



Parent Resource Guide

3801 St. Bernard Ave. New Orleans, LA 70122

P: 504-308-3400 F: 504-304-9205

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HOURS OF OPERATION

Center Hours: 7:45 AM – 5:30 PM

All participants can arrive beginning at 7:45 am.

**Please note: Breakfast begins at 8:30am and ends at 9:00am in the classrooms. Meaning...the students are in the process of cleaning up and preparing for instruction to begin at 9:00am.*

All students are mandated to arrive prior to 9:00AM. Arrival time **with a doctor's note** is up to 10:15am.

Head Start hours are: 7:45am-2:45pm

Educare New Orleans Extended Day

*(Private Pay) hours are:

2:45pm-5:30pm

*CCAP Subsidy qualifies for this cost. Alternatively, the cost is \$5.00 per hour if you do not receive CCAP subsidy. Invoices are sent home for extended day fees. Zero balance Mondays require all fees paid prior to the student arriving after the invoice due date.

Enrollment

Educare New Orleans provides high quality early learning opportunities for 168 infants, toddlers and preschoolers and their families.

We have 4 infants/toddler classes that serves 32 students. (6 weeks- 3 yrs.)

We have 8 preschool classes that serves 136 students. (3 yrs. - 5 yrs.)

We are so glad that you were interested in joining the Educare family and giving your child a safe place to grow and learn. Below is some information to assist you in taking the next step of enrolling your child or children into our program.

To ensure a quicker, more efficient enrollment, we ask that you please collect the following pieces of information prior to beginning the enrollment process:

- **Family Income Verification (bring any of these documents that may apply to you and your family)**
 - Check Stubs
 - W-2 Form
 - SNAP
 - Award Letter(s), Social Security, SSI, TANF, and/or Grants/Financial Aid
 - No Income Document(s)- Letter from person gifting income.
 - Unemployment Benefit Printout
- **Your child's birth certificate**
- **Your child's immunization record (most recent)**
- **Type of medical insurance and insurance card**
- **Completed medical exam form**
- **Completed dental exam form**
- **WIC voucher**
- **Social Security card for each child enrolling in Educare New Orleans**
- **Picture identification of parent(s)/guardian(s)**
- **2 proofs of residency for the parent(s)/guardian(s) (utility bill, lease, HANO statement)**

- **Proof of guardianship (if not parent)**
- **CCAP Subsidy Application (After Care Rates) Educare is an extended day program. We require all families to apply for CCAP to cover the rates for hours outside of Head Start.**

OPEN DOOR POLICY

PARENTS ARE ALWAYS WELCOME TO VISIT THE CENTER AND ENCOURAGED TO DO SO AS OFTEN AS POSSIBLE.

All families are under a scholarship program at Educare New Orleans. All parents/families are mandated to 100 hours to the center. If you cannot, due to work or school, you may send a designee; the hours will be credited to your child's name. It is imperative that you sign the correct paperwork for all parent meetings and functions inside of the classroom to ensure that your hours are credited to you and your child. We will try to provide credit for every feasible time that you are on campus. Of course, there are times when volunteer hours will not be received. If you have any questions about volunteer opportunities, please see your Family Advocate or child's teacher.

Any conferences with the teaching staff outside of the pre-scheduled parent/teacher conferences must be scheduled through appointments. The teacher cannot leave the classroom during instructional time.

Any conferences with office staff must be scheduled through appointments.

EDUCARE NEW ORLEANS

CONFIDENTIALITY POLICY

All staff, volunteers and consultants of Educare New Orleans shall treat all information concerning children and families as highly confidential. Staff will not divulge any information directly or indirectly, to any other individual (s) or groups without parental consent. All health information and written documentation of discussions, telephone conversations, and meetings shall be kept in the Family Advocate's locked file cabinet at all times. Access to this file will be granted only to those persons who service the children and need to know specific information in order to properly provide services to the child and his/her family.

There will be occasions where you will be asked to sign our in-house incident/accident form. Please note these forms are strictly confidential and we do not photocopy and/or share these forms.

Information, services or photographs of children cannot be released without the parents' knowledge and written parental consent.

To further protect confidentiality, names will not be used in documents or conversations except when it is essential.

SECURITY AND PARKING

Master Card

During Intake, each family completed a *Master Card* form listing all emergency contact information of the registered child. Your *Master Card* includes the following information: contact information, emergency health information, and a contact list of individuals permitted to pick up their child. All permitted individuals must be above the age of 18. If a person is not listed on the birth certificate, they will not be able to remove the child from the facility; however, in the case of parents, if both parents are listed on the birth certificate, the birth certificate overrides the Master Card and both parents have full legal rights to the child. If there is a case where something has legally been determined, please ensure that your Family Advocate has copies of this paperwork. Phone calls will not be accepted at the end of the day asking the front desk to release the child to someone not on the Master Card. All those picking up students are expected to have a photo ID, and our receptionist and leadership **reserves the right** to request identification on any adult during pick up at any time. **Note: Arrival is different from departure. Anyone may drop off the child but only those on the Master Card will be allowed to pick them up. Enrolling parents have the right to add or remove any individual from their student's *Master Card* at any time. The **ONLY** way to update the *Master Card* is to **see** your assigned Family Advocate or the Family Support Manager. **No updates/changes will be taken via the telephone/email.**

Please update all contact information immediately following any change in address, phone number, and listed parties whom are approved to pick up your child. Educare uses the *Master Card* to contact parents or guardians in the event of an emergency, and it is the responsibility of each parent to maintain up to date contact information with their Family Advocate.

Parking

All Educare New Orleans visitors are free to park in the designated parking area located directly in front of the building. Before exiting your vehicle, please be sure you are parked correctly in the appropriate space. **All parallel parking along the median is restricted.** Please DO NOT argue with anyone if you are asked to move your vehicle. Also, please remember, DO NOT walk your child through the parking lot – use the sidewalks to walk to/from the Educare building. In many instances, a driver will not be able to see you and/or your child if walking through the parking lot.

As we all know, it gets really hot during the late spring and summer months. As a rule, it is **NEVER OK** to leave any children in a car unattended during drop off or pick up – even with the air conditioner running. In the winter, please do not leave your car running/idling.

