



The City of Baton Rouge | East Baton Rouge Parish | Head Start Program

2024 – 2025

PARENT HANDBOOK





This Parent Handbook has been designed to provide information about services, policies, and procedures that will guide us through a safe and successful school year. Please take the time to familiarize yourself with our program and use this booklet as an easy reference throughout the year.

OUR MISSION

The mission of The City of Baton Rouge | East Baton Rouge Parish | Head Start Program is to provide Pre-school children from low-income families with a comprehensive array of activities that help them develop academically, mentally, emotionally, socially, and physically.

OUR VISION

It is the vision of the East Baton Parish Head Start Program to take a leadership role in building strong families and community partnerships, through services that are responsive and appropriate to the developmental, ethnic culture, linguistic heritage, and experiences of pre-school children.



Welcome Head Start Families,

The entire East Baton Rouge Parish Head Start program is excited to welcome you to the Head Start family. We are pleased that you have given us an opportunity to partner with your family during the most important developmental years of your child's life.

It is our goal to develop partnerships that promote quality opportunities for children's educational readiness at all levels of ability, and to foster success for children, families, and staff. Each member of our staff is highly committed to providing comprehensive quality services to families by focusing on the individualized needs of our students and the needs of the families. At East Baton Rouge Parish Head Start, we see ourselves as a community and we are committed to providing an atmosphere where we and our families are growing and learning together.

While participating in the Head Start program, you will have many opportunities to help guide your family's service needs and participate in your child's education. We encourage parents to volunteer in the program and to take an active role in helping us to plan program services. By contributing to your child's school and classroom, you will be showing your child that you value learning, you believe that learning is important, and you take your role as your child's first teacher very seriously. You are able to do this even while at home, by engaging your child in exciting Learning Genie experiences and documenting your efforts on the app. You will not only enhance your child's skills in language, literacy, and early math, but you will also contribute as a Head Start parent volunteer.

Your child's school will be happy to provide you more information on Learning Genie.

If you have questions or if we can be of any assistance to you, please know that **OUR DOORS ARE ALWAYS OPEN!**



Locations

Head Start Administrative Office

4523 Plank Road
 Baton Rouge, La. 70805
 225-358-4504

Website: <https://www.brla.gov/331/Head-Start-Program>

Head Start Centers

<p><u>Charlie Thomas Head Start</u> 8686 Pecan Tree Drive Baton Rouge, La. 70810 225-761-4436 (Main) 225-766-1470 (Fax)</p>	<p><u>LaBelle Aire Head Start</u> 1919 North Cristy Drive Baton Rouge, La. 70815 225-275-0426 (Main) 225-275-0428 (Fax)</p>	<p><u>New Horizon Head Start 1111</u> North 28th Street Baton Rouge, LA. 70802 225-344-2152(Main) 225-383-3890 (Fax)</p>
<p><u>Freeman Matthews Head Start</u> 1383 Napoleon Street Baton Rouge, La. 70802 225-387-8531(Main) 225-387-0143 (Fax)</p>	<p><u>Progress Road Head Start II</u> 1881 Progress Road Baton Rouge, LA.70807 225-775-8158(Main) 225-775-4226 (Fax)</p>	<p><u>Wonderland Head Start</u> 1500 Oleander Street Baton Rouge, La. 70802 225-346-0677(Main) 225-346-1892 (Fax)</p>



The City of Baton Rouge | East Baton Rouge Parish | Head Start Program

Head Start is a comprehensive school readiness program that enhances the social and cognitive development of children between the ages of 3-5 years, regardless of sex, race, national origin, or abilities.

We believe all children have the right to a quality preschool experience to help prepare them for successful educational and life experiences. Our goal is to help every child obtain the life skills that are so important in today's world, including: self-acceptance, respect for and getting along with others, making healthy choices, all of which are important in preparing to enter school ready to learn.

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program provides experienced teaching staff with Associates or Bachelor's degrees in Early Childhood Education with the wellbeing of all children in mind. Warm, inviting classroom environments encourage physical and emotional exploration and productive problem-solving. We provide a variety of materials and experiences for children to explore. Parents play an important role in the education of their children and are encouraged to be as active as possible in the classroom, as well as every other aspect of the program. The program takes appropriate measures to maintain confidentiality and to protect child and family information.

