and are followed to include:

- Pick-up and drop-off
- Seating arrangements
- Equipment needs
- Special assistance
- Special training for bus drivers and monitors
- (2) Buses have wheel chair lifts if needed.

#### **Morning Drop-off:**

##### **Please do not block the ramp and/or driveway.**

Parents must park in a parking space and go inside to sign their child in beginning at 7:45am.

Parents can drive under the ramp and sign their child in beginning at 7:30 am and ending at 8:00 am.

Buses will leave Sandersville Head Start Center at 8:00 a.m. If the child is not at the Sandersville Center by 8:00 a.m., the parents are responsible for transporting their child to the Davisboro Head Start Center.

The afternoon bus will leave the Davisboro Head Start Center at 3:00 p.m.

#### **Afternoon Pick-up at the Centers:**

Parents must park in a parking space and go inside to sign their child out until 3:00pm. Parents can drive under the ramp from 3:00pm-3:50pm to sign their child out. The person that picks the child up must be listed on the **“Child Release Form.”**

## **Children released from Bus and Classrooms:**

Each agency must ensure that children are only released to a parent or legal guardian, or other individual identified in writing by the parent or legal guardian. This regulation applies when children are not transported and are picked up from the classroom, as well as when they are dropped off by a vehicle. Agencies must maintain a list of the persons, including alternates in case of emergency, and up-to-date child rosters at all times to ensure that no child is left behind, either at the classroom or on the vehicle at the end of the route.

Parent / Adult must sign to take a child from the classroom and before exiting the bus.

Each agency providing transportation services must ensure that vehicles used to provide such services are maintained in safe operating condition at all times. At a minimum, Head Start programs are required to:

- conduct at least (3) Emergency Bus Evacuation Drills per year
- All Buses are equipped with the following items:
  1. At least (2) Bus monitors are on each bus.
  2. Seat Belt Cutter
  3. First Aid Kit
  4. Fire Extinguisher
  5. Child Restraints

## **Field Trips**

Field Trips are vital in our children's early development. All classrooms will participate in field trip planning. The classroom teacher will notify parents in advance of a child's participation in any field trip. The notice shall include the name and address of the trip destination, the date of the trip, time of departure and estimated arrival time back at the center.

## **Parental Permission**

All centers shall obtain written permission from parents in advance of the child's participation in any field trip and such permission must be signed and dated by a parent.



## **PARENT/FAMILY ENGAGEMENT**

Head Start believes that the family must support and understand the skills and abilities of the child. We also believe that the family and the community must build upon these skills. To achieve this goal, Head Start provides for the involvement of the child's parents and other family members.

Successful parental engagement enters into every part of Head Start, influences other social programs, and helps work toward changing the social conditions that have formed the systems surrounding the economically disadvantaged child and family.

Parents meet together for monthly meetings, educational programs and other parent gatherings. Parent workshops are offered that are based on parent interests. Volunteering at Head Start provides the opportunity to gain new skills, enhance skills, and may be used as job experiences.

Parents....

- ❖ are their child's first and most important teachers
- ❖ spend more time with their child than our staff.
- ❖ can reinforce what their child learns at school.
- ❖ have a great emotional investment in their child.
- ❖ know his or her child better than anyone else.
- ❖ are important, natural links between teachers, other Head Start staff and the child.
- ❖ are the primary influences of their child's life.
- ❖ know their community and the aspects of community life, which affect their child

## **BENEFITS OF PARENTS/FAMILY ENGAGEMENT**

Parents gain:

- ❖ training to enhance their parenting skills;
- ❖ understanding of the child's skills and abilities;
- ❖ activities to reinforce their child's learning;
- ❖ educational opportunities;
- ❖ community resource information and referral assistance;
- ❖ health, mental health and nutrition information; and
- ❖ leadership skill development opportunities.

Your child sees you:

- ❖ assisting the teacher;
- ❖ visible in the Center and Program;
- ❖ carrying out educational activities at home;
- ❖ reinforcing the value of education.

The family gains:

- ❖ positive approaches to child rearing;
- ❖ assistance in identifying needs; and
- ❖ assistance in accessing resources.

