

# Education

---

Head Start/Pre-KFLP provides a comprehensive approach for implementing a quality educational program for children and their families. This comprehensive approach combines the resources of all areas of Head Start and Pre-KFLP to ensure a comprehensive plan for serving families.

Our educational environment is designed to enhance the progressive social, emotional, cognitive and physical development of each child. The chosen curriculum for the City of Oakland Head Start/Pre-KFLP program is High Scope. High Scope is a play-based curriculum designed to foster learning through activities such as dramatic play, block play, music, art, outdoor play, field trips, and nature walks. Each of the activities stimulates the child's imagination and awakens an interest in discovery and learning. As our partners in the education of the children parents will have the opportunity to provide input to the activities planned for their children.

Parents are given many opportunities throughout the year to increase their knowledge about their child's growth and development. Parents are encouraged to participate in the classroom, giving them opportunities for interacting with, and observing, preschool-aged children in a group setting.

Parent and teacher curriculum meetings are planned monthly by the center director and/or staff. Parents will be provided with an opportunity to plan classroom activities, field trips and preparation of foods particular to various cultures.

The multi-ethnicity population of our programs provides teachers and parents with the environment to celebrate both individual and cultural differences and similarities. The curriculum reflects the cultural heritages of the families served by the Head Start/Pre-KFLP program.

## **Educational Objectives:**

- ◆ Provide children with a learning environment and experience appropriate to his/her age that will help him/her develop both socially and emotionally.
- ◆ Provide parents with educational activities that will enhance their parenting skills and their role as the primary educator of their children.
- ◆ Help parents understand their child's growth and how children develop.
- ◆ Involve children in varied experiences that will increase their understanding of the world.

- ◆ Improve and expand children's mental processes; enhance their ability to think, reason, and speak clearly.
- ◆ While at the center children are engaged in a wide variety of activities including music, art, and story time. Parents are strongly encouraged to volunteer in the classrooms.

### **Home Visits/Parent Conferences**

Teachers will schedule two home visits; once at the beginning of the year to receive and provide early information about your child and again at the end of the year to review your child's growth and progress. In addition, regular scheduled parent/teacher conferences and home visits are held by the teaching staff and/or Family Advocates during the program year. During these visits your child's progress is reviewed and any concerns you might have about the program are discussed. Other conferences or home visits are held as needed by members of the Head Start/Pre-KFLP staff.

### **Meal Time**

Staff creates a pleasant experience at mealtime for the children, meals are served family style. Adults (Teachers, Family Advocate or Parents) are seated at the table to model eating for the children. The policy is to offer children all of the food on the menu, children are encouraged to eat the foods offered. If a child decides not to eat, the child is never forced to eat. Children are encouraged to take small portions, then to help themselves to seconds if desired, so that they learn how much they are able to eat. Each child also cleans up after him or herself.

### **Nutrition**

To develop strong, healthy bodies and benefit from creative learning experiences, children need a well-balanced, nutritious diet. Our programs serve healthy meals and snacks that will provide at least one-third to two-thirds of the required nutrients needed for healthy growth and development. Children have the opportunity to learn about new foods in a relaxed, happy atmosphere and are introduced to foods from different cultures. If your child requires a special diet or you have any questions concerning nutrition you can contact the Family Advocate. Our program will provide foods for special diets that are prescribed by a physician. Parental preference diets will be provided by Head Start within reason. Foods from home are not served to the children at Head Start/Pre-KFLP. Foods high in fat, sodium and sugar are not allowed at centers.

***Note: Please do not send food, candy, or gum to school with your child.***

### **Clothing**

We encourage children to wear comfortable clothing; this includes wearing rubber-soled shoes with the toes enclosed. Sandals, high-heeled/platform shoes, slippers and jellies are

unsafe and not recommended. Your child must wear undergarments to school. It is safe and easier to move around and sit down with undergarments on. Children are involved in activities that require them to use materials such as paint, water, sand, and clay. Smocks/aprons are provided to protect children's clothing however, your child may come home with stained clothing. The program **will not** be held responsible for stained or damaged clothing. A clean change of clothes must be at the center each day, in case your child soil or stain his/her clothes.