Attendance

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program program's school day begins, each day at 8:00 a.m. It is ***important and expected that students attend school each day and arrive each day, not later than 8:00 a.m.***

Parents are expected to ensure students attend school 100 percent (**Every Day**) of the time and not less than 85 percent (**4.25 Days Each Week**) of the time.

You, the **Parent**, are expected to notify classroom teachers or the office in advance of any absentees or late arrivals.

Any time after 8:00 a.m. is considered late.

Failure to attend at least 85 percent of the time is considered **CHRONIC ABSENTEEISM**.

Excessive tardiness / late arrivals / and checking out early are also counted as chronic absenteeism. Chronic absenteeism or excessive tardiness does not have to occur consecutively to awaken concern.

Families will be notified when children have any of the chronic absenteeism concerns listed to develop a plan to resolve the issues or determine if the Head Start Program is the best location for the child to attend school at this time.

Students should not be checked out of school unless there is a doctor's appointment.



Head Start Services

Early Childhood Education Services

Home visits and Parent-Teacher Conferences keep parents informed of their Child's progress, allow parents to offer feedback/input, allow parents to become better acquainted, and assist parents in establishing and reaching their goals. Parents will be contacted by their child's teacher in advance to schedule the time and date of home visits and our conferences.

Your child's teacher will conduct a home visit at the beginning of the child's enrollment and will provide the opportunity for you and your child to get to know the teacher and learn about the Head Start classroom. In

addition to the home visit a parent conference will be held twice during the school year to discuss your child's academic performance and progress. At the end of the year, the teacher will conduct a second home visit to discuss your child's success in the Head Start program and plans for the next year.

Education

Developmental Screening and Assessment

To individualize your child's programming, staff will collaborate with you to complete a developmental and social-emotional screening within the first 45 days of enrollment using the Brigance (developmental) and Ages and Stages Questionnaire Social-Emotional 2nd edition (social emotional screening). The teacher and the parents(s) will discuss the results and ongoing plans to individualize educational plans to meet school readiness goals.

Our Curriculum: The Creative Curriculum for Preschool

The Creative Curriculum is a researched base blueprint for planning and implementing a developmentally appropriate program. It's effective in helping children acquire social competence and the skills they need to succeed as learners. The Creative Curriculum framework is divided into five parts.

1. How Children Develop and Learn – what preschool children are like in terms of their social/emotional, physical, cognitive, and language development, characteristics, and experiences.
2. The Learning Environment – the structure of the classroom that makes it possible for teachers to teach and children to learn.
3. What Children Learn – the body of knowledge included in national and state standards and research reports for six content areas and the process skills children use to learn that content.
4. The Teachers Role – how careful observations of children lead to a variety of instructional strategies to guide children's learning. We use a systematic approach to assessment that enables teachers to learn about and plan for each child and the group.
5. The Family's Role – the benefits of developing a partnership with every family and working together to support children's optimal development and learning. We get to know the families, welcome them, and communicate with them regularly.

Child Growth and Development Assessment | Teaching Strategies Gold

Teaching Strategies (TS) Gold is an ongoing, observation-based assessment for preschool students. Teachers observe children in the context of their everyday experiences to determine what they know and can do, and



their strengths, needs and interests within 6 areas of learning and development: Social Emotional, Physical, Language, Cognitive, Literacy and Mathematics (English Language Acquisition where applicable). Each preschool student will be observed on an ongoing basis, and the data collected by your child's teacher will be collected three (3) times each year in the fall, winter, and spring at the state checkpoint deadlines.

Your child's teacher will share the results of the TS GOLD assessments after each assessment period and during home visits/parent teacher conferences.

Ready Rosie

Ready Rosie is an early education tool that helps families, schools, and communities across the nation deepen and scale their family engagement efforts. Parents will receive an email/text to sign up for Ready Rosie and will then begin receiving weekly emails/and or text messages with videos and activities. The free subscription also allows parents to download the Ready Rosie mobile app for their iPhone or Android device. Parents will have access to the entire Ready Rosie video library. Ready Rosie tools leverage the power of video modeling, family workshops, professional development opportunities, and mobile technology to build powerful partnerships between families and educators, resulting in preparing children to be lifelong learners.

Classroom Size

In compliance with state and federal mandates, Head Start classrooms consist of a maximum of 15-20 children, with at least one teacher and a teacher aide assigned to each classroom.

