



Volunteers of America®
LOS ANGELES

Family Handbook

2020-2021



FAMILY HANDBOOK 2020 - 2021

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*Volunteers of America of Los Angeles
Children's Services*

Vision Statement


United, revolutionizing services to children and families; using innovation, education, and community involvement, to enrich life and foster social change.

Mission Statement

Providing quality education and comprehensive services to children, families and communities; through support, guidance, resources and advocacy.

I. WELCOME AND INTRODUCTION


Welcome parents, guardians, and volunteers:



We'd like to take this opportunity to welcome everyone back to school and give you some new safety updates for the new school year. First off, we are excited to announce our new safety mascot **Toby the Tiger!** You will start seeing Toby around the sites reminding everyone on the importance of safety. We are excited to have a mascot and hope that you will take part in ensuring safety practices around our sites. Please make sure to keep an eye out for our first Back to School safety letter to parents and look around our sites to find Toby's safety messages.

Please also remember to always update emergency cards and sign up for our text message blasts to stay up to date on school news.

Now show us your team spirit and how proud you are to be a VOALA Tiger and ROAR!



We are partners in creating a future for children that is bright and full of opportunity. Our agency, Volunteers of America of Los Angeles, has provided quality services to children and families in the Los Angeles area for over 50 years. Our goal is to continue to provide the best service to children and families enrolled in our programs. This Parent Handbook is your tool in accessing those services and understanding Head Start/Early Head Start requirements.

Again, on behalf of all the Volunteers of America of Los Angeles staff, I welcome you and your family to our program and look forward to our partnership.

Felix Cruz
Director of Children's Services

II. HEAD START/ EARLY HEAD START PROGRAM PHILOSOPHY

Head Start and Early Head Start are child-focused birth to five programs. Our overall goal is increasing each child's everyday effectiveness in dealing with both the present environment and the future responsibilities of school and life. This process takes into account the connections between the social, emotional, cognitive, and physical development of the child.

We also assist pregnant women with prenatal care because we understand that women need support in bringing a healthy and happy baby into the world.

Head Start/Early Head Start services follow the idea that children develop within their family culture and we respect parents as the primary educators and nurturers of their children. We offer family members opportunities and support for growth and change. We believe that people can identify their strengths, needs and interests, and are capable of finding their solutions.

VOALA refrains from any religious instruction and strives to be inclusive of all cultures

A. 2018-2023 Birth to Five Strategic Plan Goals

Driving Principles:

- Looking at Health and Safety and Overall Wellness
- School Readiness and Early Intervention
- Looking at resources and data

Core Values:

- Preventative
- School Success
- Success

VOALA Goal 1.

To enhance and create an overall plan for investment in quality birth to five initiatives that will improve health, safety, and wellness.

VOALA Goal 2.

Create a foundation for school success through lifelong knowledge and early interventions to empower children & families.

VOALA Goal 3.

Create an overall plan for quality resources and data collection for informed decision making.

III. ENROLLMENT PROCEDURES

A. Enrollment Eligibility for Program

Children are enrolled based on Head Start eligibility priorities. Priority is given to low-income families, and those families who have children with disabilities, in foster care, are homeless (based on the Vento-McKinney Act) or have other difficult circumstances. Children are enrolled on an

ongoing basis each program year without regard to race, color, creed, national origin, sex, religious beliefs, political affiliation, or disability. Spaces are limited based on class capacity.

DOCUMENTS NECESSARY FOR ENROLLMENT

1. Income Verification (income tax, W2’s, check stubs, CalWorks, SSI)
2. Residence Verification (utility bill, telephone, rent receipt, cable)
3. Child’s Birth Record (Certificate, Hospital, Baptismal, etc.)
4. Child & Parent Tuberculosis Clearance
5. Medical Card or Insurance Card of child (if applicable)
6. Immunization record of child.
7. Physical Exam
8. Dental Exam

B. Health Requirements for Enrollment

Please review the health requirements that your child needs to start in Volunteers of America Head Start/Early Head Start 0-5 Program

The State of California mandates NO IMMUNIZATION, NO SCHOOL. Children will have all immunizations up to date before the child starts the program. There are allowances for some children to have 10 days after the first day of class to get all immunizations up to date.

California Law states that exemptions based on personal beliefs, including religious beliefs, will no longer be an option for the vaccines that are currently required for entry into child care or school in California.

Here are the vaccination requirements for our program:

Under 2 months	Hep-B
2-3 months	1 Polio, 1 DTap, 1 Hib, 1 Hep-B
4-5 months	2 Polio, 3 DTap, 2 Hib, 2 Hep-B
6-14 months	3 Polio, 3 DTap, 2 Hib, 2 Hep-B
15-18 months	1 MMR (on or after the 1 st birthday) 1 Varicella
18 months–5 years	3 Polio 4 DTaP 3 Hep B 1 MMR (on after 1 st Birthday) 1 Hib (on or after 1 st Birthday) 1 Varicella

Licensing Requirements: Physical Exam and TB

According to Health and Safety code Section 1597.05(b) Title 22 Regulation 101220(a) within 30 days of enrollment, a record of the physical examination and TB must be documented in the child's binder with the exception of having a confirmed medical appointment.

1. **The child must have a TB clearance (risk assessment or TB Skin Test (TST) if needed) administered by a medical provider** before they start the first day in the program.
2. The child **must** have had a physical examination completed in order to start school. (Section 101220 California Community Care Licensing Division – Child Care Licensing Requirements)

The physical exam must include:

- Hearing and vision screening
- Height and weight
- **Hemoglobin Assessment and/or numerical results if required by doctor**
- Blood lead level/Lead risk assessment
- Blood pressure
- Dental Assessment
- A 12 & 24 month Blood Lead Level (modified from “Blood lead level”)
- Each child must have a dental exam completed in order to start school.

If you need help locating a medical provider, the program will give you assistance.

3. If the hearing and vision screenings have not been completed by the physician at the time of the physical exam, **there will be opportunities** offered at school within the first 45 days of the program school year to have your child checked. **If your child is absent or is not able to be screened at school, you will still be required to obtain results from your child's physician and bring in the results within 45 days of start day.** Height and weight measurements are also be completed during this time.
4. Each child **must** have a dental screening and exam completed in order to start school. Some children are granted an exception to complete the screening within the first 30 days of the school year. If the dentist recommends follow-up treatment, parents will take their child to be treated. For those families without dental insurance, we can assist in locating a provider who will work with us regarding payment. **If you are referred to a dentist, it is important you continue care with the same one as not all dentists have an agreement with the VOALA Head Start/Early Head Start Program.** If you feel uncomfortable with the dentist after the child's first visit, please advise the Family Advocate so you can be referred to another dentist. If you have dental insurance, take your child to the dentist you have been assigned to.

IV. INTRODUCTION OF SERVICES

A. EDUCATION: The objectives of the Educational Services are to:

Provide children with a learning environment of varied activities that will help them develop socially, emotionally, intellectually, and physically in a manner appropriate to their stage of development toward the overall goal of social competence. VOALA agency also follows the Head Start School Readiness Framework.

1. Integrate the educational aspects of the various Head Start/Early Head Start services in the daily program of activities such as parent involvement, social services, nutrition, health and mental health.
2. Involve parents in educational activities to enhance their roles as the primary educator of their child.
3. Aggregate child assessment data to enhance program design to meet Head Start/Early Head Start School Readiness Goals.

Teachers and Home Visitors apply their knowledge about child development, community resources and health education when planning activities in the classroom or during a home visit/socialization. They support the philosophy that children learn about themselves, each other, and the world around them primarily through guided interactive play and the adults in their lives.

Program Options

Head Start, State Preschool and Early Head Start address and integrate all program service areas; these include Education, Health, Nutrition, Mental Health, Social Services, Parent Involvement, and Disabilities.

1. Center Based Programs Option

The VOALA Head Start/Early Head Start programs provides services to families in the Center Based program option for the service areas of North Hollywood, South Bay, West Los Angeles, East Los Angeles, East San Fernando Valley, South Los Angeles, and Santa Clarita Valley for Head Start/Early Head Start Families. Classes operate four/five days per week as part day, extended day and full day programs.

The classroom setting is a supportive learning environment that helps teachers and parents in fostering the child's growth and development. The teachers work with parents to help them develop a curriculum that provides learning opportunities through a variety of activities that are developmentally appropriate and culturally inclusive. The Teachers, Family Advocates, Site Supervisors and Family Service Specialists, are the persons responsible for ensuring that comprehensive services are provided.

2. Home Based Program Option

VOALA 0-5 home base programs address and integrate all Head Start service areas through a combination of weekly home visits and group socializations.

Home visits are conducted one (1) day per week per family by the Home Visitor and each home visit is at minimum 90 minutes in length. The home visit is planned the previous week jointly by the Home Visitor and the parents. The content is based on the identified needs and interests of the child and family. Home visits must be conducted with parents or legal guardians. **Home visits are not conducted with baby-sitters or other temporary caregivers.**

Home visits help the family foster growth and development in their child using the home as the child's primary learning environment. The Home Visitor works with parents to provide learning opportunities that enhance their child's growth and development, and that comprehensive services are provided for the family.