Children should not bring or wear valuable jewelry to school. Lost jewelry or hair beads and barrettes **will not** be the responsibility of Head Start/Pre-KFLP. Jewelry and other accessories, which can cause injury, are not allowed. Children are also encouraged to participate in outdoor activities when weather permits. Therefore, your child should be dressed for the weather, such as wearing warm coats, gloves, and hats during cold weather.

### **Health Checks\***

The common cold, chicken pox, flu, strep throat, scarlet fever, and pink eye, are a few contagious diseases frequently found in children of Head Start/Pre-KFLP age. State Immunization Requirements control the spread of other highly contagious diseases. Some other conditions that may be found and spread in the classrooms are lice, ringworm, and scabies. All of these conditions require some type of treatment. Parents will be notified if their children have come in contact with any contagious condition while attending Head Start/Pre-KFLP

Children with colds or flu may return after acute symptoms (fever, coughing, runny Nose,) are gone and the child is able to participate fully in the classroom. Your child must remain home as long as the mucus from his/her nose is green or yellow. Oakland Head Start/Pre-KFLP requires that any child with a contagious, suspected contagious disease or condition be excluded from the classroom. The child may return to the classroom when the child is determined to be no longer contagious. Check with center staff to verify when your child can return.

If prescription medication must be administered to your child during Head Start/Pre-KFLP hours, parents must notify the Center Director or Family Advocate, adhere to necessary safety requirements, and complete the appropriate forms.

*\*Please refer to Sick Child Policy.*

### **Immunization**

All children entering Head Start/Pre-KFLP must have their immunization series completed or up-to-date prior to entering the program, this includes a current TB test. Note: The immunizations series includes DTP (Diphtheria Tetanus Pertussis), Polio, MMR (Mumps Measles and Rubella), Hib, Hep B and Varicella.

### Attendance\*

Regular attendance is important! You and your child will gain more from our programs if you participate on a regular basis. If your child's attendance is poor you will be contacted by a staff person to see if we can help in any way.

Our programs receive money from the federal government with the provision that we follow specific guidelines. One of the guidelines states that there must be a certain number of children participating each day.

*\*Please refer to the Attendance Policy.*

### Sign-In/Sign-Out

It is important that an authorized adult be responsible for bringing and picking up your child. There is a sign-in and sign-out sheet, that **MUST** be completed daily by you or an authorized adult. The time of arrival and departure must be recorded along with the first and last name of the adult signing the child in for the day.

### Change of Address

#### **IMPORTANT!**

If you change your employment, address, phone number, baby sitter, adult responsible for picking up your child, or emergency phone numbers, please inform the Center Director or Family Advocate IMMEDIATELY!

*Please be certain to check with your emergency contacts before you use their names.*

### Discipline in the Classroom

Children **will not** receive corporal punishment. Children will not be yelled at, grabbed, pushed, spanked, or treated harshly. Children will be respected and treated kindly. When a child displays behavior that is harmful to him/herself, other children or adults (kicking, biting, pushing, shoving, hitting, pinching, or slapping) he/she must be removed from the activities for a short period of time. This is not intended as punishment, it is to provide positive redirection or a "cooling-off" period. Severe behavior problems will be referred to the Multi-disciplinary Team, and parents will be notified prior to referral.

### Field Trips

Field trips are planned in conjunction with the classroom curriculum in order to continue the learning process. Some examples of field trips include the Oakland Zoo, The Public Library, and the Academy of Science. You will need to provide written permission for your child to attend field trips. We are unable to accommodate children who do not have parental permission for field trips. If you do not want your child to attend the scheduled field trip you must keep your child home. You are welcome to attend any of the field trips. Staff

would appreciate your assistance however **your attendance is not necessary in order for your child to attend** (*some field trips may require one adult per child*).