Teaching Staff

Head Start instructional staff consists of highly qualified, certified, Associate, Bachelor, and Master degreed trained teachers and teacher aides with mandated certifications who, using best practices in teaching young children, provide quality experiences designed to enhance the development of all children.

Child Records

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program Policy regarding official child records is as follows:

- Parents/legal guardians requesting a copy of the child's folder must complete the Release of Information Form and submit it to the center supervisor who will forward it to the Head Start Program Administrator for action.
- Parents and legal guardians who are listed on the Head Start official enrollment application or persons who can provide copies of legal documents designating custody of a child will be permitted to review the child's record. Requests to review the child's folder must be submitted through the City of Baton Rouge Public Records Request Portal located at <https://www.brla.gov/531/Public-Records>.
- Once the records request is received it will be submitted to the Head Start Administrator for approval and routed to the designee to initiate the process. All public record requests will remove any child's identification (Name, DOB, SS#) and replace it with a unique Child Plus Identification (CPID) number.
- Our goal is to review the child's folder and process the Public Records request within 72 hours pending there are no legal issues. If there are other variables that must be taken into consideration the program has a minimum of two weeks to provide the requested copy of the child's records.



Discipline

Discipline of children is viewed as an educational process. The City of Baton Rouge | East Baton Rouge Parish | Head Start Program staff assists children in developing the self-control and self-direction needed to thrive in group situations. Children are taught to assume responsibility for their actions and appropriate behavior is encouraged and rewarded. Our goal is to provide an acceptable classroom environment where all children are viewed equally.

Each classroom teacher will develop rules with their children at the beginning of each school year. These rules will be posted in the classroom and will be reviewed with the children frequently throughout the school year. Firm positive statements and redirection of inappropriate behaviors shall be the accepted techniques used in the classroom. In some instances, a child may need to spend some time away from the rest of the group in order to regain control of his/her behavior. During this time, the child will engage in an individual activity but will be redirected back into the classroom.

No physical discipline, verbal humiliation, demeaning or other inappropriate language shall be tolerated at any time. Parents and teachers will discuss the child's behavior at parent/teacher conferences, home visits, and whenever the teacher or parent deems a discussion necessary.

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program staff may request a parent conference to inform and work with the parent in developing a plan of action for children who exhibit challenging and disruptive classroom behaviors.

Home and School Readiness Goals

School Readiness: "Children possessing the skills, knowledge and attitudes necessary for success in school and for later learning in life" (Office of Head Start). The City of Baton Rouge | East Baton Rouge Parish | Head Start Program Head Start School Readiness Goals follow the birth through age five approach and aligns with the State of Louisiana Birth to Five Standards, the Head Start Early Learning Outcomes Framework (HSELOF) and the Parent, Family and Community Engagement (PFCE) Outcomes Framework.

Research based curriculum and assessment are used to measure child outcomes and to plan for individualized instruction that supports the development of each child.

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program School Readiness Goals are organized into five Developmental Domains.

Domains of School Readiness:

- Approaches to Learning
- Social Emotional Development
- Language and Literacy
- Cognition
- Perceptual Motor and Physical Development

Teaching Strategies GOLD Report Cards are shared with families three times per year (fall, winter, and spring).

A Day in Head Start

It is important that children are familiar with the structure of the day. For this to happen, we chart and follow a schedule of activities. Children soon become accustomed to the organization of the day. A daily schedule at



Head Start may be as follows:

Sample Daily Classroom Schedule

8:00 a.m. – 8:30 a.m.	Children Arrival
	Toileting / Hand Washing/ Conversation Time
8:30 a.m. – 9:00 a.m.	Breakfast
9:00 a.m. – 9:15 a.m.	Morning Meeting/ Music & Movement/Story Time
9:15 a.m. – 10:00 a.m.	Large group activities/ Interest Areas
10:00 a.m. – 10:30 a.m.	Outdoor Play
10:30 a.m. –11:15 a.m.	Story Time (language literacy)
	Small Group / Individual Activities
11:15 a.m. – 11:30 a.m.	Preparation for Lunch
11:30 a.m. – 12:30 p.m.	Nutritional Experiences/ Lunch/ Conversation
12:30 p.m. – 12:45 p.m.	Dental Hygiene
12:45 p.m. – 1:00 p.m.	Choice Time / Conversation and small group
1:00 p.m. – 2:00 p.m.	Rest Time
2:00 p.m. – 2:10 p.m.	Snack Preparation /Toileting / Hand Washing
2:10 p.m. – 2:40 p.m.	Snack
2:40 p.m. – 2:50 p.m.	Recall/Prepare for Departure
2:50 p.m. – 3:00 p.m.	Student Departure
3:00 p.m. – 4:15 p.m.	Classroom Preparations for Next Day
	Teacher Departure

It Is Important That You and Your Child Participate Regularly in Center Activities.

