

FAMILY SERVICES CHILD DEVELOPMENT FAMILY HANDBOOK



2019-2020





CONTENTS



Director’s Welcome Letter	3
About Family Services	4
Head Start Program Directory.....	5
Head Start and Early Head Start Locations	6
Family Advocacy Attendance Policy.....	7
Staying Connected.....	8
Dress Code	9
Inclement Weather, Sick, & Medication Policies	10
Birthday Celebrations, Zero Tolerance, Safety & Nutrition Policies	11
Education, Classroom Environment & Screenings	12-13
Field Trips, Services for Children with Disabilities, Mental Wellness	14
Health Services	14
Concerns & Complaint Procedures, Child Abuse & Neglect Policy	15 -16
Discipline Policy	16
Handbook Highlights.....	17-18

Welcome to Family Services' Head Start and Early Head Start Programs



Dear Parents/ Guardians,

Welcome to the Head Start Family!

You are now part of a program that serves almost 499 pre-school children ages 3-5 years, 120 children ages 0-3 years and their families, in Forsyth County, including children with disabilities. Some of you may have had children in the program before; for others, this may be your first experience with us. Please know that we are committed to making the 2019-2020 year in Head Start/Early Head Start one of the best for you and your child. In order to do this, we are counting on YOU to work together with us as a team. YOU are your child's first and most important teacher.

This Parent Handbook will provide you with information that will be helpful to you during the year. Please read it and, if you have questions, do not hesitate to call on a Head Start/Early Head Start staff member for answers. No matter how hard we plan, there may be some matters of concern to you. These should be handled at the local level (Center manager and/or Classroom Teacher) when possible. If the concern cannot be solved there, please refer to page 15 for complaint procedures. Of course, I am always accessible to you and can be reached at 336-778-7059 ext. 1205.

I look forward to meeting and working with you. I hope to see you in the classrooms, as volunteers in the program, and at parent meetings. Our program is only as strong as our parents, children, community and staff. I know you will join me in helping your child truly have a "head start" as we prepare them for school and life.

Sincerely,

Vivien Stearns
Child Development Director

About Family Services

Mission

Family Services is a nonprofit organization serving Forsyth County (NC) by providing professional services and participating in partnerships that foster the development of children, advance the safety, security, and success of families and individuals, and help build a sustainable community.



A Community of Solutions

Vision

We envision our community working together to ensure that all families and children are safe, secure and able to reach their full potential.

Transformational Goals

- Provide all children the opportunity to enroll in quality, affordable early childhood development programs.
- Create a community in which all families and individuals are free from the threat of family violence and sexual assault.

Essential Services Goals

- Enable all families to have the resources, supports and opportunities to nurture their children, become self-sufficient and participate in civic life.
- Ensure that all young children (prenatal to age eight) grow and develop in a nurturing home and community.
- Ensure that families and individuals who experience violence in relationships have access to a comprehensive, seamless system of services.

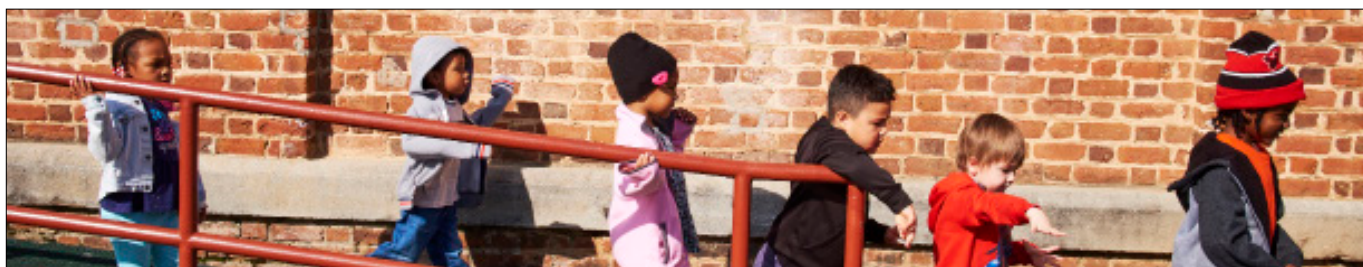
Our Programs

Head Start (HS) initially began as an educational program for preschoolers. HS and Early Head Start (EHS) programs now support mental, social, and emotional development of children from birth to age 5. Three and four year-olds make up of over 80 percent of the children served by the HS program alone. In addition to educational services our programs provide children and their families with health, nutrition and social skills just to name a few. HS services are responsive to each child and family's ethnic, cultural, and linguistic heritage. It also encourages the role of parents as their child's first and most important teacher. Our programs are designed to build relationships with families that support positive parent-child interactions, family well-being, and connections to peers and the community.

Our EHS program serves children birth to 36 months. EHS programs are available to families until the child is three years of age and is ready to transition into HS or another Pre-K program. EHS helps families care for their infants and toddlers through early, continuous, intensive, and comprehensive services." For more information, visit <https://eclkc.ohs.acf.hhs.gov/hslc/hs/about>.