## OPTIONS FOR PARENT ACTIVITIES

Parents can:

- ❖ Work in the center as a volunteer, observer or paid employee.
  - in the classroom
  - in the center office
  - in Central Office
  - with the functional areas or program services
- ❖ Work with their children in their own home as an extension of the classroom teacher.
- ❖ Assist in planning the activities for the children by addressing...
  - what you want your child to get out of Head Start
  - what kinds of activities should be included in the daily program
  - what ways are children in the program growing and learning.
  - what area you would like to receive further training.
- ❖ Plan activities for themselves to improve their skills, knowledge and interests.
- ❖ Work together on community problems such as health, housing, education and welfare.
- ❖ Assist in decision-making about the nature and operation of the program.
  - attend Parent Center Committee meetings.
  - serve as a Parent Center Committee Officer
  - serve as a Policy Council Representative
  - serve as an Advisory Committee Member.
- ❖ Participate in our Male Involvement Program

We need **YOU** - please volunteer in the classroom, attend a workshop, go on a field trip, attend center committee meetings, work with your child at home and keep staff informed of changes.





## CONTRIBUTING TO THE PROGRAM

Volunteers are vital to the success of the Head Start program and opportunities are varied. Volunteers extend the amount of adult child interaction, provides assistance in the classroom, guide the direction of the Head Start program, and assist in raising the non-federal match.

We hope you will be active in the Head Start program. We ask you to make a commitment now to be active in the following manner:

1. *Attend the monthly Parent Center Committee Meetings; Family Hour;*  
*and*
2. *Volunteer as often as possible but at least one time per month.*

The process for volunteering is easy... just let your child's teacher know what day you want to volunteer, and show up. The teacher will give you lots of helpful information to make your volunteer experience meaningful and fun.

Opportunities are only limited by your imagination and willingness to share with the program. Volunteers are welcome to teach the children about a hobby, music, another country you have visited or lived within, another culture and many other topics. You may also work with other parents teaching similar topics to them. Additionally, there are opportunities to help in the Center office and in many of the health related areas. Volunteers may accompany children on field trips, tutor adults in literacy programs and work individually with children or families within the program. If you have an idea - we probably have a place for you to contribute your time and efforts - just let us know what you want to do.

.....

Our 20% non-federal share is also raised through donations of goods and materials to the program. Parents and community organizations are encouraged to donate to the program. If you are interested in donating something to the program, please contact your Center Manager or the Parent Involvement Coordinator for more information on what items are needed by the program.

## CENTER PARENT COMMITTEE

All parents who have children enrolled in the Head Start program are members of the Parent Center Committee. The committee is an avenue for parents to provide feedback to the staff regarding the Head Start Program. It also provides parents the opportunity to work together on common interests.

Four main functions of the Center Committee

- ❖ Assist staff in the development and operation of the Head Start program.
- ❖ Work closely with staff to carry out the daily activities of the program.
- ❖ Plan, conduct and participate in activities for parents and staff.
- ❖ Participate in recruiting and screening employees within the guidelines established by the Grantee's Board of Directors.

At the first parent meeting, parents will elect four officers for their Center Committee:

**Chairperson:**

The chairperson leads the meeting; calls the meeting to order, introduces speakers, and assures that the agenda is followed. This promotes an orderly meeting where all with a comment can be heard.

**Vice-Chairperson:**

The Vice-Chairperson assists the Chairperson and assumes responsibility in the absence of the Chairperson.

**Secretary:**

The Secretary records the activities of the meeting, reads any correspondence and responds, as the Center Committee determines, to any correspondence.

**Assistant Secretary:**

The Assistant Secretary assists the secretary and assumes her responsibility in the absence of the secretary.

## POLICY COUNCIL

The Head Start Policy Council consists of parents and community members. At least 51 % of the Policy Council **MUST** be parents of Head Start children. No staff member (nor members of their families) shall serve on the Policy Council (even if they are a parent in the program as well). Staff may attend a Policy Council meeting upon request of the Policy Council.

### Responsibilities of Policy Council Representatives

1. To attend monthly meetings regularly and notify staff in advance if you are unable to attend.
2. To attend trainings and share the information with others.
3. Serve as a link between public and private organizations.
4. Initiate suggestions and ideas for program improvements.
5. Review and approve budgets and participate in hiring/firing of staff members.
6. Serve on executive, finance, personnel, parent activities, planning, and evaluation committees.
7. Plan, with assistance of staff, activities for all parents in the program.
8. Encourage other parents to participate in the program as volunteers and work with community organizations to provide any needed services.

### HOW DO I BECOME A POLICY COUNCIL MEMBER?

At the first center committee meeting, parents will elect a parent to represent their center at the Policy Council. Additionally, each center will elect alternates to assist the representatives should they not be able to attend a particular meeting. The meetings will be held at an assigned meeting place.

As parents of enrolled children, you should provide support for the person(s) you elect by:

- ❖ informing your representative(s) on thoughts about Policy Council matters, and
- ❖ having your representative(s) report on the Policy Council during Center meetings.