The routine of regular attendance supports your child’s learning and social development. “Research shows that children with poor attendance are at a disadvantage later in life. Poor attendance and punctuality, even at the earliest age, can affect achievement in later life.” Establishing good habits from the start helps children to settle more quickly into a new setting and routine.

If attendance is not regular, your Case Manager will be contacting you to develop a plan to make it possible for your child to attend regularly.

Dress Code

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program Does NOT require uniforms.

- Indoor clothing should be the "everyday play" kind. The children will be climbing, playing on the floor, using paint and other messy materials, and though we have aprons they aren't always foolproof -- so please save children's good clothes for other times.
- Please dress your child appropriately according to the weather. Children have an outdoor play period

every day.

- Label all clothing to prevent a lot of mix-ups and losses. Write your child's name on the inside of all clothing, including shoes.
- Items from home are difficult to share. Head Start is not responsible for items brought from home that are broken or lost.
- While Head Start does not provide transportation, staff will assist you in exploring transportation options.

Health Services

Your child's good health is essential to their success in school. Prevention and early intervention of health concerns are critical to a child's healthy development. Head Start provides high quality, oral, mental and nutritional health services that are developmentally, culturally and linguistically appropriate that will support each child's growth and school readiness.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT) provides comprehensive and preventive health care services for children who are enrolled in Medicaid. EPSDT is key to ensuring that children receive appropriate preventive, dental, mental health, and developmental, and specialty services.

Early:	Assessing and identifying problems early
Periodic:	Checking children's health at periodic, age-appropriate intervals
Screening:	Providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
Diagnostic:	Performing diagnostic tests to follow up when a risk is identified
Treatment:	Control, correct or reduce health problems found.

Each child's primary care provider has to complete an annual (12 month) physical examination and the child's dentist has to complete a dental exam twice a year (every 6 months). The physical and dental forms are provided to all parents and are available at your child's center and online, forms will need to be completed in their entirety along with the providers' signature and the date of service.

Steps to retrieve the forms are as follows:

- Go to www.brla.gov/331/Head-Start-Program
- On the left-hand side click on forms
- Select your desired form (Physical or Dental)
- Print the form
- Take it to the medical provider to be completed

COVID-19

We are taking every precaution to maintain healthy and safe facilities by sanitizing and disinfecting our environment daily. We want to make parents aware that as we continue with face-to-face interactions, incidents will occur where children will be diagnosed with COVID-19 or come into contact with others who have COVID-19.

- We ask that you please monitor your child at home and if you observe any COVID-19 related symptoms notify the teacher, keep your child at home if symptoms are present, and recommend that you take the child to their physician.
- Children with a positive COVID-19 diagnosis should remain out of school until they have a NEGATIVE diagnosis.
- Children who have had close contact with a COVID-19 diagnosed individual should be monitored for symptoms. If symptoms are present take the child to their physician and follow the process above.
- Always notify the school if the child is not at school.

Some signs of COVID-19 include:

- Fever (Temperature above 100)
- Coughing/Sneezing
- Tiredness/Chills
- Loss of appetite

As COVID continues to be of great concern, we do ask that parents/guardians to be aware of all of children's illnesses and keep children home until they are well.

Disabilities Services

Disabilities services are designed to identify, evaluate, and coordinate services for children with specific needs.

Young children vary in their skills, knowledge, backgrounds, and abilities. Children with disabilities are enrolled in Head Start classrooms with required accommodation to meet their IEP needs. Effective teaching requires individualized teaching and chances to learn for all children to access, participate, and thrive in early learning settings.