TRANSPORTATION

Educare New Orleans

DOES NOT

provide daily transportation.

Educare does allow for van service drop off/pick up. This service will need to be set up by the parent/guardian. Once the parent/guardian has worked out the details, the information will then need to be provided to Educare New Orleans so that the Master Card can be updated to allow the van driver to pick up the child in the afternoon. Please ask van service drivers to completely turn off the van while dropping students off. Non-Educare students should not be left unattended in the van.

Transportation will only be provided by Educare New Orleans to/from field trips. At this time, all children attending the field trip will be provided a permission slip outlining the details of the field trip as well as the information of who will be providing the transportation for the field trip. All field trip forms must be returned by the date indicated on the form in order for the child to attend.

Parents are required to completely turn off their vehicles and not to leave siblings unattended in their vehicles. Please adhere to this request as it addresses safety and health reasons.

PARTICIPANT'S RIGHTS

We are pleased that you have selected Educare New Orleans, a United Way Agency and a member of the Bayou District Consortium, for the professional service that you require. We are a licensed agency and we seek to provide you with the highest quality service possible. As an Educare New Orleans program participant, you are entitled to:

Ask about our professional qualifications, our fee policy (where applicable), and our agency's policies and procedures and suggest how they might be improved.

Ask about our grievance procedure which entitles you to the following: if you have a complaint or are not satisfied with the service that you are receiving, you should first discuss this with your assigned staff person. If this fails to satisfy you, please ask for an appointment with your assigned staff person's supervisor. If you are still not satisfied, you may ask for an appointment to see the Chief Officer of Programs. Educare New Orleans intends to maintain the highest quality services. No program participant who utilizes the grievance procedure to make a complaint will be retaliated against in any way.

You have the right to have your privacy and confidentiality protected at all times by Educare New Orleans. All services are confidential with the following exceptions: as a professional social service agency, we are required to report possible child abuse, elder abuse, suicidal intentions or homicidal intentions to the appropriate authorities. Additionally, if you are involved in some way with the judicial system, it is possible that any of the records that Educare New Orleans maintains about you could be subpoenaed by a judge, if these records are deemed relevant to the proceedings.

You have the right to self-determination, unless the exercise of this right causes actual or potential harm to yourself or anyone else.

Educare New Orleans protects your privacy rights by prohibiting your participation in public performances against your wishes and/or the wishes of your caregiver/guardian. The agency never requires or encourages public statements of gratitude to Educare New Orleans. Your permission, or that of your caregiver/guardian, will always be obtained before identifiable photographs or videotapes are used for the agency's public relations purposes.

You have the right to be an active participant in the development of your plan of participation with Educare New Orleans and to involve members of your immediate family, as well as any other appropriate supportive persons.

You have the right to be provided with a copy of your individual case plan (or plan developed for your child or adult ward) immediately upon completion of the plan. You may request a copy of the plan at any time during or after your involvement with the agency.

You have the right to refuse any service or treatment offered to you by Educare New Orleans as participation in any of our services is entirely voluntary.

Educare New Orleans reserves the right to discharge or terminate services if you violate rules, behavioral expectations or other factors of your respective program. Each Educare New Orleans program has its own rules and regulations addressing behavioral expectations and other requirements of participation, which will be explained to you.

Conditions for Participation in Educare New Orleans Programs

Educare New Orleans will not offer services to minor children or adults incapable of making their own decisions without the consent of a parent or guardian.

Any person age twelve (12) or over who is participating in any program of the agency, either directly or indirectly, is required to review and sign this *Rights of Program Participants* document (or, in the case of adults or children incapable of fully understanding this document, to have their parent or guardian review and sign) and must participate in the development of their individual or family plan of participation with the agency.

Educare New Orleans expects you, on your own behalf, or on behalf of your child or dependent adult ward, to participate fully in planning the service which we provide. If you cannot participate, or do not wish to do so, Educare New Orleans will not be able to offer you the service you request for either yourself, your child and/or adult ward.

In the event of a crisis or emergency during regular working hours (7:45 a.m. to 5:00 p.m., Monday-Friday), I understand that I may contact the agency at 504.308.3400 for immediate assistance.

GRIEVANCE PROCEDURES FOR PROGRAM PARTICIPANTS

POLICY: Program participants will be informed of their right to file a grievance at the initiation of program services. If a complaint is made, a written copy of the procedure will be provided to the program participant immediately upon receipt of the complaint.

PURPOSE: To provide applicants and persons receiving services the means to lodge complaints or appeals.

PROCEDURE:

1. Program participant access to information on how to file a complaint or appeal:
 - a. All program participants receive a copy of the *Grievance Procedures for Program Participants Form* and a copy of this policy at their first face-to-face contact with their assigned staff person.
 - b. Both the policy and form are reviewed with the program participant in order to provide information on how to express a grievance or appeal. The program participant, staff person and program supervisor sign the form acknowledging that the procedures have been thoroughly reviewed with the program participant and that these procedures are fully understood.
 - c. At the time a complaint occurs, the program participant or parent or guardian, as appropriate, is provided with a copy of the agency's grievance procedure and the grievance form.

2. Grievance procedures for program participants:

1. If you have a complaint or are not satisfied with the service being received, first discuss it with your assigned staff person and their immediate supervisor.
2. If the problem is not resolved to your satisfaction, you should complete the *Program Participant Grievance Form* and submit it to the staff person's program manager.

The program manager will arrange a meeting within five (5) working days to include: the program participant and his/her representative (if requested); the staff person; and any other agency personnel or program participants involved.

The results of this meeting will be briefly reported on the *Program Participant Grievance Form* and all appropriate signatures shall be secured. If the program participant is dissatisfied with the results, s/he may appeal by forwarding a written request, along with the completed grievance form, to the Associate Director for Programs.

The Associate Director for Programs will schedule a meeting with the involved parties within three (3) working days of receiving the written request, unless s/he is out of the office and unavailable. In those cases, an appointment will be scheduled upon the Associate Director's return. If the nature of the participant's grievance is such that it requires immediate attention, then the Executive Director will substitute for the Associate Director for Programs.

