

Ross County Community Action

Early Learning Programs



Early Head Start/Head Start Parent/Guardian Handbook

2024-2025 Program Year

Parent, Volunteer & Orientation Handbook

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Ross County CAC – Early Learning Program Locations

Administrative Office

250 North Woodbridge
Chillicothe, Ohio 45601

740-702-7222 Option: 6 then press 1

OU-C Center

101 University Drive
Chillicothe, Ohio 45601

740-702-7222 Option: 6 then press 2

Huntington Center

188 Huntsman Road
Chillicothe, Ohio 45601

740-702-7222 Option: 6 then press 3

Bainbridge Center

113 ½ Dewey Street
Bainbridge, Ohio 45612

740-702-7222 Option: 6 then press 4

Find us online at: www.rossccac.org

or

Ross County Community Action (OFFICIAL) Facebook Page

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Policy Council Approved: July 8, 2024

RCCAC Board Approved: July 17, 2024

This institution is an equal opportunity provider.

Philosophy and Goals

Ross County CAC – Early Learning Programs’ mission is to provide a comprehensive child development program that promotes school readiness for children ages Birth-5 from low-income families in Ross County, by building parenting skills and self-esteem, building community partnerships, providing health services, and providing professional development for our staff to enable us to support and guide children’s cognitive, social, and emotional development.

The philosophy of our program is that children benefit from a program that is family and community centered. We feel that parents are their child’s first teachers and that connections within the community strengthen a child’s development.

Children are individuals and should be treated as individuals. Rules are designed to create a safe environment and framework within which each child is provided the stability and consistency necessary for proper development, while at the same time providing opportunities for the child to participate in activities that help him/her acquire skills in all areas of development.

Children learn by doing. The Early Learning Programs strive to provide each child with hands-on experiences to encourage the child to be creative, imaginative, innovative, and to create a desire to explore and learn. Our goal is to inspire a lifelong love of learning.

Parents are the prime educator of their children. We strive to assist parents in achieving their full potential as both individuals and as their child’s parent. Parents are strongly encouraged to volunteer, share a special talent/skill, and/or simply visit the classroom. Various meetings and/or workshops are provided throughout the year to provide developmentally appropriate information and/or activities. Monthly “*Home Connection*” letters are sent home to families which provide details about what’s happening in the classroom as well as an individualized note about their child. Classroom staff are in constant contact through the Teaching Strategies Family App, phone calls, and in person home visits and parent/teacher conferences when possible.

All children come from a variety of developmental skills levels. Our program uses the **Ages & Stages Questionnaire (ASQ:3)** and the **DECA (Devereux Early Childhood Assessment)** as standardized, norm-referenced screening tools that provide our classroom staff with foundational knowledge about each child’s physical, cognitive, and social-emotional development from which to set goals and individualize learning. The children will be “assessed” with the **Teaching Strategies Gold Assessment** throughout the school year. The “checkpoint” periods provide an opportunity to look at the skill progression of individual children and the program in relation to *widely held expectations* through authentic observations and documentation. Screening and assessment results are shared with families and follow-ups and/or referrals are made, as necessary.

License

All Ross County Early Learning Programs are licensed through ODJFS childcare.

Web: [Child Care | Job and Family Services \(ohio.gov\)](https://www.ohio.gov/child-care)

Admissions

RCCAC Early Head Start and Head Start program follows ADA policies.

- Early Head Start enrolls pregnant women, infants, and toddlers up to 3 years of age. Children enrolled in EHS will have the opportunity to transition to Head Start services by completing and qualifying for these services through the enrollment process.
- Head Start enrolls children who are three (3) years old by public school cut-off date (August 1) and up to kindergarten age; generally, children who turn 5 on or before August 1 are age eligible for kindergarten. Children who turn three after August 1 will be considered if an opening is available.
- Income guidelines are determined by the Federal Poverty Guidelines.
- Classes are filled on a prioritized basis. When a program is at full enrollment, the child will be placed on a waiting list.
- Bus routes for the Head Start program are determined yearly and routes are set up according to the greatest number of children in a concentrated area.