## FAMILY PARTNERSHIP AGREEMENT

Head Start provides services to families that go far beyond the child's participation in the classroom and screening the child's health. A majority of these services will be provided through the Family Advocate assigned to your child's class.

At the beginning of the year, the Family Advocate will schedule a home visit with you and your family. The visit serves as an opportunity for staff to provide social, emotional, informational and material support to you and your family. Multiple visits may occur throughout the school year.

In these changing times, it is vital for parents to plan for the future of their families. **The Family Partnership Agreement** is helpful in identifying the strengths of you and your family, determining areas of interest, establishing family and personal goals, and providing information and/or a list of resources necessary to accomplish the goals you have established.



The Family Advocate is not present to judge you, your family or your home. They are present to help you focus on any goals you may want to obtain. These goals may include, but are not limited to:

- ❖ Beginning college or technical training
- ❖ Referral to financial assistance services for housing, clothing, food, etc:
- ❖ Obtaining general information on a particular topic or interest;
- ❖ Changing careers; and/or
- ❖ Obtaining GED

## CHILD ABUSE & NEGLECT

All employees of the Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K Program are mandated reporters, which mean that they are **required by law** to report suspected cases of child abuse and/or neglect to the Washington County Department of Family & Children Services. A child can be abused and neglected in many ways. It is important for parents, guardians, and other caretakers to know the signs and symptoms. If you notice any of the following, it **may** indicate that abuse/neglect is occurring:

- ❖ Child often appears withdrawn or usually quiet.
- ❖ Child shows aggressive or destructive behavior.
- ❖ Child hurts other children or animals.
- ❖ Child says he is afraid of a particular person.
- ❖ Child has repeated unexplained injuries.
- ❖ Child looks poorly cared for, dressed inappropriately for the weather, or is always hungry.

Help stop child abuse and neglect by learning more about it. Learn all you can about child development and what is "normal" child behavior at different ages. Report any cases of abuse or neglect that you suspect.

***If you need help for your family, contact your Family Advocate... They will help you get the services that you need.***

## Education is a Two Way Street

### **Our Part....**

Head Start's goal is to provide an environment filled with people, objects, and experiences that stimulate each child's curiosity and learning. We encourage each child to develop his/her unique pattern of interests, talents, and skills. We know that children learn best through interaction with people and objects, and it is primarily through play that they will achieve the key goals of our early childhood curriculum. . The accomplishments of children are measured in an outcome framework that is organized into 5 domains with sub-domains, goals, developmental progressions and indicators. The 5 domains in the framework are Approaches to Learning; Social and Emotional Development; Language and Literacy; Cognition, which includes Mathematics Development and Scientific Reasoning; and Perceptual Motor, and Physical Development. While we recognize that as each child grows and develops at different rates, their individual goals will focus on the following:

- ❖ Develop a positive self-worth and feeling of confidence.
- ❖ Expand language and communication skills.
- ❖ Strengthen physical skills using large and small muscles. .
- ❖ Gain experience with basic reading, science and math concepts.
- ❖ Be curious - to wonder and ask questions.
- ❖ Learn to work and plan independently and to develop problem-solving skills.
- ❖ Experience many opportunities to succeed.
- ❖ Trust others and learn to work and share with them.
- ❖ Acquire self-control through use of problem-solving skills and words to generate cooperation and peace.
- ❖ Expand their understanding of the world through field trips, interaction with community helpers, in addition, parents volunteering in the classroom.
- ❖ Understand, celebrate and respect diversity in others through a variety of hands-on-experiences.
- ❖ Learn and practice healthy, safe, nutritious habits.



### **Your Part...**

- ❖ Children need to be well rested; 10-12 hours of sleep is recommended for children going to preschool.
- ❖ Nutritious meals help children to be healthy and at their best. Wholesome, nutritious foods are important.
- ❖ Please dress your child or children for the weather
- ❖ Create opportunities for learning at home.
- ❖ Please keep your child or children home if they are not feeling well.
- ❖ Please label your child's clothing.
- ❖ Please bring your child to class on time.
- ❖ Be an active participant in developing goals for your child's education.
- ❖ Find a variety of opportunities to be involved in Head Start.

## EARLY CHILDHOOD EDUCATIONAL SERVICES

We believe that children learn best through play. Our curriculum "Creative Curriculum Fifth Edition for Preschool" is designed to enhance children's natural curiosity of learning through child's play. Children are given the opportunity to explore and experience learning by way of their five senses. Classrooms include trained teaching teams that facilitate children's learning through such items as: building blocks, books, singing songs, art supplies, circle time, puzzles, field trips, computers, daily classroom schedules, dress out clothing, and manipulative learning tools. Each classroom is designed to increase your child's developmental ability. Classrooms provide an atmosphere for children to problem-solve, communicate ideas and desires to adults and children, socialize appropriately with other children and adults, and enjoy learning.