### **Special Needs/Disabilities**

Children who have been diagnosed as having special needs receive the benefits of a natural classroom environment, where they can learn and develop with other children. In addition to the classroom activities, our staff work closely with parents and community agencies to facilitate the continuity of services necessary to meet the child's developmental needs. An individually designed, parent involved and supported program encourages and promotes parents' understanding and knowledge of their child's strengths and weaknesses.

### **Special Needs And Disabilities Objectives:**

- ◆ To make available a minimum of 10% of our enrollment to families with children with disabilities. Children with disabilities will be identified and services will be provided through collaborative efforts within the Oakland Head Start service area.
- ◆ Identify and refer the children with disabilities for services provided by Oakland Unified School District. Head Start staff/Pre-KFLP works with parents to integrate the School District's Individualized Education Program (IEP) into Head Start classroom lesson plans.
- ◆ Integrate children with disabilities into the regular classroom to facilitate opportunities to learn from each other.
- ◆ Provide a comprehensive training and support program for Head Start/Pre-KFLP staff and parents to assist with their understanding and acceptance of the disabled.
- ◆ Provide resources and assist parents with advocating for their child(ren) with disabilities.
- ◆ Ensure a smooth transition from Head Start to kindergarten.

# Health

---

Head Start/Pre-KFLP act as a link between the family and community health resources, assisting and encouraging families to take responsibility for their health needs. Emphasis is placed on the provision of comprehensive health services and early detection and intervention of health problems. Health services address medical, dental, mental, and nutritional needs of the child and family.

Staff will ensure that each child receives a complete developmental assessment, including a medical and dental examination, in order to establish his/her current health status and identify existing problems that require follow-up treatment.

The health education program for children, parents, and staff is designed to establish and foster a preventive approach in both the classroom and at home. The programs seek to ensure that after leaving the program, the child continues to receive comprehensive health care.

## Health Objectives:

- ◆ Conduct health education workshops to enhance the parents' parenting skills, and the knowledge of health prevention.
- ◆ Incorporate health into the curriculum plan to help the child develop good health habits.
- ◆ Make parents aware of early identification of problems that hinder child growth and development and the importance of early and complete treatment.
- ◆ Provide resources, assist parents with identifying a "Medical Home" and advocating for their children within the health care community.
- ◆ With your consent, provide comprehensive developmental and health screening to your child (ren), for early detection and intervention of any problems. Screenings include height and weight, blood pressure, vision, hearing, mental health, and speech and language

## Mental Health

Early identification and intervention for remedial problems that interfere with a child's emotional, cognitive and social development are a critical part of the mental health program. Oakland Head Start/Pre-KFLP provide ongoing preventative and supportive mental health services to children and their families. Mental health therapists will be assigned to each site to address typical behaviors and/or provide intervention strategies to staff, parents and children.

Both staff and parents are provided with information on child growth and development, individual differences, and the importance of providing a supportive, nurturing environment.

Staff is available to help families whenever the need arises. Family Advocates can assist in obtaining ongoing individual, family, or other types of counseling.

*“Can’t wait to return next year! My child has learned so much already!”*

*—Head Start Parent*

# Family Services

---

Family Services supports parents in their personal growth and development. Our staff emphasizes and focuses on identified strengths and encourage parents to utilize these strengths in order to enhance the quality of family life.

You and the center staff will develop a partnership that will enable your family to receive support in accomplishing family goals.

Supportive services are provided through workshop presentations, rap sessions, community referrals, advocacy and the development of parent networks. As family needs are identified, staff members provide direct services such as emergency assistance, crisis intervention, and information and referrals.

## **Family Services Objectives:**

- ◆ Provide support and serve as a resource to families.
- ◆ Act as liaison (a bridge) between Head Start/Pre-KFLP, the family and the community.
- ◆ Provide training and education to families in using available resources and services, and in locating those that are hard to access.
- ◆ Act as an advocate (a supporter) for the children and families enrolled in the program, both within the center and the community.
- ◆ Assist parents in by helping them identify and utilize their strengths to achieve family goals.
- ◆ Maintain accurate records for the benefit of families and other staff members.