The results of this meeting will be put in writing on the *Program Participant Grievance Form* and all appropriate signatures shall be secured.

8. If satisfaction still is not achieved, the participant may request an appointment in writing to meet with the Chair of the Program Quality Committee of the Educare New Orleans Board of Directors.

9. If desired, the participant may include a representative of their choice at any time in the grievance process.

10. No program participant utilizing the grievance procedure will be retaliated against in any way.

3. Other Considerations:

1. The agency will act on complaints in a timely manner and in accordance with the above-specified procedures.
2. The agency will maintain documentation of its response on the *Program Participant Grievance Form*.
3. The program participant will be provided with a copy of the *Program Participant Grievance Form* upon resolution of the complaint and the agency will retain documentation of the form.
4. The Executive Director will be notified in writing of all complaints lodged against any agency program and/or personnel and all steps made to successfully resolve grievances of program participants.
5. The Program Quality Committee of the Board of Directors will be notified in writing of grievances formally filed against any agency program and/or personnel and any resolution that occurs. The Board of Directors will review any pattern of grievances of persons served and any specific problematic or unresolved issues. The review will be conducted in a manner which protects the confidentiality of persons served and is responsive to any need for change indicated by a pattern of grievances. Government funded and licensed programs of the agency are required to notify program participants of their right to file a grievance with the funding source or licensing agency. This notification is maintained in the participant's file and a general notice is posted. The address of the agency where grievances are reviewed is provided to participants at intake by each licensed program and those receiving government funding. If a parent within the Head Start or Early Head Start program files a grievance and after going through the grievance process, including meeting with the board and still feels dissatisfied with the result, Valerie Wheatley, Chief Operating Officer at Kingsley House will be contacted to hear the parents' concerns and mediate/negotiate the process.

NON-DISCRIMINATION POLICY

In accordance with Federal law and U.S. Department of Agriculture policy, it is the policy of Educare New Orleans to provide services and/or benefits to all recipients without regard to race, creed, color, religion, age, sex, national origin, ancestry, or disability. The same eligibility requirements are applied to all applicants for services on a non-discriminatory basis. Discrimination by child care providers on the basis of the child being breastfed is prohibited. There is no distinction in the treatment of recipients, and rules of courtesy are applied uniformly to all. All persons or organizations having occasion to either refer applicants for services or recommend this agency must do so without regard to the applicant's race, creed, color, religion, age, sex, national origin, ancestry, or handicapping condition.

Educare New Orleans is an Equal Opportunity Employer and manages its employment and employee relations without regard to race, creed, color, religion, age (40 and over), sex, national origin, ancestry, or disability.

This policy applies to this agency and all units, sections and sub-offices under its administration.

Any person(s) alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action. All civil rights complaints, written or verbal, should be forwarded to:

USDA
Director, Office of Civil Rights
Room 326-W, Whitten Building
1400 Independence Avenue, SW
Washington DC 20250-9410
or
Call 202-760-5964 (voice and TDD)
(for complaints regarding discrimination
in the Child and Adult Care Food Program)

OR

EEOC
New Orleans District Office
701 Loyola Avenue, Suite 600
New Orleans, LA 70113-9936
or
Call 504-589-2329
TTY 504-589-2958
(for complaints regarding personnel
matters)

The complaint should contain the name, address and telephone number of the person filing the complaint, the specific location and name of the entity for whom the complaint is against, the nature of the incident or action that led the complainant to feel discrimination was a factor, the basis on which the complainant feels discrimination exists, and the date, names, titles, and business addresses of persons who may have knowledge of the discriminatory action.

POLICY STATEMENT ON IDENTIFICATION AND REPORTING OF SUSPECTED CHILD ABUSE AND NEGLECT

As mandated reporters, the staff of Educare New Orleans Head Start Program must report child abuse and neglect in accordance with provisions of applicable Louisiana and federal laws. The law states that any person having cause to believe that a child's physical or mental health or welfare has been or may be further adversely affected by abuse or neglect as licensed physicians, interns, residents, nurses, hospital staff members, teachers, family advocates, and other persons or agencies having the responsibility for the care of the children, shall report same to appropriate agency.

The law defines child, abuse, and neglect as follows:

“Child” is any individual under the age of eighteen.

"Caretaker" means any person legally obligated to provide or secure adequate care for a child, including a parent, tutor, guardian, legal custodian, foster home parent, an employee of a public or private day care center, an operator or employee of a registered family child day care home, or other person providing a residence for the child.

“Abuse” is the infliction of physical or mental injury or the causing of deterioration of a child including but not limited to such means as sexual abuse and/or the exploitation or overwork of a child to such an extent that his health, moral, or emotional well-being is endangered.

“Neglect” is the failure to provide by those legally responsible for the care and maintenance of the child, the proper or necessary support, education as required by law, or medical, surgical, or any other care necessary for his/her well-being. No child who is being provided treatment in accordance with a recognized religious method of healing in lieu of medical treatment shall for that reason above be considered to be neglected or abused.

All cases of suspected child abuse and/or neglect MUST be reported to the New Orleans Police Department, Child Abuse Section by the staff person observing or having knowledge of the abuse or neglect. After reporting to the N.O.P.D., a telephone call and written report should be made to the Coordinator of Social Services.



EDUCATION

PARENT/TEACHER COMMUNICATION

The teachers and staff at Educare New Orleans want to be in constant communication with you! At drop off and pick up, please allow at least five (5) minutes so that you can briefly communicate with your child's teaching staff. You can also use this time to set up a meeting should there be a need for a longer conversation than drop off/pick up allows. If other parents have already arrived for drop off/pick up, please wait so that you can talk with your child's teacher. This is a good time to discuss how your child rested the night before, any questions about the information sent home in the homework packet, etc.

Additionally, you can call the front desk at any time. Should you call during instructional time, you will be asked to leave a message for the teacher. Your student's teacher will then return the phone call during nap time. In the case of an emergency, the call will be referred to the appropriate Master Teacher.

Educare uses ChildPlus and CLASSDojo to communicate with families. It is mandatory that you accept the invite(s) from your family advocate and classroom teacher.