Head Start and Early Head Start Program Directory

Name of the Center My Child Attends: _____ Phone: _____
My Child's Teachers: _____ / _____ Family Advocate: _____



Program Management Team

Vivien Stearns, Head Start/Early Head Start Director.....(336) 778-7059 ext. 1205

- Emily Lamquaye, Compliance & Accountability Coordinator.....(336) 778-7059 ext. 1124
- Brandi Covington, School Readiness Manager.....(336) 778-7059 ext. 1137
- Ekta Patel, Health Nutrition Manager.....(336) 778-7059 ext. 1129
- Maria Rebella, Cultural Liaison Coordinator(336) 778-7059 ext. 1130
- Shonna Trinidad, Parent Community Partnership Engagement Manager.....(336) 778-7059 ext. 1207

Kimoorah Bradley, Family Support Service Manager.....(336) 778-7059 ext. 1201

- Kyauna Swinson, Family Support Services Coordinator.....(336) 727-0617 ext. 1113
- Christian Ryan, Enrollment Coordinator.....(336) 778-7059 ext. 1202

Brita Price, Operations Manager.....(336) 778-7059 ext. 1141

- Martha Morel, Administrative Assistant.....(336) 727-0617 ext. 1101
- Sharifah Razzak, Administrative Assistant.....(336) 727-0617 ext. 1100

Center Managers

Sheila Ebrahim, Lead Center Manager (WSSU, Kernersville, Mineral Springs).....(336) 750-2411

- Donnie Casterlow, Center Manager (Sarah Y. Austin Annex Building).....(336) 727-0617 ext. 1104
- Shelby Moody, Center Manager (Sarah Y. Austin Main Building).....(336) 727-0617 ext. 1100

Mental Health Consultants

- Elizabeth De Hostos-McLaughlin, MSW, LCSWA.....(336) 727-0617 ext. 1139
- Sheila Whisenant, LPC, NCC.....(336) 727-0617 ext. 1127

Head Start and Early Head Start Locations

Bethlehem Community Center EHS/HS/ NCPK Director: Deborah Forrest 520 Cleveland Ave. Winston-Salem, NC 27101 (336) 722-6264	Carver Road Education Center EHS Director: V. Frazier 3011 Carver School Rd. Winston-Salem, NC 27101 (336) 748-0807	Child Care Network Lewisville HS/NCPK Director: Melissa Ashley 5038 Styers Ferry Rd Lewisville, NC 27023 (336) 766-3233	Child Care Network Kernersville NCPK Director: Myniah Miller 820 Salisbury St. Kernersville, NC 27284 (336) 996-3776
Church Child Care EHS/HS/NCPK Director: Theresa Stephens 4400 Poindexter Rd. Walkertown, NC 27051 (336) 595-4451	Griffith Elementary School NCPK Principal: Alesia Hilton 1385 W. Clemmons Rd. Winston-Salem, NC 27217 (336) 771-4544	Kernersville Elementary School HS Manager: Sheila Ebrahim 3512 W. Mountain St./Kernersville, NC 27284 (336) 750-2411	Maxx Kinder Kollege EHS/HS Director: June Miller 2411 Woughtown St. Winston-Salem, NC 27107 (336) 788-8599
Mineral Springs Elementary School HS Manager: Sheila Ebrahim 4527 Ogburn Ave. Winston-Salem, NC 27105 (336) 750-2411	North Hills Elementary School NCPK Principal: Tiffany Krafft 340 Alspaugh Dr. Winston-Salem, NC 27105 (336) 661-4940	North Point Academy LLC EHS/HS/NCPK Director: Sabrina Hinton 4950 Indiana Ave./Winston Salem, NC 27105 (336) 744-7678	Old Town Elementary School NCPK Principal: Kim Kelley 3930 Reynolda Rd/Winston Salem, NC 27106 (336) 924-2915
Quality Education Institute EHS/HS/NCPK Director: D. Gibson 5012-D Lansing Dr. Winston Salem, NC 27105 (336) 744-7138	Sarah Y. Austin Center EHS/HS/NCPK Managers: Donnie Casterlow & Shelby Moody 2050 Big House Gaines Blvd. Winston-Salem, NC 27101 (336) 727-0617	TLC Learning Academy EHS/HS/NCPK Director: Sabrina Hinton 2832 South Main St./Winston-Salem, NC 27105 (336) 650-9652	WSSU Child Development Center HS/NCPK Manager: Sheila Ebrahim 601 S. Martin Luther King Jr. Dr./Winston-Salem, NC 27110 (336) 750-2411



Family Advocacy

Each family is assigned a Family Advocate to serve as a support for parents and families in identifying strengths, goals and needs. Families receive direct services from community resources and referrals through Family Advocates after completion of assessments and the Family Partnership Agreement (FPA). FPA is a mutual agreement identifying strategies that assist families in completing family and/or parent goals. Our Advocates specialize in family support services and collaborate with local agencies to ensure that quality services are provided.