Individualizing for children who need more support helps ensure effective teaching for children with disabilities and other special needs across all the Head Start Early Learning Outcomes Framework domains. Using children's Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) goals is part of effective teaching, individualizing, and creating inclusive environments to support children's positive outcomes.

The East Baton Rouge Pupil Appraisal services perform preschool screening and/or evaluations to identify children with special needs. Special Education services can be provided within The City of Baton Rouge | East Baton Rouge Parish | Head Start Program setting for children found eligible for these services. Parents of children who have been referred to for services or who already have an Individualized Education Plan should contact the Disabilities Content Specialist or a Case Manager for support and assistance.



Nutrition Services

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program implements a nutrition program that meets the nutritional requirements and feeding needs of each child. This includes children that have disabilities or require special dietary assistance. The nutritional services offer a variety of different foods, taking into consideration the ethnic or cultural preferences of the child, as a means of broadening each child’s food experience and willingness to try new things.

The nutritional portion of The City of Baton Rouge | East Baton Rouge Parish | Head Start Program participates in the United States Department of Agriculture’s (USDA) Child and Adult Care Food Program (CACFP). CACFP provides aid to child and adult care institutions and family or group child care homes for the provision of nutritious foods that contribute to the wellness, healthy growth, and development of young children, and the health and wellness of older adults and chronically impaired disabled persons. Our program follows the USDA guidelines for meal patterns to ensure that all children receive healthy and nutritious meals and snacks. We currently provide breakfast, lunch, and an afternoon snack to all enrolled children. For information on CACFP please visit: <http://www.fns.usda.gov/cacfp/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, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

<p>mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410</p>	<p>fax: (833) 256-1665 or (202) 690-7442;</p>	<p>email: Program.Intake@usda.gov</p>
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This institution is an equal opportunity provider
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If your child has a food allergy or special dietary restriction, it must be reported to your child’s Teachers, Case Manager, Center Supervisor, and Kitchen Supervisor. This information will be shared with our



Nutrition Consultant to ensure specific nutritional needs are addressed. All medical dietary restrictions must be supported by a doctor's statement.

If you would like to supply/bring food to any Head Start classroom or activity (such as Birthday or holiday celebrations) please keep the following in mind:

- Contact the Center Supervisor at least three (3) days in advance; be prepared to provide information the nature of your celebration request and the food item(s) you would like to supply.
- The Center Supervisor will inform you as to the appropriateness of your food selection and remind you that.
- **All food brought in must be pre-packaged, in the original container and unopened.**

Family Engagement

In The City of Baton Rouge | East Baton Rouge Parish | Head Start Program family engagement is a collaborative and strengths-based process through which early childhood professionals, families, and children build positive and goal-oriented relationships. It is a shared responsibility of families and staff at all levels that requires mutual respect for the roles and strengths each has to offer.

Family engagement focuses on culturally and linguistically responsive relationship-building with key family members in a child's life. These people include mothers, fathers, grandparents, and other adult caregivers. We make a commitment to create and sustain ongoing partnerships that support family well-being. We also honor and support the parent-child relationships that are central to a child's healthy development, school readiness, and well-being.

Positive family involvement has been shown to increase grade and test scores, lessen behavior problems and increase children's self-esteem.



Family Services Case Managers strive to partner and assist parents in setting and achieving their personal goals for themselves and their families. Family Services Case Managers will meet you in your home, or at the Head Start center.

These meetings will provide your Family Services Case Managers with the knowledge to plan and offer support and resources as needed for reaching your goals, including interests in higher education, parenting skills, and/or employment. We can refer you to organizations that can help you with Adult Basic Education Classes, English as a Second Language, Computer Classes, etc. We can also assist you in completing paperwork for school, social services, employment, etc.

Together with your Family Services Case Manager, you will complete a Family Partnership Agreement to develop a written plan for establishing goals, taking action-steps toward achieving your goals, and monitoring your progress. The program utilizes a Family Needs Assessment to help determine the needs of families and the focus of parent training/activities. The *Eligibility, Recruitment, Selection, Enrollment, Attendance* (ERSEA) team, the Center Supervisor, and the Parent, Family, and Community Engagement Specialist will check in on these goals and action steps at various times throughout the school year to ensure 100% support and success.