PARENT/TEACHER HOME VISITS

Twice a year (August/September & May), as a part of your child's program here at Educare New Orleans, the teaching staff will visit the home. These home visits are MANDATORY. You will be notified by your child's teaching staff when these visits will occur.

PARENT/TEACHER CONFERENCES

Twice a year (November & March) your teacher will meet with you for a conference. These meetings will be a time to discuss the progress of your child. Preceding each conference your child's teacher will have completed an assessment. These assessments will be shared with you during the conference as a progress report demonstrating your child's educational advancements.

Electronic Devices/Computer Practices/Movies/Video Games

- **Electronic device activities for children under age two are prohibited;**
- Time allowed for electronic device activities for children ages two and above shall not exceed two hours per day;
- Educare New Orleans will ensure that computers that allow internet access by children will be equipped with monitoring or filtering software that limits access by children to inappropriate websites, e-mail, and instant messaging
- Programs, movies, and video games with violent or adult content, including but not limited to soap operas, television news, and sports programs aimed at audiences other than children, shall not be permitted in the presence of children;
- All video, DVD, or other programming shall be suitable for the youngest child present;
- “PG” programming or its television equivalent shall not be shown to children under age five;
- “PG” programming shall only be viewed by children age five and above and shall require written parental authorization;
- Any programming with a rating more restrictive than “PG” is prohibited;



PHYSICAL ACTIVITY & SLEEP/REST PROCEDURES

Physical activity:

- a. children under age two shall be provided time and space for age appropriate physical activity for a minimum of 60 minutes per day;
- b. children age two and older shall be provided a minimum of 60 minutes of physical activity per day that includes a combination of both teacher led and free play;

Sleep/rest:

- a. infants shall be allowed to sleep according to their individual schedules;
- b. children under age four shall have daily rest time of at least 75 minutes in programs operating more than 5 hours per day;
- c. children ages four and older shall be offered the opportunity for quiet time. Students are not mandated to “take a nap” during this time. It is considered quiet time.



PARENT INVOLVEMENT

PARENT CODE OF ETHICS

As an Educare New Orleans Parent, I adopt the following principles as my personal code of ethics.

- I will keep any and all lines of communication open between myself and Educare New Orleans.
- I pledge to care for my child both at home and in the Center utilizing the Educare New Orleans curriculum.
- I pledge to follow the program's recommendations in regards to my child's physical, social, emotional and mental development.
- I will encourage other parents to participate at every level of Educare New Orleans on a regular basis.
- I will continue to improve my personal growth and skills as a parent, person, and community member by taking advantage of any training offered to me.
- I will encourage the development of parenting skills so as to enhance my capacity to serve myself, my family, my city and nation in a self-sufficient way.
- I acknowledge, as a parent, that I am the primary educator of my child. I fully dedicate myself to Educare New Orleans.
- I agree to participate in the monthly Parent Meetings, which will be held the 4th Tuesday afternoon and 4th Thursday morning of every month.
- I acknowledge, as a parent, that Coffee Connect is held on the 2nd & 4th Friday of the month. This parent program offers parent engagement and learning opportunities.

FAMILY SUCCESS PLAN

The Family Success Plan is an integral part of Educare New Orleans/Head Start standards. The Family Partnership Agreement is a process as follows:

1. You will meet with your Family Advocate at the beginning of every school year.
2. During the meeting, you, as the parent, will develop a goal or two, to attempt and accomplish this school year. The purpose is to set a goal that will benefit yourself, your children and/or your family and most importantly to set an achievable goal.
3. Your Family Advocate will assist and support you with developing action steps to accomplish your goal as well as assist with finding resources.

****Examples of goals that parents have accomplished this past year include: enrolling in school, creating a resume, finding a better paying job, learning how to set a budget, and finding a doctor/dentist. This process is family driven.**

****The goals may be changed throughout the year as circumstances in your life may change.**

**** Your family advocate will encourage you along the way, check in with you, and help identify additional needs. Your participation is the most important piece to this process and to the success of accomplishing your goal.**

MANDATED HOURS

All parents/guardians have a mandate to contribute a minimum of 100 hours per program year. Your hours can be generated in the following ways: assisting in the classroom, attending monthly parent meetings, attending coffee connect sessions, participating in activities sponsored by Educare New Orleans during the school year, attending field trips and completing the weekly *School at Home Calendars*. It is the responsibility of the parent to ensure that your hours are logged in the appropriate place, which is usually on a form which can be found at the front desk.

POLICY COUNCIL AND PARENT COMMITTEE

The Policy Council is the governing body of the Head Start Program and acts as the parents' voice in making major decisions for the program. There are 3 Representatives for each facility: President, Vice President and Secretary. The President or Vice President will attend the Policy Council Meetings at Clover, while all three help to run local parent meetings at Educare New Orleans.

The Parent Committee should schedule time to meet prior to the monthly Parent Meetings in order to create the agenda. The parent committee will have the opportunity to design and implement activities that will strengthen the skills of the parents as teachers and as advocates for their child/children.

Members of the Parent Committee represent all of the parents enrolled at Educare New Orleans. Being a member of the Parent Committee is about improving life: your life, your child's life and the lives of all families in our program. You have a voice and the more you learn, the more you can share.

The President, Vice President and Secretary will be elected during a Parent Meeting of the school year. Prior to this time, any interested participant will be able to 'campaign' so that parents/guardians are able to get to know you.

Roles are as follows:

President:	Leads the meetings and keeps the Parent Committee moving towards their established goals.
Vice President:	Conducts meetings and handles group business in the president's absence
Secretary:	Takes minutes at the meetings and maintains the center's parent meeting book.

PARENT MEETINGS

Parent meetings are held monthly. The purpose of the parent meeting is to inform all parents about daily operation, school news, and upcoming events surrounding your child's school. We encourage parents to attend these meetings for informational purposes and also to possibly obtain some great training about a particular topic. As a parent, you are encouraged to actively get involved and help drive the information being presented during the parent meetings.

You can look forward to outside guest speakers, focus groups, food sampling and more during the monthly parent meetings.

If you would like to present or know someone that can present on a topic, let us know.

COFFEE CONNECT

Coffee Connect takes place twice a month. While these meetings are not as long as parent meetings, you will be provided great information/resources during this time. You will be able to use this time to connect with other families to share resources and more.