Attendance Policy

FSCD closely adheres to the federal guidelines that state children must maintain a monthly average daily attendance rate of 85 percent in order to continue their enrollment in a program.

Research shows that children benefit from a quality preschool program when they attend regularly. If your child attends less than 85 percent of the scheduled operating days, your Family Advocate will arrange a support meeting to develop a written action plan (Attendance Agreement) which will establish solutions that will improve the child's attendance.



How can you help?

- Speak with your Family Advocate, Teacher, and/or Center Manager when planning to be absent.
- Schedule your child's medical and dental appointments at the end of the school day when possible.
- Make sure your child attends daily unless they are ill.

If there is a pattern of unexcused absences and the parent/guardian fails to correct this concern, your child's status will be reviewed by the Eligibility Recruitment Selection Enrollment Attendance (ERSEA) Coordinator which could result in withdrawal from the program.

Hours of Operation

Head Start & Early Head Start Centers open 8 am - 2:30 pm Monday through Friday.



- Some of the classrooms are located in a public school and/or child care partners. Please follow their arrival and departure operating hours.
- Staff hours are from 7:30 am - 3:30 pm. The time between 7:30 - 8 am and 2:30 - 3:30 pm has been designated as preparatory time for the staff, so it is imperative that parents abide by set operational hours.



Arrival/ Departure

An adult (or a person 16 years or older), must accompany and “sign-in” the child when dropping off the child in the morning. At pick-up time an adult (or a person 18 years or older), must “sign-out” the child. Children may only be picked up by those authorized by a parent/guardian listed on the emergency contact form. This procedure is established for the safety and the well-being of all our children.

Absences

Parents/guardians communicate with the child’s teacher when there will be an absence. An acceptable form of communication is a phone call, a written correspondence or an email. One scheduled family vacation, family visit, or planned absence of up to five days will be permitted each year with proper written documentation from the parent.



Staying Connected

- **Policy Council** is made up of parents/guardians, community members and board members responsible for the direction of the program. Current Policy Council information can be found at familyseicesforsyth.org/policycouncil
- **Parent Committee** - Each center has a Parent Committee. HS/EHS families meet at Parent Committee Meetings to plan for and make improvements to their child’s preschool experience. The goal of these meetings is to plan and organize activities such as school dances, gardening activities, story times, game nights, etc. Parent Committee Representatives who miss three consecutive meetings (i.e. planning meetings with other representatives, committee meetings, etc.) will be automatically dismissed from his/her Parent Committee Representative Role.
- **School Readiness Committee** - Families, staff and community members collaborate and evaluate the agency’s progress towards school readiness goals. We look at developmental data and classroom practices. We hope to provide support to families, schools and communities as we prepare our children to enter school ready to succeed.
- **Health Advisory Service Committee** - As a HS/EHS parent, joining HSAC allows your opinion and suggestions to be heard regarding the physical and mental development of your child and that of all HS/EHS children. HSAC is comprised of parents and staff, along with local health care providers.
- **Volunteering** – Use your talent and special skills at your child’s center by volunteering today! Opportunities include but are not limited to the following:
 - * Take home projects (i.e., cutting out shapes for classroom projects)
 - * Reading to and with your child in the classroom
 - * Interact with your child and other children in the center in various atmospheres (i.e. playground, classrooms and field trips)
 - * Organize and/or participate in multiple activities

Family/Teacher Partnerships



- Home visits – Parents and teachers are partners working together to help children grow and learn. Teachers and parents will schedule at least two home visits throughout the school year.
- Parent/Teacher Conferences – Parent and teacher will have two parent conferences. You may request additional conferences at any time. Teachers and Parents will collectively identify your child's strengths and needs along with your family's strengths and goals as well as plan activities that will further your child's development. This is also an opportunity to evaluate your child's progress.
- Like our Facebook page — Head Start of Forsyth County NC [Facebook.com/groups/1152112008187942/](https://www.facebook.com/groups/1152112008187942/)

Dress Policy for Children

When the weather is warm we require that you dress your child in the appropriate clothing in order to ensure safety and comfort. A closed toed shoe will protect your child's feet and help minimize accidents. Below are appropriate and inappropriate footwear for children:

APPROPRIATE FOOTWEAR



INAPPROPRIATE FOOTWEAR



And remember...

Children should wear comfortable, washable play clothes. We want the children to get actively involved in daily activities – even the “messy” ones.

Parents are to provide an extra set of play clothes (including socks and underwear) for children to have available if an accident (such as getting clothes wet) occurs. We ask that parents send in extra clothing to suit the different seasons as they occur throughout the year. Children should not feel uncomfortable about having “accidents” and we want to ensure them that they have extra clothing available to handle the situation.

Inclement Weather Policy

Inclement weather can come at any time and FSCD uses a variety of resources to determine if conditions exist that will impact our program schedules. As a general rule FSCD will mimic the decision made by the Winston Salem Forsyth County School System. You can get periodic updates by the following avenues:

Note: For those in private child care centers please check with your center director for an updated inclement weather policy.