To address the unique needs of parents, the program utilizes the Learning Genie app for in-kind documentation, Ready for K, Ready Rosie, and Active Parenting Curriculum for education support. Active Parenting teaches through proven parenting techniques that will make positive changes. Active Parenting uses sound psychological principles that have been research tested and proven effective, with an emphasis on mutual respect, cognitive-behavioral approaches to change, personal choice, and responsibility.

Parents will receive emails/text messages once they sign up for all apps to support your parents' engagement efforts. Parents will also begin receiving information to build powerful workshops, professional development opportunities and mobile technology to build powerful partnerships between families and educators, resulting in preparing children to be lifelong learners.

Opportunities For Participating in The Program

Fatherhood Engagement Initiative

24/7 DAD

The Fatherhood Initiative is based on the belief that fathers and mothers contribute in different ways to the healthy growth and development of their children. Our goal is to offer special activities and events for fathers and positive role models. We encourage all men involved in your child's life to participate in home visits, parent meetings, and father and father/figure engagement activities.

It is an opportunity for socialization among men raising children, to talk about parenting, to learn new childcare facts and techniques, to support each other and to just have fun.

Parent Center Committees

As a parent you are a member of the Parent Committee. All members of the family are invited to participate. You are valued and needed, you have an important voice, and your engagement makes a difference for your child.



Parent Meetings are held monthly. The function of the meetings is to give families an opportunity to assist staff in developing and implementing activities and services to ensure they meet the needs of children and families. The Parent Committee will elect officers to represent their center. They will also elect a Policy Council Representative and alternate to represent their center.

The Policy Council members will inform the Parent Committee of information shared at a Policy level.

Policy Council Committee

The Policy Council is a governing body that includes mainly parents and community members. At the first Parent Committee meeting, parents will vote to elect a Policy Council Parent Representative and Alternate Representative for your school. This is a great opportunity for you, as parents, to connect with your peers and gain important leadership skills so you are able to advocate for your child and family. Policy Council members are trained to participate in and give oversight to fundamental aspects of the Head Start program, such as:

- Grant Proposal And Approval
- Budget Matters
- Policies And Procedures
- Personnel Matters
- Recruitment, Selection, And Enrollment Of Student Participants

Health /Social Services Advisory Committee

The Health/Social Services Advisory Committee is made up of staff, Head Start parents, health providers, and community partners. The committee meets at a minimum twice a year to identify community health and social needs, new resources and opportunities to improve health, wellness and safety of the children and families we serve.

Volunteering

The Federal Government requires that all Head Start Grants receive a 20% match of contributions from parents and the community. **Each parent is asked to complete a minimum of 20 hours of in-kind onsite or offsite.** These contributions are in ‘In-Kind’ contributions used to support the children and families in the program. One of the ways we receive In-Kind donations is from you being involved in your child’s education. By volunteering in the classroom, completing activities at home with your child, attending Parent meetings Policy Council meetings, attending field trips, etc. Please help us reach our goal by volunteering.

Need to Know

The City of Baton Rouge | East Baton Rouge Parish | Head Start Program requires families to ensure them child’s attire is comfortable and free of hazards:

- **We respectfully ask that parents not include hair beads in children’s hair because the beads pose as a choking hazard.**
- **Flip flops prevent children from safely walking through the halls and navigating the playground. Please ensure your child wear clothes in shoes, such as sneakers or other shoes that fully cover the foot.**
- **We request a full set of extra clothing (labeled with the child’s name) to be kept at the school, just in case of an accident. Even if your child is potty trained, accidents do occur sometimes.**
- **Backpacks should not be carried to school. Backpacks allow children to discreetly bring in items that may be harmful to themselves and others.**
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Up-to-Date Child Information

It is important that you update your child's records as soon as changes occur, such as, home phone, cellular phone, address, emergency contacts, pick up lists or any changes that may affect your child's daily routine. **A Change of Information form** must be signed by the parent/guardian and returned before a change can be implemented. Verbal requests, as well as email requests may be submitted to include someone to be accepted as an emergency pick-up person. You may be required to provide a text while on the phone to agree to changes.

Concerns/Complaints

Should you have a concern or complaint you should contact your child's school and speak with the Center Supervisor. You may also submit your concern/complaint in writing and may request that the Center Supervisor provide you with a Written Complaint Form, if needed. Please contact the Center Supervisor first. If you feel your concern is not resolved at the Center level with the supervisor, you may then contact the Head Start Administrative Office at headstart@brla.gov.