For a child to be considered for enrollment in the program, the family must complete the enrollment packet. The following forms comprise the enrollment packet:

- Child & Family Information
- Eligibility Information
- Release of Information
- Health History
- Child Nutrition & Health Data
- Child Enrollment & Health Information
- Transportation & Policies on Release
- Head Start Physical Examination Form & Dental Form

In addition to the above, the family must provide an immunization record and proof of income.

The child is required to have a completed physical on our prescribed form within 30 days of start date.

The physical must contain the following:

- ✓ Height
- ✓ Weight
- ✓ Hemoglobin
- ✓ Lead
- ✓ Blood pressure

If hemoglobin results are not made available to Head Start, a trained staff member may administer the testing with the permission of the parent/guardian.

If a child is not immunized or is in the process of being immunized, the program will have the following information on file according to 5101:2-12-15 (B)(3)(f)

(f) A statement from the physician, PA, APRN, or CNP that the child has been immunized or is in the process of being immunized against the diseases required by division 5104.014 of the Revised Code and found in appendix A to this rule or a statement that the child meets one of the following:

(i) A statement from a physician, PA, APRN, or CNP that an immunization against the disease is medically contraindicated for the child.

- (ii) A statement from a physician, PA, APRN, or CNP that an immunization against the disease is not medically appropriate for the child's age.
- (iii) A statement from the child's parent that he or she has declined to have the child immunized against the disease for reasons of conscience, including religious convictions.

A dental exam will need to be completed within 90 days of start date.

Suspension and Expulsion

Ross County Early Head Start and Head Start program follows the Head Start Program Performance Standards (1302.7) as it relates to suspension and expulsion.

- a) *Limitations on suspension.*** (1) A program must prohibit or severely limit the use of suspension due to a child's behavior. Such suspensions may only be temporary in nature.
- (2) A temporary suspension must be used only as a last resort in extraordinary circumstances where there is a serious safety threat that cannot be reduced or eliminated by the provision of reasonable modifications.
- (3) Before a program determines whether a temporary suspension is necessary, a program must engage with a mental health consultant, collaborate with the parents, and utilize appropriate community resources – such as behavior coaches, psychologists, other appropriate specialists, or other resources – as needed, to determine no other reasonable option is appropriate.
- (4) If a temporary suspension is deemed necessary, a program must help the child return to full participation in all program activities as quickly as possible while ensuring child safety by:
- (i) Continuing to engage with the parents and a mental health consultant and continuing to utilize appropriate community resources.
 - (ii) Developing a written plan to document the action and supports needed.
 - (iii) Providing services that include home visits; and,
 - (iv) Determining whether a referral to a local agency responsible for implementing IDEA is appropriate.

- (b) *Prohibition on expulsion.*** (1) A program cannot expel or unenroll a child from Head Start because of a child's behavior.
- (2) When a child exhibits persistent and serious challenging behaviors, a program must explore all possible steps and document all steps taken to address such problems and facilitate the child's safe participation in the program. Such steps must include, at a minimum, engaging a mental health consultant, considering the appropriateness of providing appropriate services and supports under section 504 of the Rehabilitation Act to ensure that the child who satisfies the definition of disability in 29 U.S.C. §705(9)(b) of the Rehabilitation Act is not excluded from the program based on disability, and consulting with the parents and the child's teacher, and:
- (i) If the child has an individualized family service plan (IFSP) or individualized education program (IEP), the program must consult with the agency responsible for the IFSP or IEP to ensure the child receives the needed support services; or,
 - (ii) If the child does not have an IFSP or IEP, the program must collaborate, with parental consent, with the local agency responsible for implementing IDEA to determine the child's eligibility for services.
- (3) If, after a program has explored all possible steps and documented all steps taken as described in paragraph (b)(2) of this section, a program, in consultation with the parents, the child's teacher, the

agency responsible for implementing IDEA (if applicable), and the mental health consultant, determines that the child's continued enrollment presents a continued serious safety threat to the child or other enrolled children and determines the program is not the most appropriate placement for the child, the program must work with such entities to directly facilitate the transition of the child to a more appropriate placement.