## **Parent Involvement**

Parent Involvement has three primary objectives. The first is to provide a planned program of experiences and activities, which supports and enhances the role of the parents as the principal influence in their child's education and development. The second is to provide a program that recognizes parents as responsible guardians, and primary educators of their children, as well as contributors to the Head Start/Pre-KFLP program and the community. The third is to provide opportunities for parents to participate in program decision-making.

### **Parent Involvement Objectives:**

- ◆ Encouraging participation in the Head Start/Pre-KFLP program as volunteers by:
  - ◆ Helping out in the classroom
  - ◆ Translating materials
  - ◆ Conducting home activities with your child
  - ◆ Supervising on field trips
  - ◆ Helping with recruitment and enrollment
  - ◆ Providing office support
  - ◆ Sharing cultural, occupational, and craft experiences
  
- ◆ Including parents in the decision-making process through involvement in:
  - ◆ The Policy Council
  - ◆ Parent Committee and/or various other committees

### **Parent Training/Workshops**

Our programs offer several different educational workshops throughout the year. Workshop topics are determined by parents/guardians who complete the Interest Survey from the Family Partnership Agreement. Parents are encouraged to attend training/workshops that deal with such topics as nutrition, health, safety and first aid, prevention of substance abuse, mental health, parenting skills, and child development.

### **Parent Committee Meetings**

It is important that you participate in Parent Committee meetings to make your child's experience successful. The programs need your help and your suggestions. These monthly meetings give you an opportunity to get together with other parents to learn about and discuss all aspects of your child's program.

### **Policy Council**

The Policy Council consists of parents and community representatives. The Policy Council:

- ◆ Serves as a link between the community and Head Start/Pre-KFLP
- ◆ Approves overall program goals and recommends program policy
- ◆ Evaluates the program and make suggestions for improvements
- ◆ Distributes Parent Activity Fund
- ◆ Approves the proposal for the next program year

### **In- Kind**

Head Start is supported 80% by federal funds and 20% by donations of goods and services. The 20% of our funding is called *in-kind*. Whenever parents volunteer their time, or give an item to the Head Start program, we record it as In-Kind contribution. If we do not earn our share of the funds, the federal government may reduce the amount of

our program funds for the next year. It is not mandatory but important for you to volunteer.

Note: Parents who volunteer time to our program should record the time worked on an "in-kind" form. The in-kind form documents evidence of our parental support.

# Transition

---

Support is provided for children and families in making successful adjustments to new settings and environments. Staff will assist parents with necessary paperwork for enrollment into the program and help you identify an appropriate placement for your child. Parents/guardians of children with a diagnosed or suspected disability have the opportunity to meet with the Multi-disciplinary Team. A planned orientation will provide you with all the information to ensure that you and your child have a smooth transition into the program.

Oakland Head Start staff will also assist when it is time for your child to enter kindergarten. Staff will begin transition activities with you and your child several months prior to the end of the school year. Staff will assist parents with securing documents needed for enrollment into Kindergarten. Activities begin early and are coordinated to secure suitable placement and services following participation in Head Start. An example of transition activities includes:

- ◆ Transition week with Oakland Unified School District
- ◆ Kindergarten tea for parents
- ◆ Field trip to the kindergarten classrooms
- ◆ Information night or afternoon for parents
- ◆ Luncheon meeting with kindergarten teachers

# Program Policies

---

## ADMISSION POLICY:

1. The Head Start Child Development Program is designed to provide pre-school age children of low-income families with services to meet their emotional, social, health, nutritional and psychological needs. The Program is administered through the City of Oakland, Department of Human Services.
2. Parents transport their child(ren) to and from the center.
3. Parents or an authorized individual must sign the child(ren) into and out of the center daily as per the Oakland Head Start Attendance policies.
4. The Program will provide meals for children, on site, at no cost to the parent.
5. Parent/Guardian volunteers must have a current negative TB statement from a physician.
6. The State Department of Social Services - Community Care Licensing has the authority:
  - ◆ To interview child(ren) or staff, and to inspect and audit child or facility records without prior consent or notice.
  - ◆ To observe the physical condition of the child(ren).
7. Standard hours of operation for each of the three options are as follows:
  - Pre-KFLP:**
    - ◆ \*Mondays only, and part day either A.M. or P.M. session Tuesday-Friday.
  - Part Day Option:**
    - ◆ \*Tuesday through Friday either 8:30am-12pm or 1:00pm-4:30pm.
  - Full Day Program:**
    - ◆ Monday through Friday, 7:00am-6:00pm (parents must meet special criteria)
  - Family Child Care Home Program (FCC)**
    - ◆ Monday through Friday, 7:30am-5:30pm (parents must meet special criteria)
8. I agree to observe and honor all Head Start Policies.