EAST BATON ROUGE PARISH HEAD START PROGRAM PARENT AND COMMUNITY COMPLAINT PROCEDURES

The City of Baton Rouge | East Baton Rouge Parish | Head Start strives to maintain a quality program in accordance with Federal Performance Standards, state licensing requirements, and the Rules that Govern the City of Baton Rouge Parish employees. However, we recognize the possibility of a situation arising that may cause concern of our program and have developed the following procedures for parents to utilize when lodging a formal complaint/concern of the program. Head Start personnel will receive all complaints/concerns in a serious manner and give due and prompt attention towards resolution of the situation.

To make a formal concern/complaint regarding The City of Baton Rouge | East Baton Rouge Parish | Head Start Program the following procedures must be followed:

1. Make a written complaint to the Center Supervisor, using the parent/community person complaint form.
2. A conference should be scheduled by the Center Supervisor with the person lodging the complaint. If the complaint is satisfied, the problem is considered resolved.
3. If the problem still exists after the conference, the matter should be presented to the Assistant Program Administrator for a discussion between the Center Supervisor and the person with the complaint.
4. If the problem still exists, it should be presented to the Head Start Program Administrator.
5. If the problem still exists, it should then be referred to the Director of the Division of Human Development and Services (DHDS).



At each conference level, the person who made the complaint should receive a written response. A copy of this response should be forwarded to the next level if the complaint process is continued. Depending on the nature of your complaint, it may take 30 working days of the conference to complete the investigation and provide a written response.



COMPLAINT FORM

INTRODUCTION

Thank you for taking the time to assist us in maintaining excellent services to our citizens and visitors. We want to know when the services you received are above or less than satisfactory. Together we make Baton Rouge a great community in which to live and work.

Every complaint is taken seriously. Our ability to address your concerns is contingent upon the information you provide, and your willingness to cooperate in the investigation of this complaint. Your complaint may be made anonymously or openly. If you choose to authorize the release of your name, it will only be released on a "Need-to-Know" basis in order to thoroughly investigate your complaint. You are protected against retaliation for "blowing the whistle" on your co-worker, or superiors.

Depending on the nature of your complaint, it may take 30 days to process. Please provide as much detail as possible with regard to the conduct or action that form the basis of your complaint. Also describe any harm or injury that you believe resulted from this conduct or action and attach support documentation.

Email this complaint form to the Head Start Program Director at headstart@brla.gov

Your complaint or comments will be held in confidence and forwarded to the appropriate department.

PLEASE PRINT OR TYPE ALL INFORMATION REQUESTED

PERSON OR ENTITY FILING THIS COMPLAINT

Name: _____ Date of Complaint: _____

Address: _____

Home Phone #: _____ Work Phone#: _____ e-mail _____

Do we have permission to release your name? YES NO

DECLARATION OF COMPLAINANT

I affirm that the information I have provided is true and correct.

Signature of Person Filing Complaint

Date

PERSON OR ENTITY THIS COMPLAINT IS AGAINST

Person complaint is against: _____

Department: _____

Phone#: _____



GENERAL QUESTIONS

Have you discussed your complaint with any employee or supervisor of the Department? YES NO

If yes, with whom _____

What was their response? _____

Are currently represented by an attorney in this matter? YES NO

If yes, what is the attorney's name? _____

If you are currently represented by an attorney in this matter the Head Start Administration will forward your request to the Office of the Parish Attorney for further review.

NATURE OF COMPLAINT

Date of Incident _____ Location of Incident _____

Describe the nature of the complaint _____

CORROBORATING WITNESS

Name: _____

Home Phone: _____

Address: _____

Work Phone#: _____

Name: _____

Home Phone: _____

Address: _____

Work Phone#: _____

FOR OFFICE USE ONLY



Parent Acknowledgement & Agreement

HEADSTART@BRLA.GOV

Dear Parent,

Please remove the bottom portion of this page and return it to your child's school, so that we may have a record that you received a copy of the East Baton Rouge Parish Parent Handbook.

Thank you,

Head Start Administration



.....
This is to certify that I have received and read a copy of the East Baton Rouge Parish Head Start Parent Handbook.

Parent Signature

Child's Name

If you have any questions, please feel free to contact your Center Supervisor or Family Service Case Manager.