Second Step, a Violence Prevention Curriculum is also implemented in all of our Head Start Classrooms. Research shows that social skills result in prosocial behavior, healthy friendships, and school connectedness. The same skills help children pay attention, follow directions, and focus on their work, all of which contribute to school success. Second Step teaches children to change the attitudes and behaviors that contribute to violence. The program is designed to promote social competence; reduce social-emotional problems; teach children skills in empathy, emotion management, and problem solving; and emphasizes understanding dealing with emotions, expressing emotions in acceptable ways and learning pro-social behaviors through practice. This curriculum can also be used to enhance the classroom climate and address the deficits that put children at risk.

Head Start is required by the Federal Government to document the educational growth of each child enrolled in the program. The documentation of each child's growth is actually captured in two different ways:

::> Assessment: Assessment begins with a screening. As the children continue to explore and construct their knowledge, the teaching teams will develop individualized plans that assist each child in reaching his/her individual goal(s).

::> Outcomes: The Outcomes measure progression of children's skills from the beginning of the program until the end of the school year. The children's assessments are considered in the Outcomes.

Although these are separate activities, they all work together to prepare your child for kindergarten. Teaching Teams will be able to share information about your child's results from these activities and use the information gathered to assist in individualized planning for your child. In addition, educational activities to try at home will be offered to assist in your child's development. If you have questions, please feel free to call or speak with the assigned Education Specialist at your child's center.

Head Start is inclusive of all children including children with special needs. Our program is designed to individualize learning for all children enrolled. Head Start strongly adheres to the policy that children with special needs learn best in a "Least Restrictive Environment". The Disability Coordinator is available to assist the program in providing the most appropriate environment for children with special needs.

Families are given assistance in making transitions into and out of Head Start. Opportunities to meet staff and visit centers and classrooms are made available throughout the recruitment and enrollment process. Additionally, a Transition Coordinator is on staff to assist with the transition from Head Start into school entry.

## CHILDREN'S OUTCOMES

Each classroom is designed to increase your child's ability. Classrooms provide an atmosphere for children to problem-solve, communicate ideas and desires to adults and children, socialize appropriately with other children and adults, and enjoy learning. The Washington County NB & PW Club, Inc. Head Start programs have instituted a systematic method of measuring a child's current knowledge when he/she enters the program, the progress achieved during the year, and how the child's knowledge compares against children of similar ages. These "outcomes" are a concrete measure of what a child has learned since entering the Head Start program.

The process begins with an initial screening of the child's skill level within 45 days of enrollment. Staff is then prepared to offer individualized intervention strategies to promote the child's continuous growth and development. Assessment continues throughout the year. Outcome results also provide opportunities for our program to examine our curriculum to assure that it is appropriate for staff and children. With outcomes, parents will be assured that their children are ready for kindergarten. *The Head Start Early Learning Outcomes Framework* provides Head Start with a description of the developmental building blocks that are most important for a child's school and long-term success. Head Start children, 3-5 years old, are expected to progress in all the areas of child development and early learning outlined by the *Framework*. Head Start will develop and implement a program that ensures such progress is made. The English Language Development domain applies only to children who are dual language learners (DLLs). These children speak a language other than English at home.

## **School Readiness**

The Head Start approach to school readiness means that children are ready for school, families are ready to support their children's learning, and schools are ready for children. Our program's school readiness goals articulate the expectations of children's status and progress across the five essential areas of child development and early learning that will improve children's readiness for kindergarten. These areas are called domains. The five essential domains are (1) language and literacy development, (2) cognition and general knowledge, (3) approaches toward learning, (4) physical well-being and motor development, and (5) social and emotional development.

In addition to the expectations of the children, our school readiness goals articulate the expectations for the parent, family, and community in seven essential domains of engagement. The seven domains of the parent, family, and community engagement are (1) family well-being, (2) positive parent-child relationships (3) families as lifelong educators, (4) families as learners, (5) family engagement in transitions, (6) family connections to peers and community, and (7) families as advocates and learners.