Tuition/Fees and Payment Policies

There are no tuition or fees for Early Head Start and Head Start programs.

Drug & Alcohol Policy

It is the policy of RCCAC that all employees be free of alcohol and illegal substances. The implementation of a Drug Free Workplace Program will be enforced within the Agency. All RCCAC sites and offices are drug free areas. All employees and any persons at the site are to be free of alcohol and illegal substances. Head Start staff will assist in referring any parent with a substance abuse problem to the appropriate agencies. Please notify any staff member if you need assistance.

Child Abuse Reporting

All staff members of RCCAC Early Learning Programs are mandated reporters of child abuse. If staff suspects that a child is being abused or neglected, they **MUST** make a report to Ross County Children's Services. The safety of the children is always our first concern.

Hours and Days of Operation

All Ross County Head Start classrooms typically operate Monday-Thursday, 8:15-3:30, August-May. The schedule may vary slightly depending on location. Head Start duration classrooms are required to attend 1020 hours each program year.

The Ross County Early Head Start center-based program will operate a full 12 months with services being offered Monday-Thursday, 8:15-3:30. The minimum number of required hours for an EHS center-based program year is 1,380 hours. The EHS homebased program requires 46 home visits per year (1 ½ hours in length) and an opportunity for 22 group socializations (2 hours in length).

Holiday Schedule/Closure

The classrooms will be closed on the following days: Labor Day, Veteran's Day, Wednesday before Thanksgiving, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day, New Year's Day, Martin Luther King Jr. Day, President's Day, Good Friday, Juneteenth, July 4th, Memorial Day

Early Head Start and Head Start classrooms are generally not in session Christmas Eve through January 1st.

Make up days for inclement weather will be scheduled on Fridays.

Parents will be notified prior to holiday closings.

Staff/Child Ratios and Maximum Group Size

To maintain our Step Up to Quality Rating with ODJFS Child Care Licensing, all RCCAC Early Head Start classrooms follow the ratio of 1:4 for Birth-18 months, 1:5 for 18-30 months, and 1:6 for 30-36 months. The EHS classrooms enroll up to 8 children.

To maintain our Step Up to Quality Rating with ODJFS Child Care Licensing, all RCCAC Head Start classrooms follow a ratio of 1:10. The typical class size for each Head Start classroom is 17 preschool children.

Supervision Policy

A major responsibility of the staff is to ensure the health and safety of each child entrusted in their care. Staff persons are alert to the safety needs of the children, anticipate possible hazards, and take necessary appropriate precautionary and preventive measures. *No child shall ever be left alone or unsupervised. Children shall always be within sight and hearing of childcare staff.* Our policy is that at no time is a non-staff person to be left alone with a child, unless it is the child, they are the parent/guardian of.

Sample Early Head Start Daily Schedule

8:15-8:30	Greetings/Arrival/handwashing
8:30-9:15	Breakfast
9:15-9:30	Diapers
9:30-9:35	Take toddlers to toddler's room
9:40-9:50	Circle time
9:50-11:00	Outside/free choice
11:00-11:15	Diaper/wash hands
11:15-11:25	Table time
11:25-11:30	Wash hands/ Read aloud
11:30-12:00	Lunch
12:00-2:15	Nap/Check Diapers Prior to Nap
2:15-2:30	Diapers
2:30-2:45	Get up and move/Read Aloud
2:45-3:15	Snack
3:15-3:30	Last diaper check/good-byes

**Each child in the EHS program will be assigned a crib/cot according to the age of the child. Cribs/cots will be labeled, cleaned at least weekly but more frequently as needed. Cribs/cots will be covered with an appropriate size sheet.

**Our EHS program utilizes a digital tool called "Tadpoles". This tool will provide a daily report to the families enrolled in Early Head Start concerning diaper changes, food consumed, and other activities that your child engaged in during the day. This digital resource allows teachers to communicate other important information with families during the school day; including the opportunity to share pictures! The daily report is sent to the parent e-mail address on file at the conclusion of the school day!