Group socialization activities are planned between the Home Visitor and parents and occur twice per month. They can take place in many settings such as classrooms, community facilities, and field trips. Parents engage with their children in a variety of learning experiences that strengthen their relationship. Peer group interactions are enhanced and tailored to each child's interests in developmentally appropriate ways. The goal is for children to develop friendships and gain social competence.

Prenatal home visits are conducted twice each month for 90 minutes in length. Prenatal home visits include the phases of pregnancy by trimester, follow up on doctor appointments and address parent concerns regarding the pregnancy and growth and development of their unborn child. Prenatal home visits continue through the child's birth, and when the child is 2 weeks old they can be transitioned to Early Head Start.

Parent Fees (PS 1302.18) – At no time shall a family be charged for any program services or options.

Volunteers of America, Children's Services Division, has committed itself to furthering the values of early childhood education as they are reflected in the NAEYC Code of Ethical Conduct.

To the best of our ability we will:

- Ensure that programs for young children are based on current knowledge of child development and early childhood education.
- Respect and support families who are responsible for nurturing children.
- Respect colleagues in early childhood education and support them in maintaining the NAEYC Code of Ethical Conduct.
- Serve as advocates for children, their families, and their teachers in the community and society.
- Maintain high standards of professional conduct.
- Recognize how personal values, opinions, and biases can affect professional judgment.

- Be open to new ideas and be willing to learn from the suggestions of others.
- Continue to learn, grow, and contribute as a professional.
- Honor the ideals and principals of the NAEYC Code of Ethical Conduct.

B. Health:

Volunteers of America of Los Angeles, health services extend to all pregnant mothers, pre and post-natal, Early Head Start, and Head Start participants. We strive to work with parents to provide our participants with quality medical services throughout the year, along with **supporting pregnant mothers in learning about healthy pregnancy and postpartum care, which includes breast feeding support and treatment options for prenatal services.** Our program conducts on-site screenings such as hearing/vision/dental/hemoglobin/height and weight, etc., with the assistance of certified VOALA staff and community partners. This is to ensure that our participants receive the highest quality of health care. While parents are not obligated to have their child screened on site, it is their responsibility to ensure that all Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is completed according to the Child Health Disability and Prevention Program that is provided to you by our your sites staff, as needed.

C. Nutrition:

In coordination with the Child and Adult Care Food Program, VOALA provides free nutritious meals to all of its participants during class time. Nutritionally equivalent food substitutions will be made available to children who require special dietary accommodations due to allergy or other medical need. **To ensure your child's safety, please be advised that if your child is allergic to a food we serve, he/she will not be allowed to start school without the appropriate medical documentation.** Food substitutions for religious reasons or personal beliefs will reasonably accommodated.

Note: Foods containing peanuts, tree nuts, fish or pork will not be served, and the agency will make every effort to restrict children from any other foods they are allergic to. However, parents should be aware that **we cannot guarantee that all foods we serve, or ingredients we use, have not been processed in facilities that also process other foods containing allergens.**

Outside food is prohibited at all times because of contamination risk and / or questionable nutritional value. Menus are posted monthly on site and will be readily available for parental viewing. Meals are served in a family style fashion, which teaches valuable motor/sensory skills and table manners. VOALA welcomes parents to volunteer during mealtime; training will be provided.

In addition to meals supplied, children are provided with a variety of activities in the classroom that promote health and nutrition. The nutritional needs of our participants are emphasized in prenatal classes, Early Head Start and Head Start socializations, and Family Style Meal service. Annual Nutrition Screenings are conducted for all children and educational information is provided to parents. In order to aid parents in making healthier lifestyle changes, Parent Nutrition education sessions are provided on various nutrition topics throughout the year, including the importance of physical activity, healthy eating, prenatal nutritional needs, breast feeding, the negative health consequences of sugar-sweetened beverages, and how to select and prepare nutritious foods that meet the family's nutrition and food budget needs. In addition, parents will be provided with the opportunity to discuss their child's status with staff. Children with high-risk conditions such as weight concerns, low hemoglobin, high-blood lead, and severe dental problems, will be further assessed.

Non-Discrimination in the Child and Adult Care Food Program

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

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

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

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

This institution is an equal opportunity provider.

D. Wellness Promotion:

The overall goal of the Wellness Promotion Services in the 0-5 Programs is to increase the social competence and mental well-being of every child in the program and to provide a learning environment which will help them develop socially, physically, cognitively, and emotionally. Our Wellness Promotion Services aim to:

- Ensure children receive appropriate screening to identify and address behavioral, social and emotional concerns.
- Establish positive connections with children, families, and the community.
- Increase social skills and competencies for children and families.
- Create a positive learning environment in the classroom, home and in the community.
- Create awareness of our resources and other mental health and wellness community services.
- Provide information in the area of Mental Health and positive parenting practices through classes, workshops and trainings.
- Provide effective intervention and support on a timely basis.
- Ensure privacy and confidentiality for all children and their families.

Families can receive direct services on any issue or concern that is affecting their daily living. Referrals to outside agencies will be provided as needed.

We encourage and promote children’s mental health, social-emotional, positive well-being and overall physical health. Volunteers of America Los Angeles supports by providing resources, support with classroom observations, and mental health consultation services to staff, children, and families enrolled in our program. This is part of our ongoing wellness promotion and healthy lifestyles goals. Services are provided to enhance positive outcomes in the classrooms and to provide strategies to both teachers and families through contracted mental health specialists.

E. Family & Community Engagement

The Head Start/State Pre-school and Early Head Start, 0-5 programs have an extensive history of partnering with families to achieve goals and positive lifelong change for children and their families. Family & Community Engagement services work alongside with families by addressing identifying needs, establishing goals, and developing action plans that will help with their outcomes.

The specific objectives for the Family & Community Engagement Services are:

- To establish and achieve Individualized Family Partnership Agreements.
- To provide families with resources and workshops that will help achieve family outcomes.
- To establish and collaborate partnerships with community agencies that will help families connect to become self-sufficient through and beyond our early childhood program.
- To provide opportunities for families that will increase their skills, knowledge, and outlook to be lifelong educators.
- To partner with families to promote their children’s learning beyond our early childhood program.
- To engage father and father figures as important contributors to the school readiness of children and the well-being of families.

F. Governance:

This is key to the success of the 0-5 Programs. Parent Engagement shares responsibility with all other areas of Head Start/Early Head Start to ensure that VOALA offers parent classes in all areas of Child Development and Family Life. The Head Start/Early Head Start Parent Policy Council has an active role in decision making of program planning, budgets, policy, and personnel matters as outlined in 1301 Program Governance. This offers parents leadership training and experience. Parents are also encouraged to be actively involved as volunteers in the classroom. They assist classroom staff in the development of center activities that encourage parent participation.

G. Disabilities Services:

In order to achieve the agency’s established 0-5 School Readiness and Family Engagement goals Head Start and Early Head Start (HS/EHS) provide support services directly or in collaboration with other agencies. The services meet the individual needs of each child with an identified disability with an Individual Family Service Plan or/and an Individualized Education Program (ISFP/IEP) or a special needs.

Head Start and Early Head Start collaborate with Local Education Agencies (LEAs) and *Part C (*Regional Center) agencies to recruit children with disabilities who can benefit from an inclusive program. Inclusion allows all children with or without special needs to learn in the same environment with the services and supports they need to be successful. All children benefit from an inclusive environment for the reason that they are more alike than different.

If you suspect that your child is in need of special education services or you have concerns with your child's development, please do not hesitate to inform the teacher, site supervisor and/ or the Family Advocate.

Under federal law known as, Individuals with Disabilities Education Act (IDEA), you as a parent, have the right to:

- Request in writing an evaluation for your child and receive a response from the school district within 15 days
- Provide information throughout the assessment process, make decisions, and give informed consent
- Participate in the (IEP) meeting to determine eligibility within 60 days of signed parent consent. IFSP within 45 days the regional center shall assign a service coordinator to assist the family through the evaluation and or assessment procedures.
- Be informed of your rights to file a complaint, a request for mediation, or due process

Under IDEA, states are required to:

- Offer early intervention programs for infants and toddlers 0-3 who qualify for early intervention services.
- Provide a Free Appropriate Public Education (FAPE) to school-age children with disabilities.
- Place eligible students in the Least Restricted Environment (LRE) general classes as much as possible.
- Complete a due process hearing within 30 days of receipt.

VOALA Head Start/ Early Head Start DO NOT DISCRIMINATE in its hiring of personnel or enrolling children on the basis of race, gender, nationality, religion and/or disability. All enrolled children are offered a Free Appropriate Education (FAPE) experience in the least restrictive environment to help the children's full potential.

V. CENTER POLICIES/PROCEDURES

A. Tardiness Policy

As part of getting children school ready, the program has consistent times when classes start and end. Parents are asked to sign a form when children are dropped off or picked up late to address tardiness and concerns so that we can provide the consistency children need to be school ready. In your role as your child's first teacher, we believe you want the same thing and that we can mutually come up with solutions that address any challenges so that your child's experience with us is one of continued growth and development.

All children enrolled in the Head Start/Early Head Start program shall be dropped off or picked up by the parent/guardian or someone the parent/guardian designates. Any person designated by the parent/guardian must be at least 18 years of age (Title 5 sec. 18065) See also Emergency Card section C. In no instances should a child remain at a center past the end of the child's scheduled class.