9. I understand that the Head Start program reserves the right to remove my child from the program if I behave in a manner that results in physical, mental or verbal abuse of staff, parents or children.
10. I also understand that all State and Federal regulations regarding Licensed Child Care Centers and the Head Start Program will be followed.
11. The Head Start Program may add any other terms to the agreement, which the Licensing Agency or the program deems necessary to meet the health and safety of the children and staff, as long as they are not contrary to regulations, State Law or Public Policy.

### **ATTENDANCE:**

1. Parents are required to bring their children to school on time and as scheduled.
2. Children enrolled in Full Day services or Family Child Care must abide by the contract hours as agreed upon.
3. Children enrolled in the Pre-KFLP services, morning session, will be scheduled each Monday from 8:30 a.m. - 12: noon; in addition, all children enrolled in the Pre-KFLP will attend part day session either morning or afternoon, Tuesday - Friday.
4. Children enrolled in Part Day services, morning session, will be scheduled Tuesday thru Friday, 8:30 a.m. - 12:00 p.m.
5. Children enrolled in Part Day services, afternoon session, will be scheduled Tuesday thru Friday, 1:00 p.m. - 4:30 p.m.

### **ABSENCES:**

1. Parents must notify the center when their child(ren) cannot attend in order for the child to be excused from school for the day. Parents must also give a reason for the absence.
2. A case conference will be scheduled if a child develops a pattern of excused absences; a pattern will be defined as three or more absences in a month.
3. Parents of children enrolled in the half-day A.M. session must call by 8:30am to report absence. *Please note that breakfast is not served after 9:30 a.m.*

4. Parents of children enrolled in the half-day P.M. session must call by 1:00pm to report absence. *Please note that lunch is not served after 1:45 p.m.*
5. Parents of children enrolled in Full Day and Family Child Care Homes must call before 9:30am to report absence.
1. Children will be excused from school for the following reasons:
  - a) Short and long term Illness, including injuries
  - b) Medical Appointments
  - c) Hospitalization
  - d) Child contracts a communicable disease.
  - e) Death in the child's family
  - f) Family Emergency
2. Failure to notify the center will result in an unexcused absence.
3. After the first **unexcused** absence, the parent will receive a verbal reminder of the attendance policy from the child's teacher.
4. After the second consecutive day of unexcused absences the Family Advocate will telephone/contact the family to determine the nature of the problem and offer assistance.
5. After the fourth consecutive day of unexcused absences, the Family Advocate will notify the parent by a letter that a case conference (meeting) is required before the child can return to school. The Family Advocate will schedule and conduct the case conference. The following individuals must be in attendance: the parent, the Family Advocate, Early Childhood Center Director, and Coordinator.
6. A case conference will be scheduled if a child develops a pattern of unexcused absences; a pattern will be defined as two or more unexcused absences in a week or month.
7. In the event the parent does not show up or call in advance to reschedule the conference, a letter from the Family Advocate will be sent informing the parent that the child will be placed on the waiting list.

## **CHRONIC/LONG TERM ILLNESS:**

1. Parents must inform staff if their child is stricken with an illness that may result in long term absence.
2. Documentation will be required, from a medical provider, if a child develops a chronic illness that may lead to long term absence.
3. A case conference will be scheduled with the Health Coordinator, the center staff and the family when the child is ready to return to school.
4. The medical provider will have to provide verification of the child's abilities and limitations for participation.