Early Learning Child Development Domains	School Readiness Goals for All Children	Parent, Family, Community Engagement Framework Outcome	Goals for All Families in Head Start
<p><b>Social and Emotional Development</b></p>	<p>Children will increase development of healthy relationships with adults and peers.</p> <p>Children will learn and follow classroom rules, routines, and directions.</p>	<p><b>Family Connections to Peers and Community</b></p> <p><b>Positive Parent-Child Relationships</b></p> <p><b>Family Engagement in Transition</b></p>	<p>All families will be offered opportunities to form connections with peers and /or mentors in formal or informal social networks that are supportive and/or educational and that enhance social well-being and community life.</p> <p>Parents and families will develop warm relationships and nurture their child's learning and development.</p> <p>All families will understand their roll as an advocate for their child's learning and development as they transition to new learning communities, including Head Start to kindergarten through elementary school.</p>

**SOCIAL EMOTIONAL**







Early Learning Child Development Domains	School Readiness Goals for All Children	Parent, Family, Community Engagement Framework Outcome	Goals for All Families in Head Start
Approaches to Learning	Children will demonstrate an increased ability to begin and finish activities with persistence and attention.	Families as Learners	All families will have opportunity to advance their own learning interests, through education, training and other experiences that support their parenting, careers and life goals.
Physical Development and Health	<p>Children will perform self-care task independently.</p> <p>Children will increase their understanding of healthy and safe habits.</p> <p>Children will improve their control of large and small muscles.</p>	Family Well-Being	All families are safe, healthy, and have financial security.



## LITERACY



Our program is excited about literacy. "Literacy Liberates" is our theme. It means that the ability to read and understand is what builds independence. The classrooms will be filled with letters, books, words, and other ideas to enhance the children's interest in reading. "Homework" will be given to help assist us in the children's love of reading. Parent involvement in this process is greatly desired. We have a Family of Readers' program which is designed to help parents develop the skills and self-confidence that they need to take the lead in helping their children read and learn. Visit our "Lending Library" where books are available to be checked out thru your child's classroom. Look for literacy events throughout the school year, and get involved.

## CHILDREN AND LEARNING

Children learn best by doing-and-talking about what they are doing. Our curriculum is based on encouraging children to actively think and to experiment as to how things work. We want them to learn about themselves and their world. First hand learning means:

- \* going on field trips;
- \* smelling and tasting new foods; talking about what they are doing;
- \* touching objects;
- \* watching others;
- \* making up songs, stories, etc. and
- \* pretending to be another person or animal.



Head Start classrooms are filled with child-sized equipment and age appropriate activities. When children interact with their environment, peers and teachers they are learning and preparing for future school years. They are always encouraged to do what they can for themselves...

- to clean up one activity before moving on to another;
- to put on their own coats, gloves, etc.
- to serve themselves at mealtimes



## CLASSROOM ROUTINE

Below is an overview of a classroom routine. For specific classroom information, see the appropriate teaching team.

### Arrival and Greeting:

Once the children arrive at the center, staff greets them. Children are encouraged to participate in activities until it is time to prepare for breakfast and lunch.

### Washing hands, mealtime and tooth brushing:

Excellent hygiene practices are implemented in the classroom. This includes washing hands throughout the day especially prior to all meals and snacks. Our program utilizes "family style dining". This practice allows children to serve themselves as they sit with staff and discuss topics. After meals, children and staff brush their teeth. Children learn the importance of healthy teeth and gums.

### **Interest Centers/Areas**

The classroom has learning centers. The children choose the center/activities that interest them to begin their "work" (play).

### Group Time

Small Group – Small group is based on intentional teaching. The teacher-facilitated activities incorporate the Head Start Development and Early Learning Framework, which promotes positive outcomes in early childhood development and education.

Large Group – Because children learn to read and write by first watching others and then experimenting for themselves, a daily literacy activity is vitally important for Pre-K children. Large group provides the opportunity for children to observe, join in and respond to the reading and writing process.

### **Outdoor/Gross Motor Play**

A variety of activities are provided to enhance children's outdoor play. Indoor play is available during inclement weather.

### Preparation for Home

Ten to fifteen minutes before dismissal, the children participate in an "Exit Ticket" activity. They reflect on what they have learned and provide the teacher with valuable feedback on their academic progress. Children gather their belongings, papers, notices, flyers and projects to take home.



## ....WHAT HAPPENS IF MY CHILD MISBEHAVES?

All children's behavior has purpose. Teaching teams will often redirect or distract a disruptive child in a firm, positive manner. If a child's pattern of unacceptable behavior continues, a plan of intervention will be developed. In addition, additional specialists employed through the Washington County NB & PW Club, Inc. Head Start/ Georgia Pre-K program may be requested to provide input into the plan.

*Please Note:* Corporal punishment, including but not limited to: threatening comments, yelling, hitting, shaking and/or spanking is not permitted by anyone including staff, parents, or volunteers. Violations of this policy may result in suspension and/or dismissal from employment for (staff) or opportunities to be involved in the Head Start classroom.