Part of the school's educational program is for children to have a consistent daily routine, including meals, cognitive and social emotional activities, as well as outdoor play. **VOALA does not allow for a Grace Period.***

**Grace Period – A grace period would be any time outside of the child's assigned schedule.*

B. Attendance

In order for children to benefit the most from the program, parents are encouraged to support their children's regular attendance to class. All absences must be reported by the parent to the center each day. After one unexcused absence the Family Advocate or Teacher will contact you to see if anything is needed to support your child's attendance. If there are chronic attendance issues an Attendance Plan will be implemented to encourage your child's consistent attendance. If chronic absences persist after continued efforts by staff, this can result in your child being dropped from the program. Families dropped from the Head Start/Early Head Start program can be placed back on the waiting list. This depends on availability of class space. If parents have concerns or questions regarding this process they may contact the ERSEA Department.

C. The Emergency Card

The Emergency Card is an important document which will help to ensure the safety and security of your child. It is each parent's responsibility to keep the Teacher and Family Advocate up-to-date with those you have listed as emergency contacts that can pick up your child. The agency **will not release a child to anyone who is not on the emergency card.** It is important you list people who have access to transportation, who are at least 18 years of age or older, and who are familiar with your child. Parents/Guardians, regardless of age, can drop off and pick up their child.

To keep all information current, Teachers and Family Advocates will cross reference the emergency card with you to avoid any discrepancies quarterly.

D. Late Pick-ups and the Emergency Card

In the event of an emergency, when you cannot pick up your child at the site on time, the site staff will make every effort to contact only those individuals listed on the Emergency Card to pick up the child. **The individual who is designated by the parent/guardian to pick up the child will need to show Picture Identification to verify that they are on the Emergency Card.** After all efforts have been made to contact all persons on the Emergency Card and no one can be reached, the agency will call the local Police Department and turn the child over to law enforcement.

No parent is authorized to call the site and instruct any of the VOALA personnel to add a new name on the emergency card. Staff cannot confirm if the individual on the phone is the actual parent or a complete stranger. Parents must make requests for changes to the Emergency Card in person.

According to the Parent Agreement and for the safety of the children, parents must abide by the safety & security rules regarding how to update the Emergency Card.

Court Orders, once validated by administrative staff, shall be honored.

E. Suspected Child Abuse and Neglect Team (SCAN)

In order to ensure the protection and safety of the children of the Volunteers of America of Los Angeles 0-5 Programs, the child abuse reporting laws will be conscientiously followed. Training on SCAN and Mandated Reporting will be provided annually to staff. Parents are informed and provided written information about the laws and mandates regarding reporting suspected child abuse and neglect at the time of enrollment. If you would like further information on this matter, please speak to your assigned Family Advocate or site staff.

All VOALA staff personnel, including student interns, are required to report known or suspected child abuse cases by Penal Code Section 11166 and 101212 C&D of Child Care General Licensing Requirements. Failure to report may result in jail sentence and/or \$1,000 fine.

Please note that all staff are mandated reporters and any outstanding child medical or dental conditions needing treatments, may be subject to being reported if not followed through in a timely manner. Please speak with the Health staff at your site to go over any follow up or treatment plans to ensure the health and well-being of your child. Resources are available to support every child and family.

F. Parental Policy

Title A 22 Education Regulations #101319.1 (e) "Notwithstanding any other provisions of this section, the person present who is in charge of a child day care facility may deny access to an adult whose behavior presents a risk to children present

in the facility and may deny access to non-custodial parents or guardians if so requested by the responsible parent or legal guardian.” This refers to the following:

1. Intoxicated Parent

It is difficult to predict under what circumstances a court would impose liability on a provider for releasing a child to an authorized but intoxicated person. As used here, “intoxicated” means under the influence of drugs, alcohol or marijuana. If an adult, in any way, poses a threat or danger to anyone at the Head Start facility, staff reserve the right to contact the local authorities immediately.

If a staff member suspects that the adult picking up the child is under the influence of alcohol, drugs, or is not able to drive safely, the Teacher or Family Advocate will request that another adult be contacted on the emergency card to pick up the child. All efforts will be made until another adult can pick up the child and take them home safely.

2. Rude or Belligerent Parent / Adult

As staff members are respectful of parents, it is equally important that parents are respectful of staff. If a parent confronts staff in a way that is rude or disrespectful, e.g. using condescending language or gestures, it will be brought to the attention of administration to determine suspension from the program. If an adult in any way poses a threat or danger to anyone at the 0-5 facility, staff reserve the right to contact the local authorities immediately.

3. Parent to Parent Conflicts

We expect that parents will be respectful of each other should any issues arise please notify site staff. Any inappropriate parent-to-parent contact will not be permitted and will result in immediate suspension of the parent from the program. It will be brought to the immediate attention of the administration where a decision will be rendered.

G. Crisis Intervention

The Volunteers of America 0-5 families in need of crisis intervention/ emergency assistance may contact any center staff member and be referred to Family Community Partnership and Mental Health for services. Referrals for Mental Health Services are the responsibility of mental health staff. A Family Advocate may be assigned to evaluate the emergency and obtain information from family member(s). When necessary, the Head Start/Early Head Start family member will be accompanied to a crisis intervention center as part of an advocacy policy followed by the center. Appropriate follow-up is done with the agency involved with written consent from client/parent/guardian. Families are encouraged to contact their Family Advocate or any other Family Service Specialist for any assistance needed.

H. Confidentiality

The VOALA 0-5 Programs have an established system that provides safeguard and security measures to preserve the privacy and confidentiality of verbal and written information derived from or about the children and families enrolled in our program. The agency will observe all legal policies, practices, and regulations of the state and federal authorities regarding client confidentiality and right to privacy. All documents are maintained in the child's file, inside locked file cabinets, are accessed only on a "need to know" basis, inside locked VOALA sites/facilities.

All documents and information are released only with consent from parents/legal guardians and/or person with legally appointed child custody and rights.

I. Fire Drill Evacuation Plan

There will be a fire drill at the school site once a month, at least 2 weeks apart from the earthquake drill. If you have any questions or would like to review the Fire Drill Evacuation Plan, please ask your Site Supervisor, FSS or Safety Coordinator for assistance.

J. Earthquake Disaster Plan-Preparedness

POLICY: California Code of regulation, Title 22, Division 12, Child Care Licensing Regulation Article 3 Section 101174 requires that each state licensed child care facility develops and maintains a Disaster and Mass Casualty plan.

Each school year, an Earthquake Evacuation Drill will be done every other month.

If you have any questions or would like to review the Earthquake Disaster Plan Preparedness, please ask your Family Advocate for assistance.

As you might be aware, living in California places us in the position where we could be affected by a major earthquake at any time. We at Volunteers of America, as part of our emergency preparedness plan, would like you to read the following information and guidelines.

Agency Concerns and Responsibilities: Our agency's primary concern is with safety of your children. In the event of a major earthquake during operating hours, our first concern, after evacuating the building and ascertaining your child's physical safety, is reuniting you and your child. The staff will stay with your children and prepare them to meet you until they are safely picked up.

Parental Concerns and Responsibilities: If a major quake occurs during hours, the staff will need your assistance in the following areas:

1. Please do not attempt to call the school as we will need to keep the phone lines open for emergency communication. If a major quake hits, the phone lines will probably be out and communication for a while will be via satellite utilizing the pay phone system.
2. Please be reminded that we cannot release your child without permission. Specifically, this means that **you**, or **an adult designated by you** who is listed on the emergency forms

must pick up your child after a major earthquake. We strongly recommend that you make arrangements now, prior to an emergency.

3. During an emergency, only the reunion gate designated by a sign will be open for one-way traffic. We require that you sign a release before you leave the school site. This is the only way we can accurately account for all students.
4. If you wish to make special arrangements with the school about the evacuation of your child after an earthquake, these arrangements should be completed in writing before the emergency. We cannot allow a person to pick up your child without prior notification. In addition, we will not be able to accept phone calls asking that your child be picked up by other people that you have not assigned before.

Procedure for picking up your child:

1. The parent or legal guardian will come to the door, but not into the classroom. If another authorized person in the emergency card comes to pick up your child and he/she has never picked up your child before, that person must show a picture identification card.
2. One of the persons in charge at the door will deliver your child to you.
3. You will have to sign that you have taken the child.
4. Please do not use the parking area unless you have been asked to because this area will probably be used as an evacuation area.

Continuation of the Program after an Earthquake:

1. The center will not be able to operate until there is a thorough inspection done by a certified inspector.
2. If the school determines that it is not safe to operate, the parents will be contacted with instructions.

K. Health Information for Parents

To ensure the safety of all children, no child on medication may start school without a doctor's request for medication at school, an Individual Health Plan, and a medication training done with the staff.

Administration for Prescribed Medication

POLICY: Young children often need medication to overcome childhood maladies and illness which are common to their age group. At our Agency we will make every attempt possible to accommodate the dispensing of medication to children who by nature of his/her health condition requires medication during the course of any of the program's operational hours.