## **SICK CHILD POLICY**

Your child will have a daily health check upon arrival. It is very difficult to tell how sick our children are when they do not appear well. The following guidelines and staff discretion will determine whether or not your child will be able to attend the center or if your child needs to leave the center due to illness during the day.

\*For any of these conditions listed -wait 24 hrs. after symptoms disappear before returning your child to the classroom.

- ◆ Temperature of 98.6 degrees or above\*
- ◆ Upset stomach or vomiting\*
- ◆ Diarrhea\*
- ◆ Excessive sneezing or coughing, or difficulty in breathing
- ◆ Excessive runny nose with yellow/green mucus (mucus must be clear)
- ◆ First three (3) days of a cold
- ◆ Unidentified rash
- ◆ Ear ache
- ◆ Tooth ache
- ◆ If your child has any symptoms of illness not mentioned above(listlessness, pale, flushed, stomach aches, etc.) the staff will contact you to discuss whether your child needs to go home.

## **COMMUNICABLE DISEASES**

Contagious illness such as strep throat, pink eye, pin worms, scabies, impetigo, ringworm, head lice and chicken pox may require medical attention. Your child cannot attend class during the time of his/her infectious stage. In cases of scabies, impetigo, ringworm, or chicken pox all scabs must be completely dry before your child can return to school. For head lice, the child's head must be nit free before the child can return to school. Please check with the Center Director to verify when your child can return and if a doctor's release is required.

If your child has been exposed to some contagious condition please notify the staff.

**A HEALTH ALERT** notice will be posted, on the door and an Exposure Notification given to parents if children are exposed to any contagious disease or conditions.

## **ADMINISTERING MEDICATION**

Please observe the following if your child needs medication administered during the time that he/she is in the care of Oakland Head Start/Pre-KFLP.

1. The parent or legal guardian and the doctor must sign a consent form authorizing the Oakland Head Start/Pre-KFLP program to administer the medication.
2. An unaltered label and/or original container must identify the medication.

The label must list:

- ◆ The child's name
- ◆ Name of medication
- ◆ Prescribed dosage
- ◆ Prescribing doctor's name and telephone number

Note:

The parent or guardian will be asked to sign the Classroom Record of Medication given to Children form to verify that you acknowledge that the medication had been given.

## **VACATION:**

1. Parents must inform program staff, in writing, about scheduled vacations. The information must include; the date of departure and date of return.

2. The child's placement may be held for him/her for a maximum of ten days.
3. The child's name will be placed on the program's waiting list if the child does not return to school within the specified time given by the parent.

### **LATE PICKUP POLICY:**

Children enrolled in half-day morning session must be picked up by 12 noon. Children enrolled in afternoon session must be picked by 4:30 p.m. Children enrolled in Full Day/Family Child Care Home (FCC) must be picked up no later than their assigned time. This also applies to children enrolled on Mondays in the PRE-KFLP.

1. The Center Director or Family Child Care (FCC) Provider will call the parent and/or emergency numbers listed on the Emergency Authorization card if a child has not been picked up by the designated time.
2. The first occurrence of late pick up will result in a verbal reminder to the parent and documentation in the child's file.
3. The second occurrence of late pick up will result in a conference with the parent.
4. A conference will be scheduled with a parent if a child is picked up late more than twice a month, or if a parent develops a pattern of picking up the child late.
5. Failure to participate in any scheduled conference, regarding late pickup, will result in temporary suspension.
6. Children who have not been picked up by the end of the school day will be considered abandoned.
7. The Oakland Police Department will be contacted and advised that a child has been abandoned, in the event the Center Director or FCC Provider is unable to contact an authorized individual to pick up the child.
8. A notice will be posted on the door informing the parent that the child has been picked up by the Oakland Police Department.
9. The Center Director or FCC Provider will contact the Central Office to inform an Area Coordinator, Program Supervisor, or the Head Start Children and Families Manager if the Oakland Police Department takes a child, who has not been pickup by the parent, into custody.

10. Failure to meet with staff concerning late pickup or failure to comply with the above will result in suspension and the child will be placed on the waiting list.