RESEARCH

EVALUATION

To better understand and meet the needs of each child who takes part in the program we have to measure how children are growing and learning. **Educare New Orleans has partnered with Tulane University to be the Local Evaluation Partner.** All children who currently attend Educare New Orleans will be asked to participate.

If you agree for your child to participate, **measurements will happen across the year, each year, and will focus on your child's growth and progress in the areas of behavior, talking/vocabulary, and physical health.**

Your child's Family Advocate will review a **consent form** with you that will give you the information you will need to understand why we collect this information and why you are being invited to participate. You will be given the opportunity to ask questions at that time. Here are some examples of the measures that will be completed with your child:

Developmental Measure <i>Completed by Teachers</i>	<i>Ages and Stages Questionnaire (ASQ-3)</i> asks questions about how infants, toddlers, and preschoolers develop their earliest social, motor/movement, and communication skills.
Behavioral Measures <i>Completed by Teachers/Tulane Local Evaluation Partner Team</i>	<i>The Devereux Early Childhood Assessment</i> is a questionnaire about your child's eating, sleeping, and interaction styles (i.e., how they get along with other children). <i>Minnesota Executive Function Scale</i> is a measure that looks at how that look at how their brain is growing and developing, their memory, and how well they can control their impulses.
Language and Communication Measure <i>Completed by Tulane Local Evaluation Partner Team</i>	<i>Preschool Language Scale, Fifth Edition (PLS-5)</i> is used to look at how children hear, listen, express themselves, and communicate.
Vocabulary and Concept Development Measures <i>Completed by Tulane Local Evaluation Partner Team</i>	<i>Peabody Picture Vocabulary Test – IV (PPVT-IV)</i> looks at how many words a child understands. <i>Bracken Basic Concept Scale-Revised</i> looks at your child's development of basic school-related concepts including; knowledge of colors, letters, numbers/counting, sizes, comparisons, and shapes. <i>Lens of Science</i> looks at what your child knows about science, technology and early math skills.

Each year your child is enrolled at Educare and before your child leaves to go to Kindergarten you will be asked to do an interview with your child's family advocate. This interview asks questions about your family, things you do with your child, parenting, child health, and other questions related to neighborhood and things that have happened to your family in the past year. At the end of each school year, we will also send home a satisfaction survey. This is confidential and allows you to express your opinion on your child's experience at Educare and your experience with staff.

These interviews and surveys help us better understand our families, and to develop programs for our families to better serve them. Here is a summary of the interviews you will be asked to do:

Parent Interview <i>Completed with Family Advocates</i>	Each year you will complete an interview with your Family Advocate. If you have more than one child in the program you will complete all Interviews at the same time and do not have to answer all questions about each child. Each time you participate in an interview you will receive a children's book for your child as a thank you for your time.
Kindergarten Exit Interview <i>Completed with Family Advocates</i>	Before your child leaves to go to Kindergarten, you will complete an exit interview with your family advocate. This interview includes a few of the same questions from the Parent Interview.
Parent Satisfaction Survey <i>Sent home through your child's teacher</i>	In the spring of each year we will send home a Parent Satisfaction Survey. You will fill it out and return it to the front desk at Educare.

The Tulane research team members can be contacted at any time with questions:
 Lynda Keating, Educational Assessor nkeating@tulane.edu



POLICIES

Due to today's current situation, all rules and regulations are subject to change with or without notice.

Due to today's current situation, we have the right to move forward with full virtual services, if necessary.

ATTENDANCE



It is very important that your child is in attendance every day. Your child's participation is very important to his/her overall success. Every classroom has a daily schedule. If your child is late, he/she is missing valuable information!

ABSENTEEISM: Head Start services families with the greatest need. If a pattern of absenteeism is established that shows the services are not needed, your child may be dropped from the program. It is mandated that children attend school daily. Children that are consistently absent/tardy will be placed on an attendance plan.

If your child is absent for three (3) consecutive days, they are at risk for termination from the program and a doctor's note is required to return to school. Additionally, if they are absent for five (5) days in a given month, they are considered at risk of termination. It is expected that students are present at a minimum of 85% of the year. Consecutive absences within a month will mean that your student may drop below the 85%.

If a child is going on an extended vacation beyond five (5) days, the child could be dropped from the program. Families, please connect with your family advocate and complete the proper paperwork prior to your vacation.

Please be aware that if a child is absent for three (3) consecutive days due to illness, the program's policy requires you to submit a written statement from your child's doctor. **Your child will not be permitted to enter until this note has been provided. The doctor's slip must be specific to the days out of school, the child's diagnosis and treatment and state that the child is free from contagion and able to return to school.**

In addition, when you know that your child will be absent from school for any reason, we ask that whenever possible, you inform your advocate in **ADVANCE**. Also, in case of an emergency, you should call the morning of and speak with your child's Family Advocate. You must let your advocate know the approximate date of when the child will return.

Absences will ONLY be excused for the following reason below:

- Dentist/Doctors Appointment when a note from the physician is provided.
- Illness Exclusion Policy.
- Classroom Closures (COVID related).

If you have a mandated court order providing joint custody, please provide a copy of the order to your child's Family Advocate. These situations will be handled on a case-by-case basis. Absences due to family emergencies will be excused **ONLY** with proper documentation. Ex: A copy of the family members' dr. note, a copy of an obituary, etc.

If at any time, during the school year, you no longer require the services of Educare New Orleans, please notify us so that you can complete the appropriate withdrawal forms.

BITING AND SPITTING POLICY AND PROCEDURE

Educare New Orleans seeks to foster children's respect for self and others by promoting positive social behaviors. Ongoing open communication between the home and the center working cooperatively helps us achieve that goal.

The staff of Educare New Orleans believes that biting and spitting are part of a normal development stage for young children who are teething and have limited language ability. It cannot, however, be tolerated in a group childcare setting for health, sanitation, and welfare reasons. It also causes high anxiety for the parents of all the children involved.

Procedures:

If a child bites or spits on another child or the teacher, the following techniques will be used to help the child learn that biting and spitting is inappropriate.