PRECEDURE: Parent or guardian of any children requiring medication during school operational hours should be given by the parent at home if possible. If the health condition or disability of the child requires that medication is given during school hours, then the following guidelines should be observed:

1. There must be a written statement from the parent giving permission to the Agency's trained staff to give medication during school operational hours (request for medication to be taken during school hours form, individualized Health Plan form, and/or medical providers own written consent form) . Form must include Physician's instructions for the prescribed Medication. **First Dose should be given at home.**
2. Only medication prescribed by a physician will be administered at school. Over-the-counter medication should not be given to the child. (No exceptions). I.e. Aspirin, Tylenol.
3. There must be a prescribed (written statement) from the physician which states: (a) child's name (b) today's date (c) birth date (d) dosage (e) route of medication (f) name of medication (g) how often should it be given in a day; and (h) how long medication should be given for.
4. The written statement should have in clear letters and numbers the name of medical provider with his/her California license number telephone and address of medical provider.
5. Acceptable route of medication administration at the school site are: By mouth (P.O); by inhaler or nebulizer. No intravenous medications should be given or any medication that is injectable with the exception of insulin (which is administered by parent or guardian.)
6. No expired medication will be accepted from the parent or guardian.
7. Medication must be in a prescribed container from the pharmacy. The label must have the name of the child, time to be given, name of medication, dosage and physician's name. No medications on unlabeled containers will be accepted.
8. Medication must be kept in the locked medication bog at the Center unless alternative storage has been determined by health staff. Adult needs to ensure this is not readily accessible to children at the Center.
9. Any additional items for medication's administration must be labeled and stored away from the Children.
10. A completed medication action plan has been signed by the Head Start health staff and parent.
11. Medication training has been conducted with the parent and a member of the health team.
12. All staff trained must sign the training sheet. The sheet is to be attached to the medication action plan.
13. Any changes in medication dosage or route must be in writing from the medical provider.

When to keep your child at home:

1. Look for any signs of illness or skin condition in your child every morning before you send him/her to school.
2. Look for signs of premature illness such as fever, a consistent cough, loss of appetite, change of color in the skin, watery eyes, a change in personality, diarrhea, runny nose, etc. Many of the illnesses in children begin with a cold. When these symptoms occur, please do not send your child to class.
3. Don't send your child to school even if these symptoms are mild. It is natural that childhood illnesses progress quickly. The illness of your child can become severe in a matter of hours even if the illness had been mild at first.
4. Do not send any children to school who has had a temperature of 99°F or higher during the last 24 hours. Any child who has had a fever for more than 24 hours should see a doctor.

5. When your child is sick, consult your doctor immediately. Treatment which is given on time can prevent a serious condition.
6. When your child has a contagious disease or infection, please notify your child's teacher immediately so that appropriate measures can be taken to protect the other children in class. Please notify your doctor, since a release note will be needed for re-admittance to the classroom.

Your child will be excluded from class if any of the following signs or symptoms are found present:

1. A temperature of 100.2°F+ degrees.
2. Diarrhea and/or vomiting in the last 24 hours.
3. Excessive discharge of mucus from the nose.
4. For children 2 years or older: coughing excessively, hoarse or complaining of sore throat.
5. Head Lice (must be nit free).
6. Any contagious disease or infection including but not limited to: COVID 19, conjunctivitis, streptococcal, giardiasis, hand-foot-and-mouth, hepatitis A or B, chicken pox and ringworm.

Re-Admittance Criteria:

If a child has been absent for more than three days, a doctor's note is needed for re-admittance depending on the child's illness. If a child has a contagious illness, there must be a doctor's release note, stating the name of the child, the date the child can return to school and any additional considerations, restrictions or instructions.

General Hygiene:

Please make sure your child is well groomed for school. This means clean body, clean hair, clean clothes, and short and clean fingernails. It is recommended to practice regular handwashing with soap and water for 20 seconds. If you need assistance, please let VOA know. We have resources that can assist your family.

L. School Dress

Send your child to school ready to play. Clothes should be casual and washable with no loose ends. Children should be able to adjust their own clothing to use the bathroom. Shoes should be closed toed, have backs or heel straps and non-slick soles. Jewelry should stay at home; it is easily lost at school. Parents are to come dressed casually to work in the classroom when volunteering.

M. Personal Property

Send no money, toys, toy guns, or food to school, and be sure all articles you do send (coats, sweaters, etc.) have your child's name on them. We try to keep track of all objects sent to school, but some do get lost. Inexpensive treasures from home are allowed on Share Day only.

N. Siblings

Siblings of enrolled children will not be allowed in the classroom during class time. Due to licensing regulations, we cannot allow any children other than those enrolled. Non-enrolled children and siblings may not play on outdoor equipment while waiting for class to begin or end. Equipment is to be used during class time only. Snacks and meals are provided for enrolled children, volunteers and teachers only.

O. Non-Enrolled Children

Non-enrolled children will not be allowed in the classroom during class time. If you are providing child care for children other than your own, you will need to find someone to care for them outside of the classroom while you participate in the classroom as a volunteer.

P. Protecting Children

P.S. - 1302.17(2) A temporary suspension will be used only as a last resort in extraordinary circumstances where there is a serious safety threat that cannot be reduced or eliminated by the provision of reasonable modifications

Q. Field Trip Policy

Field trips are a special privilege and not the right of each child. Children who are not able to attend the field trip will be left in the care of their parents. Only enrolled children are allowed to go on field trips, unless a “family” trip is planned where all family members can attend. All field trips must be educational.

Field trips are very costly, so classes usually share a bus. This limits the number of adults who can attend.

The parents who put in the most classroom hours are the people familiar with the children and know the teacher’s expectations for them. Parents who have put in the greatest number of participation hours will be asked if they would like to accompany the children on a field trip.

Siblings are not allowed to attend field trips. The exception to this rule would be a “family” field trip.

Important rules to follow:

- Parents cannot provide their own transportation to a field trip.
- Parents cannot follow buses.
- No siblings or other family members are allowed to attend, only parent volunteers if invited.
- Children must be signed in and out at the site. They cannot leave with a parent from the field trip location.
- If a parent feels uncomfortable with child attending, then we suggest they keep child at home on the day of a field trip.

- The program administrative team reserves the right to alter, change or cancel any field trips in which sites have violated any of the above mentioned field trip guidelines.

R. Cell Phone Usage

No Cellphone usage is allowed at the site at any time, especially when dropping off and picking up a child from school.

S. Use of Food for Celebrations at School Sites

For all children in VOALA 0-5 programs, food served must be high in nutrients and low in fat, sugar, and salt. Teachers are responsible for maintaining good eating habits during class time. The agency provides all food eaten in the classroom.

1. To ensure compliance with all food safety and sanitation laws, all foods served to the children during classroom hours must be prepared in the Central Kitchen or in the classroom facility during a nutrition activity. No home-cooked foods may be served to the children.
2. **Due to sanitation and Department of Public Health rules, potlucks are NOT allowed at any school events.**
3. When food is included as part of the classroom celebrations, picnics, and field trips, the food should be low in sugar, fat, and salt and high in nutrients. Food must be put in the proper context as just one part of the celebration. No junk food or soft drinks are to be served to the children or consumed by staff/adults in the presence of the children.
4. Birthdays can be recognized in the classroom in a variety of creative ways, **but no birthday cakes, cupcakes, or candies or other sweets will be served in any manner to commemorate these events.**
5. Food is a major part of many holiday festivities for cultural or religious reasons or simply because it's fun! However, it's a good practice to include healthy foods.
6. Remember that our goal at Head Start/Early Head Start is to serve a wide variety of nutritious foods in order to contribute to the growth, development and socialization of our children. Finding creative ways to celebrate holidays without high fat, high sugar foods can be a challenge, but worth the effort to teach our children good eating habits and to comply with our performance standards.

T. Holiday Guidelines

1. **Anti- Biased Curriculum**
Volunteers of America Los Angeles follows an Anti-Biased Curriculum, which focuses on developmentally appropriate practices and activities geared to enhance School Readiness. Classroom activities are designed to explore and discuss daily experiences.
2. **Costumes**
Children have an opportunity to play dress up with the materials provided in the classroom.
3. **Culture**

All Programs respect the cultural and religious beliefs of every family that is in their classroom. Teachers must be sensitive to the beliefs of the families and inform them of the activities that will take place in the classroom.

U. No Pets Allowed

We are dedicated to protecting the health and well-being of all children, families and staff at our centers. Some children are highly allergic to certain animals. Animals can also spread disease, or behave in dangerous or unpredictable ways that can cause injury to persons they come in contact with. Due to this, pets will not be allowed onsite or in the classroom. Service animals are not considered pets, please inform the Site Supervisor if you have a service animal and require accommodations.

V. Events/Celebration

VOALA celebrates each child as they transition into kindergarten with an end of the year celebration.

Special events including End of the Year celebrations may limit number of parents/guests based on site capacity and licensing regulations. Items such as balloons, stuffed animals and gifts, are not recommended as they pose a safety concern.

W. Photography and Videos of Children

During enrollment, VOALA requests consent to take pictures and videotape of your child. Staff use this material for training purposes, to advertise, and to chronical events within the program. You may choose not to give consent and we will work to ensure that staff take no pictures and videos of your child.

VI. TRANSPORTATION

1. Pedestrian Safety

Take These Steps to Safety

Pedestrian-related injury is one of the leading causes of death and injury for ages 5-14. Yet many of these tragedies can be prevented. Are your children walking safely? Review these guidelines to find out.

WHAT ARE KIDS THINKING?