### **CONFIDENTIALITY POLICY**

The records of children in the Oakland Head Start/Pre-KFLP program are respected as confidential information and available only to authorized Head Start/Pre-KFLP personnel when necessary to provide an optimal educational program. Records are shared with the public school system, other agencies, individuals outside of the Oakland Head Start/Pre-KFLP program only when written permission to release information is signed by the parent or guardian. Record release forms are available through your center staff. It is the intention of Oakland Head Start/Pre-KFLP to preserve the right to privacy of ideas, thoughts, and feeling. Information shared with any Head Start/Pre-KFLP staff will be guaranteed confidential and private.

**The only time confidentiality of information will not be kept is if child neglect or abuse is suspected. We are mandated reporters by the State of California.**

### **CHILD ABUSE POLICY**

It is the responsibility of all Head Start/Pre-KFLP staff to provide protection for all children from abuse or neglect. Staff is mandated by law to provide this protection and is legally liable. All suspected child abuse cases shall be reported to the Child Protective Services, as mandated by California law.

### **SMOKE FREE POLICY**

Due to acknowledged hazards, both to adult non-smokers and especially to young children arising from exposure to environmental tobacco smoke (ETS), it shall be the policy of Oakland Head Start/Pre-KFLP to provide a smoke-free environment for staff, children, and participants. This policy covers the smoking of any tobacco product and applies to both employees and non-employee participants of Oakland Head Start/Pre-KFLP.

- ◆ There will be **no smoking** in any Oakland Head Start/Pre-KFLP facilities **at any time**.
- ◆ There will be **no smoking** in any Oakland Head Start/Pre-KFLP vehicles **at any time**
- ◆ There will be **no tobacco use in personal vehicles** when transporting persons on Oakland Head Start/Pre-KFLP authorized business.

- ◆ There will be **no smoking by staff or volunteers** when **children** are **present**. This includes both indoor and outdoor activities.
- ◆ Field trips, walks, and other off-site activities will be smoke-free to the fullest extent possible. There will be no smoking by staff or volunteers during off-site activities.

## **GRIEVANCE POLICY AND PROCEDURE**

You have the right to file a complaint if you are not satisfied with the services provided to your child or family or if you feel that your rights have been violated.

### **Procedure:**

1. Schedule a meeting with the Center Director to discuss your concerns. If the issue is not resolved at this level you may proceed to step 2.
2. Schedule a meeting with the Service Area Coordinator. If the issue is not resolved,
3. Schedule a meeting with the Program Supervisor. If the issue is not resolved,
4. Schedule a meeting with the Early Childhood and Family Services Manager.

## **PRE-KFLP NOTICE OF ACTION APPEAL**

Appeal Information: If you do not agree with our agency's action, you may appeal the intended action. To protect your appeal rights, you must follow the instructions described in each step listed below. If you do not respond by the required due dates or fail to submit the required appeal information with your appeal request, your appeal may be considered abandoned.

**Step 1:** Complete Notice of Action form.

**Step 2:** Mail or deliver your local hearing request within 14 days of receipt of notice to:

**City of Oakland  
Head Start Program  
150 Frank H. Ogawa Plaza, Suite 5352  
Oakland, Ca 94612**

**Step 3:** Within (10) calendar days following the agency's receipt of your appeal request, the agency will notify you of the time and place of the hearing. You or your authorized representative are required to attend the hearing. If you or your representative do not attend the hearing, you abandon your rights to an appeal, and the action of the agency will be implemented.

**Step 4:** Within ten (10) calendar days following the hearing, the agency shall mail or deliver to you a written decision.

**Step 5:** If you disagree with the written decision of the agency, you have 19 days from the date of the written decision to file an appeal with the California Department of Education (CDE). Your appeal to CDE must include the following documents and information: (1) a written statement specifying the reasons you believe the agency's decision was incorrect, (2) a copy of the agency's decision letter, and (3) a copy of both sides of notice of action. Mail your appeal to the following address:

**California Department of Education  
Child Development Division  
1430 N Street, Suite 3410  
Sacramento, CA 95814  
Attn: Appeals Coordinator**

**Step 6:** Within 30 calendar days after the receipt of your appeal, CDD will issue a written decision to you and the agency. If your appeal is denied, the agency will stop providing child care and development services immediately upon receipt of CDE's decision letter.