- Local radio stations
- TV stations (FOX 8)
- Via websites of both local TV and radio stations
- Contact your child care center directly.

Keep contact numbers updated to ensure clear communication and if inclement weather, natural disasters or unpredicted emergencies begin after children have arrived to the child care center, staff will contact parents/guardians by phone to discuss an action.

Sick Policy

If your child has any of the following conditions, please do not bring your child to school until he or she is free of the symptoms for 24 hours. Most conditions below are highly contagious, and FSCD follows the guidelines for childcare licensure.

- + Fever higher than 101° oral or 100.4° ear
- + Pain, behavior changes, or other symptoms of illness
- + Vomiting
- + Diarrhea
- + Blood or mucus in stools
- + Mouth sores with drooling
- + Conjunctivitis/ pink eye
- + Lice or nits
- + A contagious illness (e.g., Chickenpox)



Medication



All medication to be given during school hours must be prescribed by a doctor or medical provider.

- The parent/guardian must complete a consent form.
 - A prescription consent form and action plan is required and must be completed by a medical provider for all chronic conditions.
 - The medication must be in the original pharmacy labeled container.
- The dose and time of administration of medication will be recorded on a medicine log.
 - All medicines will be stored out of the reach of children.

Treat Policy/Birthday Celebrations

FSCD serves children with food allergies. To reduce the risk of accidental exposure, parents are not permitted to send or bring any food items to centers. Birthdays will be celebrated collectively once a month, please contact your child's teacher to arrange the activity.



Zero-Tolerance Policy

Zero tolerance pertains to harassment while on and off school grounds. Examples of zero tolerance behaviors include but are not limited to the following: foul language, sexual and racial slurs, threatening gestures toward staff, visitors and parents as well as any physical altercations, inappropriate dress attire, etc. The posting of pictures of children and staff on social media without permission is strictly prohibited and could result in an offense as it relates to the zero-tolerance policy.

Failure to follow the Zero Tolerance Policy will result in the following:

- **FIRST** offense verbal warning and meeting with a center manager.
- **SECOND** offense banned from, premises for 48 hours.
- **THIRD** offense banned from premises indefinitely.

Safety Policy and School Entry

FSCD has established guidelines to ensure that unauthorized persons may not be on the premises at any time. This was established to ensure the safety of our children, families and staff. All sites are equipped with a secure access procedure for campus entry. Please check with your child's site for entry instructions and expectations.

The Active Supervision approach must always be adhered to by all FSCD staff as well as abide by state and local laws.



Nutrition Policy

The HS/EHS programs provide all children in attendance to breakfast, lunch and afternoon snacks. If your child has any dietary restrictions due to religious practices, food allergies or changes in his/her infant formula, please inform your child's teacher and the Health Services staff. We request a written statement from your religious leader or physician documenting the restricted food items and/or food substitutions. Absolutely no outside food is allowed to be consumed by children enrolled and attending the HS/EHS program. However, on special occasions such as birthdays and holidays, parents may bring snacks to share

with the class from the approved list of items.

HS/EHS follows the standards of nutrition set by the United States Department of Agriculture (USDA) and Child and Adult Care Food Program (CACFP). Meals and snacks provided through our program are low in sugar, fat and salt and are well-balanced to encourage children to try foods from all major food groups and are consistent with the challenge of fighting childhood obesity. HS/EHS centers provide meals in the classroom and dining is in “Family Style” setting where the food is served in a small group format. Conversation is strongly encouraged. This is similar to the way that families should dine at home. HS classes within the public school districts may dine in the school cafeteria setting and will be provided meals from the public schools menus. The Early Head Start program provides iron-fortified formula and cereal to infants in accordance with the USDA Infant Meal Pattern.

Parents are asked to contribute to the Head Start menus and engage in nutritional trainings and receive nutritional counseling from qualified staff.

What Makes Head Start Unique?



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. HS/EHS encompass a strong, clear and comprehensive focus on all aspects of healthy development including physical, cognitive, social and emotional development- all of which are essential to children getting prepared for school.

Classroom Environment



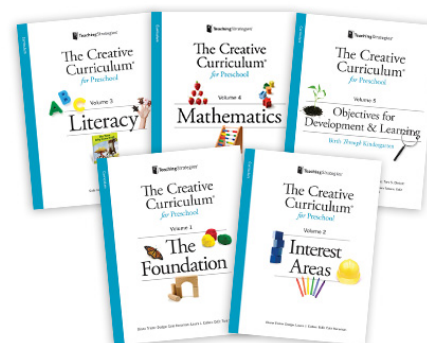
The classroom consists of materials that are carefully selected to promote “hands on” learning. The classroom is divided into at least four areas organized around specific kinds of play experiences; creative/art; role playing/housekeeping; blocks/manipulatives; and book/print materials. In each area, materials are selected to meet the interest and developmental needs of children and is organized so that children can access them easily and put them away independently.