## ....WHAT HAPPENS IF MY CHILD IS IN AN ACCIDENT?

Children are often involved in minor accidents, such as falling. When and if any child is injured, the teaching staff will complete an accident report and the parents of the child or children involved will be notified by either the teacher or Family Advocate assigned to the class.

If emergency medical care is needed at any time, the staff will carry the child to the nearest hospital. Parents will be notified to meet the child at the Hospital.

Davisboro & Sandersville  
Wash. Co. Regional Medical Ct.  
610 Sparta Rd.  
Sandersville, GA 31082

Glascok  
McDuffie Co. Hospital  
521 West Hill Street  
Thompson, GA 30824

Johnson  
Fairview Park  
200 Industrial Blvd.  
Dublin, GA 31021

Wilkes  
Wilkes Memorial  
120 Gordon Street  
Washington, GA 30673

## WHAT HAPPENS IF THE CENTER NEEDS TO EVACUATE?

Your child's Head Start Center may need to evacuate the students before the regularly scheduled closing for in case of a minor emergency; such as a prolonged interruption of power (loss of heating, cooling, water, electricity and structural damage) or from a major event such as fire, earthquake, or severe storm.

In the event of a major disaster information will be disseminated in a number of ways, including

- ❖ Automated calling system – **must have your current phone number**
- ❖ Broadcast over the local radio station

- ❖ Broadcast by other local broadcasters
- ❖ News reporter and local media or posted at the Head Start Center
- ❖

**Release Policy**

- ❖ No student will be released from evacuation site unless a parent (or individual designated by a parent) comes for him/her.
- ❖ No student will be allowed to leave with another person, even a relative or child care provider, unless we have written permission to that effect or that particular person is listed on the student’s Emergency Release Form in our files and is able to identify him/herself. If your emergency release information changes, remember to call your Family Advocate to update this information.
- ❖ All parents or designated persons who come for students must sign them out.

We are prepared to care for the students in emergencies. If you are not able to reach the evacuation location, we will care for your child/children until you or a designated person arrives. We have a number of staff with first aid training, and we will be in communication with local emergency services.

We do ask for your help in the following ways during an emergency:

- ❖ Please do not call the school. It is essential that telephone lines be kept open for emergency calls.
- ❖ Do turn to the local radio and television stations for information.
- ❖ Do not immediately drive to the school. The school access route and street entrance areas must remain clear for emergency vehicles and/or may be blocked by debris.

During the school year, your child will be trained in the necessary emergency procedures. He or she will learn how to react, where to assemble, and what to expect in an emergency.

The Emergency Evacuation location for each center is listed below.

Davisboro Center – Davisboro Community Center  
 206 N. Main Street  
 Davisboro, GA 31018  
 (478) 348-4400

Glascocock Center – Glascock Co. Consolidated School  
 1230 Panther Way  
 Gibson, GA 30810  
 (706) 598-2121

Johnson Co. Center – Southeastern Technical College  
 250 Georgia Avenue  
 Wrightsville, GA 31096  
 (478) 864-4908

Sandersville Center – Washington County Recreation Dept. – Wash. Co. Kaolin Complex  
 200 Franklin Haynes Blvd.  
 Sandersville, GA 31082  
 (478) 552-0013

Wilkes Co. Center – Wilkes County Parks & Recreation – Gym Complex  
22 Lexington Avenue  
Washington, GA 30673  
(706) 678-1454



## WHAT IS A HOME VISIT AND WHO IS INVOLVED?

Head Start provides a unique service called, "home visits." Home visits are intended to enhance the home-school relationship with the parent (guardian). Teachers, and Family Advocates, are required to make two (2) annual home visits. The visit is intended to give families ideas and suggestions about their children's learning as well as setting goals and objectives.

## WHAT IS A DEVELOPMENTAL SCREENING?

Head Start is required by the Federal Government to screen all children enrolled in the program within 45 days. A developmental screening assesses a child at his/her present level of performance at the time of screening. It is important to remember that screening results are a brief look at a child's function during screening. Screenings are designed in such a way (brief and quick) to accommodate large numbers of children. Screening results may indicate if further assessment is needed. A re-screening may take place if a child's results appear differently from observation. Results of the screening will be discussed with parents.

## MAY I BE PRESENT DURING THE SCREENING?

Parents are encouraged to be present during the screening process. Please keep in mind that screening gives the screener a peek into what a child knows. Because of this, prompting or giving a child the answers cannot be permitted. If there are specific questions concerning screening, please contact the screener or the child's teaching team.

## WHAT DO THE SCREENING RESULTS MEAN?

The screening simply answers ONE basic question about each child: *Is further assessment needed?* A re-screening may take place if the child was sick on the day of the screening or if the results do not represent what has been observed in the child. Results should not be used to label a child.