- Teacher will voice oral admonishment, i.e., "Biting hurts" "No biting" "No spitting". Staff is never to bite on the child to show it hurts and never tell the child who was bitten to bite back. Nor will staff ever spit back at a child.
- The teacher should redirect the child involved in the incident to an attractive toy appropriate to the age of the child involved.
- If needed, the teacher or Family Advocate will render the necessary first aid. The parents will be notified by telephone to discuss what happened and to give them the opportunity to take the bitten child for medical attention, if needed.
- The teacher will write an incident report for the parent of the child who was bitten, ensure that the parent signs the incident report, place a copy in the appropriate record and give the original to the parent.
- For the child who was the biter or spitter, the parent, the teacher, the center supervisor, and the Family Advocate will talk to try to ascertain what may have caused the biting and brainstorm solutions for center and home use.
- The center staff will maintain confidentiality. The name of the child who bites or spits will not be provided to the parents of the child who was bitten or spit upon.
- **If a Head Start student bites or spits on another student/staff member two (2) times in a given day the parent/guardian will be called to pick up your child and expected to do so immediately.**

STUDENT DRESS CODE

Uniforms – **Optional (except shoe requirement)**

- Uniform - khaki shorts, pants or skirts & red shirts. *(Optional)*
- Students **MUST** wear closed in shoes with rubber soles at all times for safety reasons No slippers, slip-ons or open toed shoes allowed. If your child comes to school without closed in shoes, they will be sent home by the front desk staff or by a member of leadership.
- Spaghetti strap dresses and shirts are prohibited.
- Students must wear fully enclosed shoes. Jelly style shoes are not allowed.
- Hair- Jewelry beads for hair styles are not allowed for all students enrolled.

All children are required to have three complete changes of clothes in the child's cubby in case of an accident. If a child arrives at school and there are no changes of clothing on hand, the child will not be permitted to stay in the classroom. The parent may go home, with the child, to retrieve a change or two of clothes to bring back with the child to be kept in the classroom.

Jewelry

- Students are not permitted to wear necklaces, medallions, bracelets, rings, or watches.
- Girls are not permitted to wear hanging earrings or any large earrings.

INAPPROPRIATE DRESS: PARENTS/GUARDIANS

Educare New Orleans recognizes the importance of individually held religious beliefs to persons within its workforce. The school will reasonably accommodate religious beliefs in terms of attire unless the accommodation creates an undue hardship. It is a requirement that all visitors dress appropriately when entering the Educare New Orleans building. Parents/Guardians, please remember that you are your child's first teacher.

Should any of the following be worn, you will be asked by the front desk staff to remove it and/or change before entering into the educational wing to sign-in your child. If you are unable to do so before the 9:00am drop-off time, your child will be unable to attend school that day. Because you acknowledge receipt of this policy, please do not be offended if you are questioned about any of the following items.

- Pajamas
- Rollers (Without Scarf)
- House Slippers
- Undershirts (Wife Beater)
- Revealing or Inappropriate Clothing

DROP OFF AND PICK UP



DROP-OFF/PICK UP

Parent/Guardian **MUST** accompany his/her child into the building. Please **DO NOT** send your child into the building unescorted. They will **NOT** be admitted for the day unless a parent and/or guardian signs them in at the front desk and in the classroom on the arrival and departure sheet. **CHILDREN MUST BE SUPERVISED AT ALL TIMES AND THEY MUST BE SIGNED IN AND OUT DAILY. PLEASE **DO NOT** ALLOW YOUR CHILD TO RUN AHEAD OF YOU GOING TO OR COMING FROM CLASS.**

If someone other than the parent or guardian is dropping off or picking up your child, they must follow the same procedures for signing in and out and **MUST** be listed on the child's Master card. If a person is not listed on the birth certificate, they will not be able to remove the child from the facility; however, in the case of parents, if both parents are listed on the birth certificate, the birth certificate overrides the Master Card and both parents have full legal rights to the child. If there is a case where something has legally been determined, please ensure that your Family Advocate has copies of this paperwork. **Everyone who picks up a child must be age 18 or older.** Under no circumstances will you be allowed to call in to request someone other than those listed on your Master Card be allowed to pick up your child. You may add as many adults to the Master Card as you like; in fact, we **STRONGLY** urge you to follow this procedure due to unforeseen circumstances. It is your responsibility to make them fully aware of their responsibility. Also, please ensure that anyone picking up the child understands that they **MUST** have an identification card on them should they be asked for one. In the event that they are asked for an ID card and they cannot produce one, they **WILL NOT** be allowed to pick up the child. Under certain circumstances, a different person may be sitting at Educare New Orleans' front desk and may not be familiar with everyone who enters our building.

WE WILL NOT ALLOW PICK-UP OR DROP-OFF OF CHILDREN BY ANYONE WHO APPEARS TO BE UNDER THE INFLUENCE OF DRUGS AND/OR ALCOHOL.

Upon enrollment of your child in the program, you agreed to have your child picked up from the program before 5:30 p.m. from the center daily. Our building closes promptly at 5:30 p.m.

As discussed during parent orientation, Educare New Orleans has a School Safety Plan that was created with guidance from local and federal law enforcement. In the event we have an emergency, once allowed to exit the school building, our Shelter in Place location is across the street (Milton St) in the Columbia Parc leasing office. Our plan also has specific zones for fire evacuations.

CELL PHONE USAGE

You will **NOT** be allowed to enter the Education wing of our facility while using your cell phone. If you enter the front lobby area and are on the cell phone, you may be asked to discontinue your conversation before proceeding further. If you continue with your conversation while entering the education wing, you will be asked to leave the building until your conversation has been completed. This policy applies to drop off and pick up.

Also, if your child is using your cell phone to watch a video, please turn off the cell phone before entering the education wing. If the front desk staff needs to remind you about the cell phone policy, we appreciate your understanding and cooperation in following this policy.

PARENTS SHOULD NEVER USE THEIR CELLPHONES TO RECORD/PHOTOGRAPH THE CLASSROOM AND OTHER STUDENTS. IT IS A CONFLICT OF LICENSING AND CONFIDENTIALITY.