- **Fantasy vs. Reality.** Until approximately age 7, children don't always distinguish between fantasy and reality. For example, when they are in a crosswalk, they may believe they are completely safe,
- **Visual skills.** A child's peripheral vision is only 2/3rds that of an adult. Peripheral vision, along with depth perception and the ability to judge speed and distance do not fully develop until at least age 10.
- **Hearing.** Children can't always locate the source of a sound. They may hear a car, but not know where it is coming from.
- **Judgment.** The ability to anticipate hazards, understand cause and effect, and think about more than one thing at a time are skills that develop with age and experience.

GETTING READY

- Always know the route your children are taking, and when they plan to arrive and return. Walk the route with them in advance.
- Younger children should be accompanied by a grown-up. Older children should walk with a buddy.
- Children need to wear retro reflective materials and bright clothing so they can be seen.
- In low light conditions such as dawn or dusk, children should carry a flashlight. Do not let them walk alone at night.

ON THE WAY

- Use sidewalks. If there is no sidewalk, children should walk on the far left, facing traffic.
- Help children watch for hazards such as cracks or uneven sidewalks. If the weather is wet or icy, they need to take shorter steps and walk more carefully.
- Children should ALWAYS stop at the curb and never run into the street.

CROSSING STREETS

- Teach children to use crosswalks and only cross streets at corners.
- Children should cross streets with a grown-up until they are at least age 10.
- Remind children to look left, right and, left again before entering or crossing a path, sidewalk, street or driveway. **They should continue looking as they cross.**
- Children need to make eye contact with each driver before they pass in front of him or her.
- Never cross the street from between parked cars.

AROUND THE SCHOOL BUS

- Get to the bus stop 5 minutes early. Have children wait 4 giant steps back from the curb.
- Children need to stand back until the bus driver opens the door. They need to use the handrail as they board the bus, without pushing.
- Make sure everything is tucked in before children get on or off the bus so nothing gets caught.
- When children get off, they need to immediately walk 10 steps away from the bus.
- If children have to cross the street, teach them to be sure they can see the driver's face. They need to cross in front of the bus, at least 10 steps away from the bus. Never cross the street in back of the bus.
- If something falls near or under the bus, children should tell the bus driver and wait to pick it up.

VII. VOLUNTEERS

A. Classroom Rules

Volunteers of America Head Start/Early Head Start staff welcome you to the classroom. You are a very important part of the program. Your interests, talents, and help are necessary for the success of the program. If you cannot volunteer in the classroom, you may ask another family member to participate or ask your child's teacher for work to be done at home. This is another way of earning volunteer hours.

All volunteers will be expected and are required to have proof of TB clearance in addition to all mandated immunizations for both center base options and socializations prior to or on the first day of volunteering. The mandated requirements are a TB clearance (risk assessment or TB skin test if needed or clear x-ray administered by a medical provider), MMR, Dtap, and if applicable a current flu shot. These clearances may be obtained from the Health Department or from a private physician.

Here are some suggestions that may help as you volunteer. Don't be afraid of making a mistake. We are all here to learn. Ask questions.

Credit for volunteer time is given for a variety of activities.

Examples:

1. Babysitting so other mothers can volunteer in class or attend meetings.
2. Participation in parent meetings and/ or activities.
3. Work assigned by the teacher to be done at home.
4. Attendance in a recognized class for self-improvement.

Remember:

1. Children learn in many ways. A small talk with you or a story read to them alone helps them feel valued as people.
2. We need to accept children's feelings, even when they are angry and jealous. Children should be encouraged to ask for help when needed.
3. Children should be encouraged to appropriately express their feelings.
4. Respecting confidentiality, adults should never speak negatively about children in front of them, or other parents/volunteers.

***WE ENCOURAGE YOUR SUGGESTIONS. REMEMBER, THIS CANNOT BE A GOOD PROGRAM WITHOUT YOU!**

B. Volunteer Guidelines

As a volunteer for the Head Start/Early Head Start site, you will abide by the following rules and policies.

1. All work is under the supervision of a paid staff member.
2. Compliance with all campus rules is necessary. If you do not understand a procedure, please check with the office for further information.
3. Cooperation with other workers using courtesy and thoughtfulness in all matters is a must.
4. C Present a positive role model for the children.
5. No smoking!
6. Use proper language at all times. Never use profanity.
7. If you have a complaint, go through the proper channels, starting with the teacher with whom you work.
8. Please be prompt and arrive at the time you have chosen to volunteer. If you cannot come in, please call.
9. Be sure to sign in and out for the time worked. This is an agency policy and must be observed.
10. Wear comfortable, appropriate and washable clothing. Closed toed shoes should be worn that protect your feet. Men must wear shirts, as well as shoes that protect their feet.
11. Please refrain from wearing revealing clothing that exposes your back, chest, stomach, navel, underwear (front and back), or reveals too much cleavage and tops that are see through.
12. Please refrain from wearing clothing with language or images that can be considered foul, vulgar or obscene.
13. Observe confidentiality concerning parents and children.
14. Use adult restrooms only.
15. The kitchen is off limits unless you have been trained or certified in handling food.
- 16. Provide proof of negative TB test and required immunizations.**
- 17. No cell phones are permitted in the classroom at any time.**

C. Safety Tips

1. Check that gates are closed.
2. Pick up foreign objects and trash on the playground.
3. Encourage children to be safe.
4. If it is necessary to go to the kitchen, let staff know you are entering.
5. Lift heavy objects properly by bending the legs and not the back.
6. Report broken equipment to the teacher.
7. Wear clothes that do not have strings, ties, etc. that can catch on objects.
8. Wear a hair net when around food and food preparation.
9. Do not leave a child unattended for any reason.
10. If you see something suspicious, immediately inform the site staff.

D. Questioning Techniques for Parents/Teachers

The following are questioning techniques which encourage language development and cognitive development in children. These techniques are good for parents to practice at home and in the classroom.

1. How can you/we find out?

2. Tell me what happened?
3. How did you do that?
4. What materials did you use?
5. What did you do first, second, last?
6. What would happen if _____?
7. What can you tell me about it?
8. What could you do instead?
9. What do you feel, see, hear, taste, and smell?
10. Is there anything else you could do/use?
11. What can you do next time?
12. How are you going to do that?
13. What are some different things you could do?
14. How do you know?
15. Are they the same/different?
16. Do you have more “red blocks” or “blue blocks?”
17. Is one longer/shorter than the other?

E. Parent & Other Volunteers

VOALA 0-5 classes are open to parents/volunteers at any time that is reasonable and convenient for them. There may be instances when a number of parents/volunteers may be limited due to site capacity and licensing regulations. All volunteers must be 18 years of age or older, must meet all current immunizations requirements and have fingerprint clearance.

Having parents and/or volunteers in the classroom has the following advantages:

- a. Gives the parent and/or the volunteers a better understanding of what the center is doing for the children, and offers ideas of activities they can do at home to help their child.
- b. Shows the child the depth of his/her parent’s interest.
- c. Gives the staff and parent the opportunity to work together towards the child’s school readiness goals.

All parent volunteers and parents participating in socializations are required to follow all State immunization requirements and be up to date with TB, MMR, Dtap, and if applicable the most current flu vaccine.

F. Parent Education Trainings

Zero to Five

Parent Educational Training Sessions are conducted every month. These courses cover Health, Nutrition, Social services, Mental Health, and other topics of interest. The trainings are offered to families and to the general community. The home base program is included in these sessions. Trainings will be based on the results of the Parent Training Survey and mandated trainings. A notice will be posted every month to indicate the topic and location of the training.

G. Transition

1. Early Head Start

Children leaving Early Head Start are transitioned to the local Head Start, or to other programs within the local school district and community as appropriate to their needs. Parents are encouraged to become their children's advocates in transitioning from Early Head Start to Head Start or other local education agency. The transition process will be discussed with all parents at the time of enrollment, and the transition process will begin when the child is 2.6 years of age. Children will need to meet Head Start eligibility requirements to transition successfully.

2. Head Start

Parents of children leaving the Head Start program that are eligible for Kindergarten, will be supported in the transition process through a collaborative effort at the time of enrollment. Teaching staff will notify parents and arrange a parent/teacher conference. The purpose of this meeting will be to create an individual transition plan designed to discuss and plan for the needs of each child. Disabilities/Mental Health Coordinators will be included in the transition plan for children with special needs. Throughout the year, agency staff will establish a network of communication with local elementary schools receiving Head Start children. At the end of the year, Local Public Schools (LPS) and Head Start will collaborate planning dates and transition activities to be conducted for children and families.

VIII. HEAD START & EARLY HEAD START POLICY COUNCIL AND PARENT CENTER COMMITTEES

A. How can Parents Help?

All Head Start/Early Head Start Programs are required by the federal guidelines to have effective parent participation in four areas:

- 1) Making **decisions** about the program by doing such things as:
 - serving on a committee or council
 - holding an office
 - attending planning meetings
 - voting on program issues

- 2) Volunteer in the **classroom and**:
 - observe
 - Talk with children, help with preparing snacks, help on a field trip
 - become a paid employee after gaining experience and taking Child Development classes

- 3) Develop **activities** for parents such as:
 - craft sharing classes
 - educational activities

- 4) Work **at home** with children and:
- do some of the activities learned in the classroom at home
 - read to children
 - talk with the teacher about the child’s progress

B. Head Start & Early Head Start Policy Groups:

The parents’ participation in the policy making and operation of the program will vary with the local administrative structure of the program.