All children in Head Start will receive a screening. A copy of the results will be given to the parent and a copy will be kept in your child's file. Your child's teacher will use the results to create an Individual Education Plan (IEP) and build the classroom plans around your child's strengths and will continue to observe your child's growth.

## WHAT IF MY CHILD IS ABSENT?

Head Start needs your support to ensure that your child attends every day. In order to help children reach their full potential, we need to work with them daily. Unless children are sick or have a serious problem at home, they should be at Head Start every day.

1. Parents are asked to call their child's Head Start center each day that their child is absent and give a reason for the absence. If you are unable to call, your child should be given a note when they return to the center stating the reason for the absence.
2. If your child does not attend for three consecutive days or six days in a thirty-day period and you do not contact the center as to the reason, your Family Advocate will contact you. The Family Advocate will attempt to assist you in improving your child's attendance. Children may be removed from active enrollment and returned to the waiting list if absences continue to be a problem.
3. Arriving to school on time is important. Being tardy Five (5) times will equal one (1) absence.

## WHAT IF MY CHILD IS SICK?

The health of your child and of other children in the Center is one of our main concerns. If the child appears to be ill, the Center will contact you to pick-up your child and take him or her home.

A child should NOT attend if any of the following conditions exist:

- Diarrhea - more than one (1) abnormally loose stool within a 24-hour period.
- Fever over 100 degrees Fahrenheit by mouth or 99 degrees Fahrenheit under the arm
- Vomiting more than once within a 24 hour period
- Severe coughing, if the child gets red or blue in the face or makes high pitched croupy or whooping sounds after coughing
- Difficult or rapid breathing
- Pinkeye - tears, redness of eyelid lining, irritation, followed by swelling or discharge of pus
- Unusual spots or rashes
- Sore throat or trouble swallowing
- Infected skin patch(es) - crusty, yellow, dry or gummy areas of the skin
- Headache and stiff neck
- Severe itching of the body or scalp, or scratching of the scalp

A child must be kept home for at least 24 hours for any of the above symptoms. The child may return when he/she is symptom free or there is a note from the physician stating that it is safe for the child to return to the center.

When a child is absent due to a contagious infection/disease, a physician's release is required prior to the child's return to the Center.



A WRITTEN LETTER WILL BE SENT TO ALL PARENTS OF THE CHILDREN IN THE CENTER IF A CHILD IS SENT HOME WITH A CONTAGIOUS INFECTION/DISEASE.

**All ADULTS and CHILDREN MUST wash their hands before preparing food or eating, and after going to the restroom and playing on the playground. This practice will help us stay healthy.**



## **PROCEDURES FOR CHILDREN REQUIRING MEDICATION AT THE CENTER**

Medication to be administered to students at the center must be prescription medication (No over the counter medicine without physician's instruction). There also must be a signed consent form to administer medication to the student. If there is any noticeable adverse reaction to the medication, the parent (& child's doctor, if necessary) will be notified and the medication will no longer be administered.

### **WHAT ARE THE HEALTH REQUIREMENTS?**

The education of your child depends on more than just the classroom materials and the teacher. Your child must be physically ready and able to participate in the daily activities that are planned. Being healthy in body, *mind* and spirit will allow your child to fully participate and gain the most benefit from the Head Start program.

At Head Start we must follow state childcare licensing rules as well as EPSDT guidelines. What is EPSDT? Early Periodic Screening, Diagnosis and Treatment. In other words, regular check-ups and follow-up care, if needed. When your child is tested early problems may be identified that can be corrected such as poor eyesight or hearing. Regular screenings make sure that your child is healthy and that he or she stays healthy.



## WHAT EXAMS ARE REQUIRED AND WHY?

**Physical Exam:** A physical exam is required to promote wellness and identify any health problem that may interfere with your child's learning. **Required: annually (within 90 days of 1<sup>st</sup> day of school)**

**Dental Exam:** An exam by a dentist is required to make sure your child's teeth are healthy and strong. Teeth are important for chewing, talking and smiling. Baby teeth are important because they save a place in the mouth for the permanent teeth. **Required: annually (within 90 days of 1<sup>st</sup> day of school, Dental Exam must be completed by a Dentist.)**

**Hemoglobin:** Anemia is another concern for young children. Anemia often is found in children with high lead levels. Children who do not get enough iron in their diet may also be anemic. Doctors often prescribe iron supplements for children with anemia. Hemoglobin results are compared with the height and weight of your child to observe your child's growth. **Required: annually**

**Lead Testing:** In babies and young kids whose brain is still developing, even a small amount of lead can cause learning disabilities and behavioral problems. A Lead test can determine the amount of lead in the blood. Long-term exposure to lead can cause serious health problems, particularly in young children, so it is important to find out whether your child might be at risk for lead exposure.