LATE PICK-UP NOTICES

A late pick up constitutes any child who is at Educare New Orleans past 5:00PM. The procedure for late pick-ups is as follows.

- First time the parent will receive a written warning. (Documentation kept on file by the FA & FSM.)
- In the event that there is a second time that the child is not picked up by 5:00PM
 1. A conference with the School Director and/or Family Support Manager will be scheduled before the child can return to school.
 2. Possible loss of seat at Educare New Orleans.
 3. Possible Columbia Parc Resource Officer call made for student left beyond 5:00 p.m.

NO CONTACT

If staff members are unable to contact a participant's parent/guardian within 2 mins following school closure, a report will be made with the Department of Children and Family Services.

FAMILY VACATION

*If a child is going on an extended vacation beyond five (5) days, the child could be dropped from the program. If the child returns after (5) days with sufficient documentation, the child may be allowed to stay in the program. **All situations will be handled on a case-by-case basis.***

What does this mean?

- If you take a family vacation and are gone no more than 5 school days, your child will remain enrolled at Educare New Orleans. You must notify your Family Advocate in writing **at least** one week in advance of your departure.
- If you take a family vacation and your child misses 6+ days of school, they **could be dropped** from the program.
- You are only allowed to do this **once**.
- Therefore, if you take a week vacation in May and another in July, your child will be dropped from the program upon the second vacation as he/she already missed a week of school the previous month.

***Transitioning students:**

If your child is transitioning to Kindergarten at the end of the school year and is dropped from the program, he/she **WILL NOT** be allowed to participate in the Transition Ceremony.

FOOD EXCLUSION

Educare New Orleans will make nutritional arrangements for medical and religious reasons. In order for this arrangement to be made, a written note from a doctor must be provided. The note must state the specific food/drink the child cannot consume, the suggested nutritional replacement, and the reason for exclusion. Educare New Orleans does not provide Oat milk. Word of mouth or parent preference cannot be considered as a reason to change the child's daily menu.

Staffings are required for all students with dietary (allergy and/or religious) restrictions prior to the child beginning school. Dietary restrictions are to be updated, with proper documentation, yearly.

DIAPERS/PULL-UPS

Educare New Orleans will provide the necessary diapers and pull-ups, year-round, for students in the EHS classrooms (6 wks-3 years).

Educare New Orleans does not provide Pull-Ups for students in preschool. **Only a child that has an existing IEP and/or have special services provided will have Pull-Ups provided during the school year.**

POTTY TRAINING POLICY

An EHS student will only begin the potty training process in their classroom when:

1. Before the age of 2 years old if they are able to communicate they have to use the restroom. Example: "I have to potty." and/or if the student replies "yes/no" when asked.
2. All students once they turn 2 years of age will begin potty training in the classroom. The classroom teacher will communicate specifically with you when this begins to ensure that you both are on the same page in practices.

MEDICATION ADMINISTRATION POLICY

Educare New Orleans will provide prescription medication to children as prescribed by a licensed health care professional (physician, nurse practitioner, and dentist). In order for medication to be administered to your child:

1. All prescription medications shall be provided to Educare New Orleans in the package from the pharmacy.
2. Prescription medications must be stored in the original bottle with unaltered label.
3. Only medications prescribed by a licensed health care professional will be administered by staff.
4. Prescriptions must be brought to and from school daily. Educare New Orleans will **NOT** keep medication overnight.
5. Prescription medication shall be administered in accordance with the label directions.
6. A doctor's note must be submitted with the medication specifically stating how the medication should be administered.
7. Written consent must be provided from the parent, via the Medication Administration Form, permitting Educare New Orleans personnel to administer medication to the child. Instructions shall not conflict with the prescription label.

Educare will NOT provide your child with medication if the following is noted:

1. Incomplete Medication Administration Form
2. Medication is expired.
3. Medicine is not in its original container.
4. Your child's name is not on the container.
5. The medication warning information is not included.

Medication on Campus:

Parents/guardians are responsible for the safe transport of medication to and from Educare New Orleans. Your child's medicine will be returned home daily. Medicine is not allowed to remain at Educare New Orleans overnight. **If your child takes medication to prevent seizures, allergic reactions, asthma, high blood pressure, heart failure or other life threatening chronic conditions, he/she will NOT be permitted to stay at the facility without the necessary medicine and a complete Medication Administration Form. If you come into the facility in the morning and have left the medication in your car, you will be required to take the child to the car with you to retrieve it prior to signing the child in for the day.**

MEDICAL EXCLUSIONS

The decision to temporarily exclude a child from program participation in center-based activities or group experience is made to protect the health and/or safety of the affected child, other children, families and staff. When a child is temporarily excluded from the program, every effort will be made by the program to provide the family with support, through information, referrals, and follow-up services.

If center staff is uncertain about whether the child's illness poses an increased risk to others, the child will be excluded until a physician or nurse practitioner notifies the center, in writing, that the child may return.

CRITERIA FOR EXCLUDING AN ILL OR INFECTED CHILD FROM EDUCARE NEW ORLEANS

AIDS (or HIV infection)	Until child's health neuralgic development, behavior and immune status is deemed appropriate (on a case-by case basis) by qualified persons, including the child's physician, chosen by the child's parent or guardian and the School Director.
Chicken Pox	Excluded immediately at first sign of illness. Isolation at home for 6 days, after the appearance of rash or until all lesions are scabbed over completely.
Conjunctivitis (Pink Eye)	May attend after signs and symptoms have disappeared and a doctor's note stating the child is no longer contagious is provided.
Diarrhea	Exclude until diarrhea (<i>a condition in which feces are discharged from the bowels frequently and in a liquid form</i>) has resolved or is controlled (contained in diaper or toilet). Should a child experience Diarrhea at school, the parent will be called to pick up the child upon the second uncontained occurrence. The child is then excluded, at a minimum, for 24 hours.
Fever	Forehead/Underarm temperature of 100° F or greater, accompanied by behavior changes or other signs or symptoms of illness, until medical evaluation indicates return to the center. Should a child have a fever as indicated above, the parent will be called to pick them up immediately. The child may return to school 24 hours <u>AFTER</u> the fever is gone.
Hepatitis	Excluded for the first two (2) weeks of illness or as decided by child's physician