### **STEPS IN THE COMMUNITY COMPLAINT PROCESS**

1. Complaints must be submitted in writing to the Head Start/Pre-KFLP Director or the Policy Council Chairperson or a member of the Policy Council who is responsible for forwarding the complaint to the Chair. The complaint must describe completely the allegations and provide specific documents, materials, literature or other evidence in support of such allegations.
2. All written complaints received by any source within the agency will be forwarded to the Head Start/Pre-KFLP Director who must report the receipt

of such complaints to the Policy Council and the City Council and/or its designee (the Head Start/Pre-KFLP Advisory Panel) at the next regularly scheduled meeting of each body.

3. The Head Start/Pre-KFLP Director shall have the full and complete authority to review and investigate all complaints and allegations from the community. Upon receipt of such complaints, the Head Start/Pre-KFLP Director shall conduct a thorough review and examination of the information and all available facts surrounding the allegations made in the complaint. The Head Start/Pre-KFLP Director may also take whatever courses of action are necessary and appropriate to secure the information required to investigate the complaint.
4. After completion of the investigation, the Head Start/Pre-KFLP Director shall prepare a written report of the facts involved in the complaint and recommend a course of action to resolve the matter to a joint Community Complaint Committee of the City Council and/or its designee (the Head Start/Pre-KFLP Advisory Panel) and Policy Council that is established and convened for this purpose. The Community Complaint Committee shall consist of two members each from the City Council and/or its designee (the Head Start/Pre-KFLP Advisory Panel) and the Policy Council and shall have the authority to take final action on recommendations for resolution of community complaints as proposed by the Head Start/Pre-KFLP Director.
5. If the Community Complaint Committee concurs with the recommended course of action, a copy of the report and recommendation shall be furnished to the complainant. The report shall contain the signatures of the Head Start/Pre-KFLP Director, and the selected Chair for this seating of the Community Complaint Committee.
6. If the Community Complaint Committee does not concur with the recommended course of action proposed by the Head Start Director, two options are available
  - a. The Community Complaint Committee may direct another course of action to the Head Start/Pre-KFLP Director; or
  - b. The Community Complaint Committee may require the Head Start/Pre-KFLP Director to reevaluate all of the data and materials and recommend another course of action.
7. If b. above is the option chosen by the Community Complaint Committee, the Head Start/Pre-KFLP Director will propose another course of action, and if that is accepted by the Committee, a copy of the report and accepted course of action will be furnished to the complainant with the appropriate signatures.

8. A copy of the action adopted will be furnished to the Head Start/Pre-KFLP Advisory Panel and the Policy Council for their information.

## **CODE OF ETHICS FOR PARENTS**

### **Policy:**

All Head Start/Pre-KFLP parents, guardians, family members, volunteers, visitors, and clients: Everyone must abide by the standards of the Code of Ethics at all times; when representing/working and or using the services of the Oakland Head Start/Pre-KFLP Program. The standards are based on dignity, respect for one self, staff, families and children.

### **Code:**

All individuals will be treated with dignity, respect and consideration at all times, regardless of gender, race, ethnicity, economic, educational and family background. Head Start/Pre-KFLP Program refrains from religious instruction and worship.

Abusive behaviors toward staff by parents /guardian, family members, and visitors will not be tolerated, these behaviors include:

- Name calling
- Foul language
- Engaging in physical attacks (i.e. Any type of aggressive or violent act, including but not limited to hitting or pushing)
- Verbally attacking or berating
- Making threatening or aggressive gestures

Failure to comply with this code will result in you and your child/children being removed from the program.

## **GRADUATION POLICY**

It is the policy of the City of Oakland Head Start/Pre-KFLP Program that there are to be no formal graduations at any of our sites, particularly a cap and gown ceremony. The Policy Council has voted that an end of the year program will be conducted so that all students ages 3-4 can participate together.