Creative Curriculum



The Creative Curriculum® for Preschool and The Creative Curriculum Infants, Toddlers & Twos is a comprehensive, research-based curriculum that features exploration and discovery as a way of learning, enabling children to develop confidence, creativity, and lifelong critical thinking skills. The 38 research-based objectives are the heart of the curriculum and define the path teachers take with children in their classroom. They inform every aspect of teaching, include predictors of school success, and are aligned with state early learning guidelines and the Head Start Early Learning Outcomes Framework.



Developmental Areas

The objectives are organized into nine areas of development and learning. Four of these areas focus on child development: social-emotional, cognitive, physical, and language. It is these areas and their related objectives in which teachers and caregivers are likely to see the most growth and progress with the children in their care.

Screening/Ongoing Assessments

- Teaching Strategies GOLD® is a seamless system for assessing children from birth through kindergarten. Extensive field tests have shown it to be both valid and reliable. Grounded in the 38 research-based objectives for development and learning, GOLD® supports effective teaching and assessment, while providing more time to spend with the children in the program.
- DIAL-4 Screening Tool for 3 and 4 year olds-Developmental Screening
- Ages and Stages Questionnaire Screening Tool for Infants, Toddlers and Twos- Developmental Screening
- Ages and Stages Social-Emotional(ASQ-SE) Questionnaire-Social Emotional

Center/Activity	Some of the skills my child will learn in the center
Building with blocks	Understand size, weight, shapes and problem solving (math, science)
Reading, being read to	Learning new words, understanding the beginning middle and end of a story, beginning reading skills
Dramatic play	Learning to dress themselves and use small muscles that will later help with writing, getting along with others, pretending helps children to understand their own experiences better. Children are also able to develop social skills as they interact with one another.
Using a computer	Hand-eye coordination
Making play-doh	Measuring, using what they know to guess what might happen, reading a recipe
Writing	Learning that communication happens by writing as well as verbally
Sensory (sand/water)	Measuring, using descriptive words, comparing
Collecting rocks	Comparing sizes, learning about the environment, learning about differences
Dancing and singing	Understanding rhythm, controlling muscles in the body, language development



Field Trips

Whenever possible, field trips will occur both inside and outside of the child care center to familiarize children with their community and to broaden their educational experiences. You will be asked to sign a permission slip before your child can participate. Advanced notice will be provided if monetary payments are applicable.

Services for Children with Disabilities

We provide identification, evaluation, service delivery and follow up for children with disabilities. For children who qualify for services, an Individual Family Service Plan (IFSP) will be developed by the family and Children's Developmental Services Agency (CDSA) for children birth through three years. We also collaborate with the Winston-Salem/Forsyth County Schools Division of Exceptional Children Preschool Program to evaluate children and create an Individual Education Plan (IEP) for children who qualify.



Mental Wellness

Head Start and Early Head Start programs support the mental health of children, families, and staff every day. Early childhood mental health is the same as social and emotional well-being. It is a child's developing capacity to express and regulate emotions, form trusting relationships, explore, and learn—all in the cultural context of family and community. The mental health of children and the adults that care for them is essential for school readiness.

Health Services

Our Head Start/Early Head Start Program helps participating families recognize the importance of prevention and early identification of health concerns. Collaborative efforts with health care providers are made to help connect families to available resources in their community. Healthy living habits and injury prevention techniques are combined into the classroom curriculum. Personal hygiene is a part of your child's daily routine, such as hand washing and brushing teeth. Daily health needs of each individual child are identified upon his/her arrival at school.



What you should expect from us:

1. We will assist you in locating health care providers for your family.
 2. We will provide health education and updated information on your medical concerns.
 3. Through our program, with parental permission, your child may receive dental fluoride varnishing.
 4. We will assist families in applying for the Women, Infant and Children (WIC) program.
 5. We will provide appropriate referrals for health problems detected.
 6. We will administer basic first aid, teach health and hygiene, and conduct daily health checks for each child.
 7. We will review your child's health history and become familiar with your child's health needs.
 8. Supplies for EHS children will be provided during school hours. Items include diapers, wipes, bottles and training pants. Supplies that are medically necessary can be requested if accompanied by a physician's letter.
-

What we expect from parents:

1. Have your child's health examinations completed before your child begins school. If your child receives Medicaid, they are entitled to a Medicaid health screening once a year.
 2. Infants and toddlers must be up-to-date on their well-child visits.
 3. Be prompt in picking up your child from school when notified that your child is ill. Please inform your child's teacher and/or Center manager of an alternate contact if you are unable to retrieve your child at the time of sickness. Do not return your child to school the next day if your child continues to display symptoms of illness.
 4. Submit all physical and dental forms for examination and follow-up treatment.
 5. Let us know when your child's health coverage or Medicaid status changes. It is important that we are aware of your child's current Medicaid enrollment status. All parents with private health insurance for their children must share this information with their Family Advocate.
 6. Keep your infant/toddler and child's immunization records up-to-date. As a courtesy, you will be notified when their immunizations are due. All children enrolled in HS/EHS must always maintain current shot records on file at your child's center. Children with expired immunization records are not allowed to remain at the center.
-

Do you have a concern or a complaint?