Normally, the Head Start/Early Head Start policy groups will consist of the following:

1. **Head Start Parent Center Committee:** This committee must be set up at the center level and it includes all parents of children enrolled at the site
2. **Head Start/Early Head Start Grantee Policy Council.** This council must be set up at the agency level when the program is administrated in whole or in part by such agencies. Parents are proportionally represented from each site and program option.

Organization

1. Head Start/ Early Head Start Parent Center Committee
2. Head Start/Early Head Start Grantee Policy Council

Composition

1. All parents whose children are enrolled in that center.
2. At least 51% parents of Head Start / Early Head Start children presently enrolled in the agency program plus representative of the community.

C. Parent Center Committee

Parents, in partnership with the staff, assist the program by helping to make decisions about the program. Different communities have different needs. The more parents are involved, the better the program serves the children. Each parent or caregiver is automatically a voting member of the local Parent Center Committee. Each Parent Center Committee will elect a Chairperson, and Secretary.

The Policy Council helps in planning programs and activities for parents. They review the budget of the agency. They aid in evaluating the quality of the program. They decide upon goals based on the needs of their communities and perform many other important functions. All parents serving on policy groups must be elected annually by parents of Head Start/Early Head Start children currently enrolled in the program.

1. **Center Based:** Parent Center Committee meetings will be held once a month at each of our sites. Officers, who are elected at the site level, plan and hold the meetings to inform parents about progress of the program (Includes Full Day/Full Year Program).

2. **Home Based:** Parent Center Committee meetings are held once a month. The officers plan and hold the meetings to inform parents about the progress of the program. The Early Head Start and Head Start Parent Committees are a combination of Center Base parents and Home Base parents.

D. Shared Decision Making

VOALA supports and values the involvement of parents. One of the most important areas of this partnership is that of Shared Decision-Making. The Policy Council Executive Officers attend the Board of Directors quarterly meetings. In addition to this, the Board of Directors and Policy Council have established a Program Committee which also meets on a quarterly basis to ensure that Head Start and Early Head Start parents are actively involved in the decision-making of the program.

IX. DATA COLLECTION

POLICY:

The VOALA Head Start/Early Head Start programs, in its effort to effectively meet the needs of families, children, and the communities it serves, will compile data and statistics relevant to identifying needs. All data compiled is only for the use of VOALA Head Start/Early Head Start programs. No information is provided to any other individuals or agencies. Parents will be advised of all data which is compiled of families being served and the use and purpose of the data.

PROCEDURE:

1. Specific data will be compiled throughout the program year regarding the families served by the program. Such data compiled will be for the following types of reports:
 - Health Services Information about children's health services
 - Program Information Report
 - Child Care Food Program-Ethnic Data
 - Family Needs Assessment Data
 - Parent Survey's
 - Child Developmental Assessment Data
2. All information compiled about families will remain confidential and will be used solely for the purpose of identifying the needs of the child and family, and developing program services to meet their needs.
3. Access to information will be on a need-to-know basis. All requests for surveys and data collection must be approved by the Project Director prior to beginning the survey.
4. All requests for data collection must be submitted to the Project Director for approval with rationale of survey provided.

RESPONSIBILITY: The Project Director and the Program Services staff shall be responsible for implementing this procedure.

X. METHODS OF COMMUNICATION

As part of VOALA’s ability to effectively communicate with families we ask parents to opt in to text messages/emails so they can hear the latest program updates.

XI. SCREENINGS

In order to effectively assess the needs of each individual child, a variety of screenings will be conducted. These may include, but are not limited to:

Health-Physical	Dental	Hemoglobin
Blood Pressure	Developmental	Lead Blood Test
Audio	Speech/Language	Vision
Head Circumference		

XII. IMPORTANT NUMBERS TO REMEMBER

Child Abuse Hotline-	(800)540-4000
Domestic Violence	(213)626-3393
Elder Abuse Hotline	(800) 992-1660
	(800) 854-7771
Psychiatric Emergency Team	(818)598-6923
Rainbow-San Pedro-	(310)-547-9343
Suicide Prevention Center-	(310)391-1253
Valley Trauma Center (Rape Crisis)	(818) 886-0453
Youth Crisis Hotline-	(800) 922-2437
AIDS Hotline	(800) 922-2437
Poison Control Center	(800) 876-4766

If immediate emergency, call 911. For information or assistance on particular issues please call emergency numbers corresponding

XIII. Transition to Kindergarten Elementary Schools

North Hollywood/Escuelas Locales del Area Este De North Hollywood

<i>Mountain View Elementary 6410 Olcott St. Tujunga, Ca. 91042 818-352-1616</i>	<i>Saticoy Elementary 7850 Ethel Ave. North Hollywood, Ca. 91605 818-765-0783</i>
<i>Pinewood Elementary 10111 Silverton Ave. Tujunga, Ca. 91042 818-353-2515</i>	<i>Strathern Elementary 7939 St. Clair Ave. North Hollywood, Ca. 91605 818-765-4234</i>
<i>Plainview Elementary 10819 Plainview Ave. Tujunga, Ca. 91042 818-353-1730</i>	<i>Fernangeles Elementary 12001 Art St. Sun Valley, Ca. 91352 818-767-0380</i>

<i>Fair Elementary</i> 6501 Fair Ave. North Hollywood, Ca. 91606 818-761-5444	<i>Glenwood Elementary</i> 8001 Ledge Ave. Sun Valley, Ca. 91352 818-767-6406
<i>Monlux Elementary</i> 6051 Bellaire Ave. North Hollywood, Ca. 91606 818-763-4693	<i>Roscoe Elementary</i> 10765 Strathern St. Sun Valley, Ca. 91352 818-767-3018
<i>Oxnard Elementary</i> 10912 Oxnard St. North Hollywood, Ca. 91606 818-762-3397	<i>Stonehurst Elementary</i> 9851 Stonehurst Ave. Sun Valley, Ca. 91352 818-767-8014
<i>Victory Elementary</i> 6315 Radford Ave. North Hollywood, Ca. 91606 818-761-4676	<i>Vinedale Elementary</i> 10150 La Tuna Canyon Rd. Sun Valley, Ca. 91352 818-767-0106
<i>Arminta Elementary</i> 11530 Strathern St. North Hollywood, Ca. 91605 818-765-5911	<i>Lankershim Elementary</i> 5250 Bakman Ave. North Hollywood, Ca. 91601 818-769-3130
<i>Camellia Elementary</i> 7451 Camellia Ave. North Hollywood, Ca. 91605 818-765-5255	<i>Maurice Sendak Elementary</i> 11414 W. Tiara St. North Hollywood, Ca. 91601 818-509-3400
<i>Coldwater Canyon Elementary</i> 6850 Coldwater Canyon Ave. North Hollywood, Ca. 91605 818-765-6634	<i>Toluca Lake Elementary</i> 4840 Cahuenga Blvd. North Hollywood, Ca. 91601 818-761-3339

LAUSD EAST LOS ANGELES SCHOOLS / ESCUELAS LOCALES ESTE DE LOS ANGELES

<i>4th Street Elementary</i> 420 S. Amalia Ave. Los Angeles, Ca. 90022 323-266-0182	<i>Malabar Elementary</i> 3200 E. Malabar St. Los Angeles, Ca. 90063 323-261-1103	<i>Yorkdale Elementary</i> 5657 Meridian St. Los Angeles, Ca. 90042 323-255-0587
<i>Brooklyn Elementary</i> 4620 Cesar Chavez Ave Los Angeles, Ca. 90022 323-269-8161	<i>Marianna Elementary</i> 4215 E. Gleason St. Los Angeles, Ca. 90063 323-262-6382	<i>Dena Elementary</i> 1314 Dacotah St. Los Angeles, Ca. 90023 323-269-9222
<i>Ford Elementary</i> 1112 S. Ford Blvd. Los Angeles, Ca. 90022 323-268-8508	<i>Aldama Elementary</i> 632 N. Ave 50 Los Angeles, Ca. 90042 323-255-1434	<i>Eastman Elementary</i> 4112 E. Olympic Blvd. Los Angeles, Ca. 90023 323-269-0456
<i>Hamasaki Elementary</i> 4865 E. First. St. Los Angeles, Ca. 90022	<i>Annandale Elementary</i> 6125 Poppy Peak Dr. Los Angeles, Ca. 90042	<i>Euclid Elementary</i> 806 Euclid Ave. Los Angeles, Ca. 90023