Impetigo	Excluded until sores are healed or released by the child's physician.
Meningitis	Until well and released by the child's physician
Mouth Sores	With drooling unless the child's physician states the child is non-infectious
Pediculosis (Head Lice)	May return after initial treatment. Parent must provide the medication or prescription used as proof of treatment.
Ringworm	Readmitted only after a note from a physician stating the child is non-infectious.
Undiagnosed Rash	Displays clear skin or cleared by child's physician.
RSV (Respiratory Virus)	Until cleared by child's physician.
Scabies (Itch)	Excluded until the day after treatment and cleared by a physician.
Tuberculosis	Until the child's physician states that the child is non-infectious.
Vomiting	After 24 hours with no vomiting. Should a child vomit at school, the parent will be called and expected to pick up their child immediately. The child is then excluded for a minimum of 24 hours following pick up.
Signs of Possible Illness	Any child with a sudden onset of vomiting, irritability, or excessive sleepiness.
Other Reasons for Exclusion Include:	Open Sores · Stitches · Fractures · Bandages

Children who are out of the Center due to illness for more than three (3) days must have a physician's note to certify that he/she may return to the Center. All doctor notes will be verified for authenticity.

INAPPROPRIATE PARENT BEHAVIOR

Educare New Orleans strives to provide a safe and nurturing environment for its participants AND staff. In order to do so, there are certain behaviours that are unacceptable on campus grounds. Inappropriate behaviours include: criminal acts (stealing, use and/or possession of illegal substances, vandalism, etc.); arguing/rudely speaking to Educare staff; use of vulgar language; physical contact and/or injury; or any other activities that threaten the safety and well-being of the staff and participants of Educare New Orleans.

Parents or guardians who exhibit inappropriate behavior will not be allowed on campus. They will therefore follow the following protocol in order for their child to remain enrolled at Educare New Orleans.

- Upon drop-off and pick up, the parent will sign their child in/out in the school's lobby. The child will then be escorted to/from the educational wing by a Family Advocate or Educare New Orleans staff/security member.
- Depending on the violation, the parent may be asked to remain outside of the building. The device used for signing in their child will be brought to the front door and the child will be walked to their classroom by a staff member. This procedure will occur for pick up as well.

Children of parents not willing to abide by this protocol will be dropped from the program.

BIRTHDAY PARTY PROCEDURE/OUTSIDE SNACK POLICY

Birthday celebrations for the participants are allowed in the classroom. Outside siblings are not allowed to attend classroom events. No more than 2 adults are allowed to attend events in the classroom. The parent should get with the teacher – at least two weeks in advance – to schedule the party. **The following items are not allowed: balloons, characters, and outside food.** Party bags are allowed but they may not be given out during the party – they will be placed in the cubby for each child to be taken home. You may bring one main party item (i.e. pizza or cake or cupcakes). **Due to many allergies in the classrooms, please consult with a supervisor prior to bringing in items for a classroom birthday party. If there are students with milk allergies, ice cream will not be allowed as a choice, please bring individual juice pouches/boxes. All students must be provided the same food items. Reporting without consulting with a supervisor can result in food items being turned away, prior to heading to the classroom.**

Licensing does not allow the following foods as snacks:



BEHAVIOR MANAGEMENT POLICY

Behavior Management is essential in working with young children.

Educare New Orleans does not utilize time out. We utilize Conscious Discipline as a method for behavior management within the classroom. Conscious discipline is a method of discipline that eliminates the need for reward and punishment-style discipline. It is intended to create stronger communication within families and it gives children a voice and empowers them with the ability and help to achieve behavioral goals.

No child shall be subject to:

1. Physical punishment, corporal punishment, verbal abuse or threats;
2. Cruel, severe, unusual, or unnecessary punishment shall not be inflicted upon children;
3. Derogatory remarks shall not be made in the presence of children about family members of children in care or about the children themselves;
4. Discipline for another child or group of children;
5. Deprivation of meals or snacks or any part thereof for disciplinary reasons.

Staff are expected to treat children with respect and consideration regardless of color, gender, ethnicity, religion, family circumstances, disabilities or culture.

We value you!



Welcome to your school family! We know that you had the opportunity to select any early childhood school and we are so happy you selected Educare New Orleans. While you are with us, you will:

- As a parent have opportunities to drive your engagement in the school. What activities would you like to participate in? How can we better serve you and your family?
- Have opportunities to participate in our agency's (Clover) workforce development program.
- Have programs offered to you under the school's Purpose-Built Community Partnerships.
- Have opportunities daily to engage with your child in their classroom.
- Build a relationship with your family advocate so that we can intentionally provide services to you and your family.
- Have opportunities to participate in off-site advocacy activities like a visit to the State's Capitol building or a visit to a museum.
- Be able to participate in our male engagement and/or HerStory mom's group activities.

When you walk into our school, you should always feel welcome. Your experiences with your family advocate, child's teacher and members of the leadership team will always be professional.

Our school's safety plan helps to ensure your child has an extra layer of safety to allow for stress-free learning experiences. There are monthly safety drills and daily procedures practiced by staff to ensure we can act quickly if the need ever arises.

Our Shelter Away location is across the street at Columbia Parc's leasing office.

We are required, by licensing, to have Emergency Evacuation Bags on site. The bags contain snacks, water, a radio, a flashlight, juice, diapers, pull-ups, batteries, gloves, baby wipes and more.

EDUCARE NEW ORLEANS PARENT ORIENTATION CHECKLIST

- Hours of Operation
- Security and Parking
- Master Card
- Family Partnership Agreements
- Mandated 100 Hours
- Parent Meetings
- Consent
- Attendance
- Biting
- Dress Code
 - Students
 - Parents
- Drop off and Pick up
- Cell Phone Usage
- Family Vacations
- Food Exclusion/Birthday Parties
- Medication Administration
- Medical Exclusions
- Parent Behavior
- We Value You

I _____ acknowledge that I have read and received the
Parent's Name (Print)
above information and/or policies regarding my child's enrollment at Educare New Orleans. By
signing this I agree to abide by the above policies.

Child's Name (Print)

Parent Signature

Date