We realize that as a parent/guardian, you may have a concerns about the program. We respectfully ask that you follow the following complaint procedure to ensure your concern is addressed as effectively as possible.

1. If a parent/guardian has a concern or complaint, it should first be discussed at the center level with the classroom teacher and the Center Manager/Child Care Partner (CCP) Director. There must be documentation of this communication.
2. If you, the parent feel the complaint has not been resolved at the center level, the Parent Community Partnership Engagement Manager (PCPEM) should be notified and will discuss the situation in depth with all involved parties.
3. Should there still be no resolution; the Child Development Director will be notified by the PCPEM to for further discussion and with possible involvement from Policy Council members.

Child Abuse and Neglect Policy

All Family Services Child Development employees are mandated reporters and will abide by both the federal and state regulations that require them to report all suspected child abuse and neglect to the North Carolina Department of Human Services for investigation.

Every child has a right to be safe and free from abuse and neglect. It is our goal to assist families by providing preventive services through education, counseling, emotional support and utilization of community resource

Possible signs of abuse and neglect as noted by WebMD

1. Slower-than –normal development- the child does not show the abilities and skills normally found in other children the same age, such as starting to talk or socialize with others. Some children regress, which means they slip backward, losing skills they had before.
2. Failure to thrive- The child isn't gaining weight or height the way he or she should. Although this can be caused by a medical problem, it can also be a sign that the child is not being well cared for.
3. Mental Health Concerns such as having low self-esteem, anxiety or depression.
4. Behaving in a way that isn't appropriate or that causes problems. In a young child, this could mean being unusually fussy, being afraid, or not being interested in activities.

Suspicious injuries

Three ways to report

1. Call Forsyth County's Child Protective Services (336) 703 – ABUSE (2287) or visit the office in person to make a report.
2. Visit the office in person to make a report, Monday – Friday (8 am - 5 pm) Child Protective Services. Forsyth County Dept. of Social Services, Ground Floor. 741 North Highland Avenue. Winston-Salem, NC 27102
3. E-mail suspected abuse to reportchildabuse@forsyth.cc

Discipline Policy

Our discipline policy is based on building relationships to have respect for one another and the environment. Children are guided to make good choices. Teachers will communicate with you about your child's success and areas for growth during this process.

Children sometimes communicate in nonverbal ways and know only what they like and dislike and make choices accordingly. We guide behavior by doing the following:

1. Saying clearly and briefly what we expect.
2. Being pleasant, but fair and firm.
3. Re-directing by offering an alternative.
4. Being consistent.
5. Respecting the child at his/her developmental level.
6. Repeating instructions as many times as necessary.
7. Role-modeling to the young child what we mean.

Parents/Guardians will be contacted if a child displays behavior that might compromise his/her safety as well as the safety of others. We will address these situations on an individual basis. Any child who has severe challenging behavior will be supported through our referral services.

Our program complies with the North Carolina Child Day Care Section Standard as follows:

1. No child shall be subjected to any form of corporal punishment by the staff
2. No child shall be handled roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking
3. No child shall ever be placed in a locked room, closet, or box
4. No discipline shall ever be delegated by another child
5. Discipline shall not in any way be related to food, rest, or toileting
6. No food shall be withheld, or given as a means of discipline
7. No child shall ever be disciplined for lapses in toilet training
8. No child shall ever be discipline for not sleeping during rest period



A Few Highlights ...



1. Keep Information up-to-date – Notify our staff immediately when a change of address or telephone number, emergency contact information, authorization for others to pick up your child, etc.
2. Use the Authorization Forms – Authorization for others to pick-up your child must be in writing and submitted to your Family Advocate. You may make changes for “pick-up” as needed. Changes must be in writing. If a person comes to pick up your child that does not appear on the individual child’s authorization for pick-up form, the child will not be allowed to leave the center. No one unfamiliar to staff and without prior arrangement and written documentation will be allowed to visit with your child.
3. Addressing Custody Concerns- Any changes involving the legal custody of a child must be reported to teaching staff and/or your child’s Family Advocate immediately. Copies of legal documents relating to the legal custody of your child must be submitted.
4. All the children in the program are transported by their parents/guardians or other authorized persons. The adult transporting the child is responsible for signing the child in and out of the center. The adult transporting the child is responsible for supervising the child while on the premises of the child care center (i.e., in the parking lot, while walking through the building). People transporting children are reminded of the following:
 - All children under 8 years old and less than 80 lbs. must be in an approved child restraint seat

while riding in a motor vehicle. This is a North Carolina law.