323-263-3869	323-254-9168	323-263-6792
<i>Humphrey's Elementary</i> 500 S Humphreys Ave. Los Angeles, Ca. 90022 323-263-6958	<i>Buchanan Elementary</i> 5024 Buchanan St. Los Angeles, Ca. 90042 323-256-0627	<i>Lorena Elementary</i> 1015 S. Lorena St. Los Angeles, Ca. 90023 323-268-1128
<i>Belvedere Elementary</i> 3724 E. First St. Los Angeles, Ca. 90063 323-269-0345	<i>Bushnell Elementary</i> 5507 Bushnell Way Los Angeles, Ca. 90042 323-255-6511	<i>Rowan Elementary</i> 600 S. Rowan Ave. Los Angeles, Ca. 90023 323-261-7191
<i>City Terrace Elementary</i> 4350 City Terrace Dr. Los Angeles, Ca. 90063 323-269-0581	<i>Garvanza Elementary</i> 317 N. Ave 62 Los Angeles, Ca. 90042 323-254-7328	<i>Soto Elementary</i> 1020 S. Soto St. Los Angeles, Ca. 90023 323-262-6513
<i>Hammel Elementary</i> 438 N. Brannick Ave. Los Angeles, Ca. 90063 323-263-9461	<i>Monte Vista Elementary</i> 5423 Monte Vista St. Los Angeles, Ca. 90042 323-254-7261	<i>Sunrise Elementary</i> 2821 E. Seventh St. Los Angeles, Ca. 90023 323-263-6744
<i>Kennedy Elementary</i> 4010 E. Ramboz Drive Los Angeles, Ca. 90063 323-263-9627	<i>San Pascual Elementary</i> 815 San Pascual Ave. Los Angeles, Ca. 90042 323-255-8354	<i>Bandini Elementary</i> 2318 Cousts Ave. Los Angeles, Ca. 90040 323- 887-7898

LAUSD WEST LA & CENTRAL LA SCHOOLS / ESCUELAS LOCALES EN WEST LA & CENTRAL LA

WEST LOS ANGELES	CENTRAL LOS ANGELES
<i>Castle Hts Elementary</i> 9755 CATTARAUGUS AVE LOS ANGELES, CA 90034 310-839-4528	<i>20th St Elementary</i> 1353 E 20 th St LA 90011 213-747-7151
<i>Clover Elementary</i> 11020 Clover Ave LA CA 90034 310-479-7739	<i>Ascot Elementary</i> 1447 E 45 th St LA CA 90011 323-235-3178
<i>Shenandoah Elementary</i> 2450 Shenandoah St Los Angeles 90034 310-838-3142	<i>Estrella Elementary</i> 120 E 57th St LA CA 90011 323-846-4860

<i>Playa Del Rey Elementary</i> 12221 Juniette St Culver City CA 90230 310-827-3560	<i>28th ST Elementary</i> 2807 Stanford Ave LA CA 90011 323-232-3496
<i>Charnock Road Elementary</i> 11133 Charnock Rd LA CA 90034 310-838-6110	<i>Aurora Elementary</i> 1050 E 52 nd Pl LA CA 90011 323-238-1500
<i>Palms Elementary</i> 3520 Motor Ave LA CA 90034 310-838-7337	<i>Harmony Elementary</i> 899 E 42nd Pl LA CA 90011 323-238-0791
<i>Braddock Drive Elementary</i> 4711 Inglewood Blvd Culver City CA 90230 310-391-6707	<i>Stoner Elementary</i> 11735 Braddock Dr Culver City CA 90230 310-390-3396

LAUSD SOUTH BAY SCHOOLS / ESCUELAS LOCALES EN SOUTH BAY

<i>Dominguez Elementary</i> 21250 Santa Fe Ave Carson, Ca 90810 (310) 835-7137	<i>Island Elementary</i> 500 N. Island Ave. Wilmington, Ca. 90744 310-847-1400
<i>7th St. Elementary</i> 1570 W. Seventh St. San Pedro, Ca 90732 310-832-1538	<i>Wilmington Park Elementary</i> 1140 Mahar Ave. Wilmington, Ca. 90744 310-518-7460
<i>Park Western Elementary</i> 1214 Park Western Pl San Pedro, Ca. 90732	<i>Cimarron Elementary</i> 11559 Cimarron Ave. Hawthorne, Ca. 90250

310-833-3591	323-757-1226
<i>Harbor City Elementary</i> 1508 W 254th St Harbor City, Ca. 90710 310-326-5075	<i>15th Street Elementary</i> 1527 S. Mesa St. San Pedro, Ca. 90731 310-547-3323
<i>Normont Elementary</i> 1001 W 253rd St Harbor City, Ca. 90710 310-326-5261	<i>Bandini Elementary</i> 425 N. Bandini St. San Pedro, Ca. 90731 310-832-4593
<i>President Elementary</i> 1465 W 243rd St Harbor City, Ca. 90710 310-326-7400	<i>Barton Hill Elementary</i> 423 N. Pacific Ave. San Pedro, Ca. 90731 310-547-2471
<i>Broad Ave Elementary</i> 24815 Broad Ave Wilmington, Ca. 90744 310-835-3118	<i>Cabrillo Elementary</i> 732 S Cabrillo Ave. San Pedro, Ca. 90731 310-832-6446
<i>Fries Elementary</i> 1301 Fries Ave Wilmington, Ca. 90744 310-834-6431	<i>Leland Elementary</i> 2120 S. Leland St. Sans Pedro, Ca. 90731 310-832-0505
<i>Gulf Elementary</i> 828 W. L St. Wilmington, Ca. 90744 310-835-3157	<i>Point Fermin Elementary</i> 3333 Kerckhoff Ave. San Pedro, Ca. 90731 310-832-2649
<i>Hawaiian Elementary</i> 540 Hawaiian Ave Wilmington, Ca. 90744 310-830-1151	<i>White Point Elementary</i> 1410 Silvius Ave. San Pedro, Ca. 90731 310-833-5232

**LOCAL ELEMENTARY HOME SCHOOLS FOR SLA
CLOSE TO VOA SCHOOL SITES
COMPTON, LYNWOOD & PARAMOUNT**

COMPTON	LYNWOOD	PARAMOUNT
Mayo Elementary School Fleming Robinson, Principal 915 North Mayo Avenue Compton, California 90221 Tel: 310-898-6310 Fax: 310-638-5660	Abbott Elementary Adolfo Herrera, Principal 5260 Clark Street, Lynwood, CA 90262 Tel: 310-603-1498 Fax: 310-537-2451	Lincoln Elementary Topekia Jones, Principal 15324 California Ave. Paramount, CA 90723 Tel: 562-602-8036 Fax: 562-602-8037
Thomas Jefferson Elementary School Mario Marcos, Acting Principal 2508 E. 133rd Street Compton, California 90220	Mark Twain Elementary Edward Espino, Principal 12315 Thorson Avenue, Lynwood, CA 90262	Keppel Elementary Patricia Brent-Sanco, Principal 6630 Mark Keppel St. Paramount, CA 90723

Tel: 310-898-6190 Fax: 310-537-3421	Tel: 310-603-1500 Fax: 310-632-8269	Tel: 562-602-8028 Fax: 562-602-8029
Rosecrans Elementary Valerie Quarles, Principal 1301 N. Acacia Street, Compton 90222 Tel: 310 898-6360 Fax: 310 639-2224	Roosevelt Elementary Susan Marilley, Principal 13451 Merkel Ave. Paramount, CA 90723 Tel: 562-602-8056 Fax: 562-602-8057	

Local Schools /Escuelas Locales Santa Clarita Valley and San Fernando Valley

<i>Newhall Elementary</i> 24607 Walnut St. Newhall, CA. 91321 661-291-4010	<i>Castaic Elementary</i> 30455 Park Vista Drive Castaic, CA 91384 661- 257-4530	<i>Dyer Street Elementary</i> 14500 Dyer St. Sylmar, CA. 91342 818-367-1932	<i>Hillery T. Broadous Elementary</i> 12561 Filmore St. Pacoima CA 91331 818-896-5236
<i>Mc Grath Elementary</i> 21501 Deputy Jake Drive	<i>Northlake Hills Elementary</i> 32545 Ridge Route Road	<i>El Dorado Ave. Elementary</i> 12749 Dorado Ave.	<i>Haddon Ave. Elementary</i> 10115 Haddon Ave.