**Required: at 12 & 24 months of age (between age 3 & 6 if did not have at the required age)**

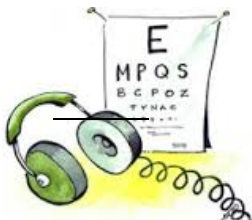
**Vision Screen:** Vision tests help us determine whether your child has a vision problem. With early detection, a problem may be corrected before your child reaches kindergarten. **Required: annually (within 45 days of 1<sup>st</sup> day of school)**

**Hearing Screen:** Children with hearing difficulties or hearing loss have difficulty learning. Early detection and correction may reduce further loss. **Required: annually (within 45 days of 1<sup>st</sup> day of school)**

**Blood Pressure:** Children, like adults, can have strokes and other disorders. Blood pressure is monitored to help identify these problems. **Required: annually**

**Sickle Cell:** Children with the disease are often sick and need special care while they are in Head Start. You will be asked if your child has sickle cell disease or the sickle cell trait as part of the health history. **Required: question asked during application/interview process**

**Immunization:** Each child is required to have up to date vaccinations in order to attend Head Start. **Required: Must Remain Current (must have copy within 30 days of 1<sup>st</sup> day of school)**





**Weather:** Please listen to your radio if the weather appears threatening. In the event that a site closes, parents or childcare providers will be notified by phone and children should be picked up as soon as possible.

**Snow/Cold Day Policy:** If the community that Head Start serves cancels school because of inclement weather, then centers will also be canceled. Parents and childcare providers will be notified by phone. Local Radio stations and cable stations will be contacted as timely as possible.

### **One Call Communication**

One Call is an automated parent notification service that allows schools to contact thousands of parents within minutes. Your child's school has implemented One Call Now to substantially improve its ongoing communication with you. The partnership with One Call Now shows your school's commitment to you and your child's education and safety.

The phone number that will appear on your caller ID will be 877-698-3261. If you receive a message on your answering machine or on voice mail and need to listen to it again or did not catch the entire message, you can call into our system and listen to the most recent messages sent to your phone. Simply call our toll free 877-698-3261 phone number and our system will recognize the number you are calling from and, if it is on the list, will play the most recent messages. If the number you are calling from is not currently on a roster in the One Call Now system, it will ask you to input your 10-digit phone number.



**Washington County NB & PW Club, Inc.**  
**Head Start/Georgia Pre-K**  
**Parent Complaint & Grievance Procedures**

If a Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K parent/guardian has a complaint against a Head Start/Pre-K employee and wish to lodge a complaint, the following steps should be taken.

1. The supervisor of the person the complaint is against should be contacted:
  - ❖ If the complaint is against **Center Staff** - contact the center manager and request a meeting
  - ❖ If the complaint is against the **Center Manager or Transportation Coordinator**- contact the Head Start Director at (478) 240-0925 and request a meeting.
  - ❖ If the complaint is against a **Family Advocate**, contact the Parent, Family & Community Engagement Manager at (478) 240-0925 and request a meeting.
  - ❖ If the complaint is against the **Education Coordinator, Nutrition Coordinator or Health/Disabilities/Mental Health Coordinator** – contact the Early Childhood Education Manager at (478) 240-0925 and request a meeting.
  - ❖ If the complaint is against **Managers** – contact the Head Start Executive Director at (478) 240-0925 and request a meeting.
  - ❖ If the complaint is against the **Executive Director** – contact the Board Chair at (478) 240-0925 and request a meeting.
  
2. The contacted person will schedule an informal meeting with all persons involved. Every effort will be made to resolve the complaint quickly and fairly at this level.
  
3. If the complaint is against the Center Staff, and if in the informal meeting the complaint cannot be resolved, the Head Start Director and the appropriate Manager will be notified. A meeting will be scheduled with all parties involved. Again, every effort will be made to resolve complaints quickly and fairly.
  
4. If the parent/guardian is not satisfied with the determination reached, he or she may request, in writing, a hearing before the Board of Directors. The Board will review the issues and determine if a meeting is necessary.

All complaints must be filed within a reasonable time, not later than 10 days from the date of the alleged incident.

## CLOSING

We appreciate that your family has chosen to be part of the Washington County NB & PW Club, Inc. Head Start/Georgia Pre-K Program. Just like you, we care deeply about your child. Your suggestions and comments will receive careful consideration as we continue to design a program responsive to the needs of your family.