- Do not leave any child in the car alone.
 - Be sure the ignition is turned off and the emergency brake on.
 - Always take the keys with you.
 - Follow the parking procedure provided at your child care center.
 - Always remember to drive slowly; many children walk through the parking lot with their parents/guardians.
5. Injuries/Incidents – Family Services is proactive in preventing injuries/incidents. However, accidents sometimes happen. In the event that your child suffers an injury at the center, your child's teacher will provide you with a written incident report. If the accident is deemed serious, you will be contacted immediately in addition to the incident report that you will receive.
 6. Illnesses/Communicable Diseases- If a communicable disease such as head lice is detected at your child care center, all parents/guardians within that center will be notified. Notification will occur by way of a written posted bulletin on each classroom door and/or a printed flyer given to parents during arrival or departure times.
 7. Existing Medical Needs - The parent/guardian is responsible for notifying the Family Advocate and the teacher of any existing medical or other need or concern regarding your child. The sooner the staff knows the more efficient they can be in working with your family.
 8. Smoking – No one is allowed to smoke in any of the center buildings nor are they to smoke on any of the grounds or in the areas that they may be seen by the children. This means that individuals need to refrain from smoking within proximity of HS/EHS locations.
 9. Cell Phone and Other Electronics – The use of cell phones inside the center is prohibited. Child care centers request that all of your attention is focused on what is happening while you are on the premises.
 10. Religious Practices – Our program is federally funded and therefore organized prayer in the school is not enforced. The program strives to respect all religious beliefs and cultures.
 11. Giving to your Child Care Center – Parents/guardians may not be asked for supplemental funds of any kind. Also, we do not allow accepting gifts or gratuities from families. Parents/guardians will not be asked for monies for classroom parties/events/celebrations, field trips, meeting functions, classroom supplies, or individual pictures, etc. We expect you to simply donate your time.
 12. Parent and Family participation- Parent and family participation in the program makes the program work. You play a huge role in your child having a successful school year. You all (parents and families) organize events (i.e., pajama night, game night, class dances, etc.) and help out in the classroom as well.
 13. English Language Learners – Information will be available in your language of preference. The program also has a Spanish-speaking interpreter and translator.

Family Services Child Development Program | 2019-2020 CALENDAR

Aug. 26- First Day of School

AUGUST '19						
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

FEBRUARY '20						
S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Feb. 19 Early Release Day (Extended Day Open)

Sept. 2- Labor Day (No School)

Sept. 20th (Tentative Teacher Workday) (Extended Day Open)

SEPTEMBER '19						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

MARCH '20						
S	M	T	W	Th	F	S
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Mar. 18 Early Release Day (Extended Day Open)

Mar. 30th Teacher Workday (Extended Day Open)

Oct. 9th Early Release Day (Extended Day Open)

Oct. 28-29 Teacher Workday (Extended Day Open)

OCTOBER '19						
S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

APRIL '20						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Apr. 10 Good Friday (No School/Agency Closed)

Apr. 13-17th Spring Break (Extended Day Open)

Week of the Young Child Celebration: April 6-9, 2020

Nov. 11 Veterans Day (No School/Teacher Workday/Extended Day Closed)

Nov. 27th-Extended Day Open

Nov. 28-29-Holiday, (No School/Agency Closed/Extended Day Closed)
Inclement Weather make-up day, Nov. 27th

NOVEMBER '19						
S	M	T	W	Th	F	S
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MAY '20						
S	M	T	W	Th	F	S
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10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

May 12th Last Day for Head Start Children

May 25 Memorial Day (No School/Agency Closed/Extended Day Closed)

Dec. 11th Early Release Day (Extended Day Closed)

Dec. 23-25 Christmas/ Winter Break/ Agency Closed/Extended Day Closed

Dec. 26-27-Extended Day Open
Dec.30-31 Extended Day Open

DECEMBER '19						
S	M	T	W	Th	F	S
1	2	3	4	5	6	7
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

JUNE '20						
S	M	T	W	Th	F	S
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

June 10th Last Day for NCPK

Jan. 1 New Year's Day (Agency Closed/Extended Day Closed)

Jan. 2-3 Extended Day Open
Jan. 6- All Children Return to School

Jan. 20th M.L. K. Day (No School/Agency Closed)
Jan. 23-24 Teacher Workdays (Extended Day Open), Tentative

inclement weather make-up days

JANUARY '20						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

JULY '20						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Jul. 1-2 Teacher Workdays
Jul. 3rd Independence Day Observance

Jul. 4 Independence Day
Jul. 31 Last Day for EHS

September Hispanic Heritage Month	
2 nd	Labor Day No School
5 th	Tentative Parent Meeting at 5:00 for Sarah Y. Austin Families
20 th	No School (Extended Day Open)
30 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)
30 th	Policy Council & Parent Committee Representative are in place
TBD	Resource Fair for parents(hosted by Family Advocates)