<p>Newhall, CA 91321 661-291-4090</p> <p><i>Wiley Canyon Elementary</i> 24240 La Glorita Circle Newhall, CA 91321 661-291-4030</p> <p><i>Peachland Elementary</i> 24800 Peachland Ave. Newhall, CA 91321 661-291-4021</p> <p><i>Valencia Valley Elementary</i> 23601 Carrizo Drive Valencia, CA 91355 661-291-4061</p> <p><i>Meadows Elementary</i> 25577 Fedala Road Valencia, CA 91355 661-291-4050</p> <p><i>Stevenson Ranch Elementary</i> 25820 Carrol Lane Stevenson Ranch, CA 91381 661-291-4070</p> <p><i>Live Oak Elementary</i> 27715 Saddleridge Way Castaic, CA 91384-3528 661-257-4540</p>	<p>Castaic, CA 91384 661-257-4560</p> <p><i>Leona H Cox Elementary</i> 18643 Oakmoor Street Canyon Country, CA 91351 661- 252-2100</p> <p><i>Fair Oaks Ranch Elementary</i> 26933 N. Silverbell Lane Santa Clarita, CA 91387 661-299-1790</p> <p><i>Santa Clarita Elementary</i> 27177 Seco Canyon Road Saugus, CA 91350 661-297-8845</p> <p><i>Sulphur Springs Elementary</i> 16628 Lost Canyon Road Canyon Country CA 91387 661-252-2725</p> <p><i>Mint Canyon Elementary</i> 16400 Sierra Hwy. Canyon Country CA 91351 661-252-2570</p> <p><i>Rio Vista Elementary</i> 20417 Cedar Creek St Canyon Country CA 91387 661-298-3242</p>	<p>Sylmar, CA. 91342 818-367-5816</p> <p><i>Harding Street Elementary</i> 13060 Harding St. Sylmar, CA 91342 818-365-9237</p> <p><i>Herrick Ave. Elementary</i> 13350 Herrick Ave. Sylmar, CA. 91342 818-367-1864</p> <p><i>Hubbard St, Elementary</i> 13325 Hubbard St. Sylmar, CA. 91352 818-367-1944</p> <p><i>Sylmar Elementary</i> 13291 Phillipi Ave. Sylmar, CA 91342 818-367-1078</p> <p><i>Gridley St. Elementary</i> 1907 Eighth Street San Fernando, CA 91340 818-361-1243</p> <p><i>Morningside Elementary</i> 576 N. Maclay Ave. San Fernando, CA 91340 818-365-7181</p> <p><i>O'Melveny Elementary</i> 728 Woodworth St. San Fernando, CA 91340 (818)365-5621</p> <p><i>San Fernando Elementary</i> 1130 Mott St. San Fernando, CA 91340 818-365-3201</p>	<p>Pacoima, CA. 91331 (818)899-0244</p> <p><i>Sharp Ave. Elementary</i> 13800 Pierce St. Arleta, CA. 91331 818-896-9573</p> <p><i>Beachy Ave. Elementary</i> 9757 Beachy Ave. Arleta CA 91331 818-899-0241</p> <p><i>Vena Ave. Elementary</i> 9377 Vena Ave. Arleta, CA 91331 818-896-9551</p> <p><i>Telfair Ave. Elementary</i> 10975 Telfair Ave. Pacoima, CA. 91331 818-896-7411</p> <p><i>Canterbury Ave. Elementary</i> 13670 Montague St. Pacoima, CA. 91331 818-892-1104</p> <p><i>Sara Coughlin Elementary</i> 11035 Borden St. Pacoima, CA. 91331 818-686-6428</p> <p><i>Primary Academy for Success Elementary</i> 9075 Willis Ave. Panorama City, CA 91402 818-920-2932</p> <p><i>Pacoima Charter Elementary</i> 11016 Norris Ave. Pacoima, CA 91331 818-899-0201</p>
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XIV. PARENT/COMMUNITY GRIEVANCE

A. Concerns, Problems, and Complaints:

SECTION 1. Definitions:

1. **Concerns:** Defined as any issue about which there is an interest, an uncertainty or an apprehension relevant to VOALA Head Start/Early Head Start program.
2. **Problems:** Defined as any issue about which there is a question raised for injury, consideration or solution relevant to the VOALA Head Start/Early Head Start program.
3. **Complaints:** Defined as a formal written allegation against a person or organization relevant to the VOALA Head Start/Early Head Start Program.

SECTION 2. Who may bring concerns, problems and complaints to the Policy Council?

Any member of the general community, Policy Council members, parents and agency staff may bring concerns, problems and complaints to the Policy Council through appropriate channels. VOALA Head Start/Early Head Start staff shall follow office procedures to address the Policy Council.

SECTION 3. Appropriate channels and timeliness

All problems, concerns or complaints must be submitted in writing within twenty (20) working days of the occurrence to the Program Director and the Policy Council Executive Committee. An acknowledgment of receipt shall be made within five (5) working days by the Project Director. The Executive Committee and Program Director will make recommendations for resolution.

B. GRIEVANCES

SECTION 1: Definition:

A grievance shall exist when any VOALA Head Start and/ or Early Head Start regulations, policy, procedures or the By-Laws of the Policy Council are violated.

SECTION 2: Who may bring a grievance to the Policy Council?

Any member of the general community, Policy Council members, parents and agency staff may bring a grievance to the Policy Council through appropriate channels. VOALA Head Start and Early Head Start staff must follow office procedures to address the Policy Council.

Staff must refer to VOALA Personnel Policies and Practices Manual for grievance procedures as they apply to employees. The policies stated in the manual apply to the Policy Council for VOALA Head Start & Early Head Start staff.

SECTION 3: Appropriate Channels and Timelines

Grievances must be submitted in writing within twenty (20) working days of the occurrence or twenty (20) working days following the last step in the organization's grievance procedure if the procedure failed to resolve the grievance. Submit all grievances in writing to the Program Director and the Policy Council Executive Committee. An initial acknowledgment of receipt shall be made within five (5) working days following receipt. The Program Director and Policy Council Executive Committee will make recommendations for resolution. VOA Head Start/ Early Head Start staff shall follow office procedure to address the Policy Council.

SECTION 4: Procedure for resolution of Disputes/Impasse between the Policy Council and VOALA Board

Both parties, VOALA Policy Council and VOALA Board of Directors, shall each appoint five (5) persons to act as impartial panelists in an attempt to resolve the dispute.

If the Dispute Resolution Group cannot come to a finding with a three-member majority, the Group will request the assistance of a mediator. The Group will review recommendations of prospective mediators and with a three-member majority, select the mediator.

A mediator must be selected from outside VOALA, be knowledgeable about the Head Start Act, understand the roles and responsibilities of the parties under the law and regulations, have experience, and be considered fair and impartial.

If the Group cannot reach a three-member majority in resolving the dispute within 15 working days of the selection of the mediator, the Group will then move to arbitration.

The Dispute Resolution Group must select an arbitrator to hear the dispute from all parties if no resolution is reached after the mediation period. An arbitrator must be selected from outside VOALA, be knowledgeable about the Head Start Act, understand the roles and responsibilities of the parties under the law and regulations, have experience, and be considered fair and impartial. The arbitrator and mediator must not be the same person.

The decision of the arbitrator is final and binding upon all parties unless determined to be illegal by VOALA's legal counsel. Should VOALA's legal counsel determine the arbitrator's decision is illegal, the arbitrator will be provided with the legal counsel's reasoning and legal references. The arbitrator will then review the dispute/impasse issue and make a second decision in the dispute/impasse case. Decisions at the Dispute Resolution Group, mediator, or arbitrator levels may not be arbitrary, capricious, or illegal. The arbitrator's decision is final and shall be in writing.

Parent's Name

Teacher's Name

PARENT PARTICIPATION, ATTENDANCE, AND HEALTH

1. Parents or parent-substitutes are encouraged to participate in the classroom at least 4 sessions each month (20 hours per month). *Parents/Substitutes in our Home Base program are also expected to complete the assigned work left by their Home Base Teacher. (20 hours per month)*
2. Parents or parent-substitute are encouraged to attend monthly meetings. *Home Base option meets twice a month at a center and parents are highly encouraged to attend for Socializations.*
3. Child/children are to be brought and taken from Head Start, class on time. In the event a parent is more than ten minutes late to pick-up child: the person on authorized list will be called.
Note: The person on the authorized list must be available, willing, and able to pick up the child in event of an emergency. This person must present a picture ID when picking up the child.
4. Late pick-ups may result in suspension of Head Start services.
5. Parent or parent substitute, eighteen years or older, will sign child "IN" and "OUT" on attendance sheet at appropriate time each day writing in the exact time of day.
6. Parents or parent substitute are to notify the classroom staff when a child is absent. Chronic absences may be grounds for dropping your child from the program. *For Home Base option, after 2 missed home visits on behalf of the parents, a letter of interest will be sent to family to encourage participation.*
7. Parents or parent substitute are to notify the classroom staff when a child is going to be absent because of a family emergency, is leaving town, moving, or any other reason.
8. *Irregular attendance may result in dismissal from the program from both center and home base options.*
9. Parents or parent-substitute are to notify staff as soon as possible about any change in address, telephone numbers, work schedules, or class schedules.
10. Parents or parent-substitute are to respond as soon as possible to remove their child from class because of child's illness.
11. *Parents or parent-substitute are to complete a **TB clearance**, immunization requirements, physical exam and a dental exam for the enrolled child upon enrollment. This applies to both center base and home base options.*
12. Parent volunteers must submit a current Tuberculosis, Pertussis, Measles and Flu shot clearance PRIOR to volunteering in the classroom.

I HAVE READ, OR HAVE HAD EXPLAINED TO ME THE ABOVE INFORMATION REGARDING THE PROGRAM

Signature of Parent/Guardian

Date

Signature of Staff

Date

Rev. AD 1/2017

XV

**VOLUNTEERS OF AMERICA OF LOS ANGELES
HEAD START/STATE PRESCHOOL & EARLY HEAD START**

**FAMILY HANDBOOK
PARENTAL AGREEMENT**

SITE NAME: _____

CHILD'S NAME: _____

I have been given the Family Handbook. The topics listed below I have read or it has been explained to me.

- **Head Start and Early Head Start Program Philosophy**
- **Enrollment Procedures**
- **Introduction of Services**
 - **Education**
 - **Health & Nutrition**
 - **Wellness Promotion**
 - **Family and Community Engagement**
 - **Parent Involvement**
 - **Disabilities Services**
- **Attendance Policy**
- **Wellness Promotion and Consultation**
- **Incidental and Medical Services**
- **Center Policies and Procedures**
- **Volunteer Guidelines, VOALA Policy Council and Parent Center Committees**
- **Screenings**
- **Transition to Kindergarten- List of Local Elementary Schools**
- **Parent Community Grievances**
- **Parent Agreement**

I understand the procedures and I will abide by the school rules.

PARENT/LEGAL GUARDIAN SIGNATURE

DATE