October Head Start Awareness Month	
2 nd -4 th	0-3 Conference for selected Early Head Start Teachers (EHS Closed)
4 th	Ages & Stages Questionnaires Deadline
9 th	Early Release Day
11 th	Vision & Hearing Screenings Due (45 day enrollment deadline)
11 th 5:30-7:30	Night at the Museum (Kaleideum North, formerly SciWorks)
18 th (tentative date) 7:30-9:00	National Childhood Nutrition Day Breakfast (held at WSSU, SYA, Mineral Springs & Kernersville Elementary)
TBD	Parenting Curriculum Session
TBD	Policy Council & Parent Committee Training
31 st	Complete any volunteer activities and turn in to your child's teacher (In-Kind)

November	
2 nd	WSSU's Homecoming Parade (Head Start Recruiting)
4 th - 22 nd	Parent –Teacher Conferences
8 th	Oral Health & Growth Screenings Due (90-day requirement)
11 th	Veteran's Day- No School
20 th 2:30PM	Chef Don at Maxx Kinder Kollege
27 th	Teacher Workday/ Extended Day Open (Potential Inclement Weather Make-Up Day)
28 th - 29 th	Agency Closed/ No Extended Day
30 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)

December	
11 th	Early Release Day- No Extended Day-FSI Holiday Luncheon
18 th	Chef Don at QEI
23 rd - 25 th	Agency Closed/ No Extended Day
26 th -27 th	Extended Day Open
30 th – 31 st	Extended Day Open
TBD	Self-Assessment Plan
TBD	Policy Council monthly meeting
TBD	Parent Curriculum Session
TBD	Complete any volunteer activities and turn in to your child's teacher (In-Kind)

January	
All month	Self-Assessment in Progress
All month	Selection and Criteria Plan
1 st	Agency Closed
2 nd – 3 rd	Extended Day Open/ Teacher Workday
6 th	Students Return to School
20 th	MLK Day- Agency Closed/ No Extended Day
23 rd - 24 th	Teacher Workdays/ Extended Day Open (Possible Inclement Weather Make-Up Day)
29 th	Chef Don at Bethlehem
TBD	Policy Council monthly meeting
TBD	Parent Curriculum Session
TBD	Center Staff Meetings
31 st	Complete any volunteer activities and turn in to your child's teacher (In-Kind)

February Black History Month	
3rd	Managers Monthly Report and In-Kind program wide
22nd	Friendship Dance* (Church Child Care)
10 th -28 th	2 nd Home Visit
16 th -22 nd	Dual Language Learners Week
18 th	Policy Council Meeting
19 th	Early Release Day
25 th	Health Advisory Committee Meeting
26 th	Chef Don at WSSU
27 th	School Readiness Committee Meeting
28 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)

March Family Services hosts NC Head Start Conference	
3rd	Managers Monthly Report and In-Kind program wide
2 nd -6	CLASS Review
2 nd – 6 th	Dr. Seuss Week
8 th	Ring Out Child Abuse Event
17 th	Policy Council Meeting
18 th	Early Release Day
18th-20th	North Carolina Head Start Conference
25 th	Chef Don at SYA
25 th 11:00- 1:00PM	Pedestrian Safety Training & Car Seat Check Event Fire Station 12 New Walkertown Rd Winston-Salem, NC
30 th	No School for students – Extended Day Operating
31 st	Complete any volunteer activities and turn in to your child's teacher (In-Kind)
31 st	HS refunding application due
TBD	Parent Curriculum Session

April National Child Abuse Prevention Month	
3rd	Managers Monthly Report and In-Kind program wide
6 th – 9 th	Week of the Young Child & Farmer's Market
9 th	TSG Checkpoint 3
10 th	Good Friday, Agency Closed/ No Extended Day
13 th – 17 th	Spring Break/ Extended Day Open
April 20 th - May 1	2 nd Parent Teacher Conference (Transitional)
21 st	Policy Council Meeting
22 nd	Chef Don at WSSU
30 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)
TBD	Parent Curriculum Session

May	
3rd	Managers Monthly Report and In-Kind program wide
12 th	Last Day for Head Start Students
19 th	Policy Council Meeting
15 th	Last Day for Head Start Teachers
25 th	Memorial Day- No School
29 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)
TBD	Parent Curriculum Session
31 st	EHS Refunding Application Due

June	
3rd	Managers Monthly Report and In-Kind program wide
10 th	Last Day for NC Pre-K
10 th	Complete any volunteer activities and turn in to your child's teacher (In-Kind)
12 th	Projected Last Day for NC Pre-K teachers
16 th	Policy Council Meeting
TBD	Parent Curriculum Session

July	
3rd	Managers Monthly Report and In-Kind program wide
4 th	Independence Day- No School
31 st	Last Day for EHS at SYA
	No Policy Council Meeting

Helpful Tips

- Vision, Hearing & DIAL screenings are due within the first 45 days of enrollment
- Oral & Health screenings are due within the first 90 days of enrollment
- If a date falls on a non-operating day, it is due the preceding business day
- There will be a School Readiness Conference Date TBD
- The Parent Committee plans activities with the support and guidance of Center Managers
- Calendar dates are subject to change
- Parent Committee activities must seek approval from the Policy Council at least two months in advance

*Parent Activity planned by the parent committee