Sample Head Start Classroom Daily Schedules

8:15- 8:30	Children arrive, prepare for breakfast: toileting and hand washing
8:30- 9:00	Breakfast
9:00- 9:10	Clean Up/ Bathroom
9:10-9:25	Circle/Calendar/ Weather
9:25- 9:55	Large Group
9:55- 10:25	Free Play
10:25-10:40	Read Aloud
10:40-10:50	Music
10:50-11:15	Small Group
11:15-11:40	Outside, Town square and Big Playground
11:40-11:50	Second Step Lesson
11:50-12:00	Clean Up/Bathroom/Wash Hands
12:00-12:30	Lunch
12:30-12:45	Brush Teeth
12:45-1:45	Rest Time
1:45- 1:55	Bathroom/ Wash Hands
1:55-2:15	Smartboard
2:15- 2:45	Small Playground/Walk
2:45-3:15	Table Activity
3:15-3:30	Read Aloud/Dismissal

Arrival/Departure

Head Start Bus:

Center Aide/Bus Drivers (or another Head Start staff with a Commercial Driver's License) will transport the children on Head Start buses accompanied by a second adult. Each bus will pull up to the center and the children will enter the door that has been designated for this purpose. The driver will make sure that all children have exited the bus safely upon arrival at the center and at any other destination by maintaining an attendance list. Upon arriving at the center, the children will be taken to their classroom by appropriate staff. When children are picked up or dropped off at their homes, parents/guardians must escort the child to and from the bus.

Bus transportation is not offered to families participating in the Early Head Start program.

Early Head Start/Head Start Self Transport:

Children should be taken directly to their assigned classrooms and the person delivering them will sign the child in using the iPad (Child Plus). When the child is picked up at the end of their day, the person will sign the child out on the iPad (Child Plus). *All children must be accompanied into the building by an adult, parents are encouraged to hold their children's hand to promote safety.*

OU-C- All self-transporters need to enter through the main door. Parent/Guardians arriving at the center prior to the start of class time may utilize the Family Lounge area until they are permitted to enter the main portion of the building.

Bainbridge- All self-transports need to enter through playground door. Parents/Guardians will ring the bell to gain entrance to the facility.

Huntington- All self-transports need to follow the car rider procedures for the elementary. Staff will instruct enrolled families on the location of the Head Start parent transport line. Self-transport students arriving after the arrival time will need to enter the building through the front office.

Release of a child

Included in the enrollment packet is the “*Transportation & Policies on Release*” and the “*Child Enrollment and Health Information*” forms which can only be completed by the parent/guardian. Parents/Guardians list the person authorized by the parent/guardian to pick up a child from the bus or school. When an update is needed to the authorized list of individuals that a child can be released to, the parent/guardian must complete a *Change of Information* form. ***Except in emergency situations, no changes will be made to the child release form until the Site Administrator has given approval on the signed Change of Information form. ALL individuals should be prepared to produce a photo ID when picking up a child from a Head Start center or bus.*** In an emergency, permission may be given to release a child to someone not on the paperwork **IF** the following conditions are met: 1) The Site Administrator, Early Childhood Programs Director or Executive Director are part of the decision (could be via phone call/text if made by another member of the leadership team). 2) The leadership member must speak directly to the parent/guardian and complete the “Emergency Release by Leadership” form to document the conversation.

Custody Agreements

If there is a custody agreement involving your child, it is the responsibility of the parent/guardian to provide the center with legal documentation from the court. This includes foster parents, guardians and family members who have temporary or permanent custody. The center cannot deny a parent access to their child without proper documentation.

Field Trips/Emergency Transportation of Children

The Head Start centers will provide transportation on routine trips and field trips for the children. Children will be transported on a bus owned by Ross County CAC Head Start. A staff member with first aid, CPR, and communicable disease training will be present on the bus. *For routine bus arrival and departure, see the previous section.*

Classrooms may choose to participate in “walking field trips;” required documentation will be kept on file. If EHS plans to participate in a field trip that is off site and would require transportation, a survey to determine the interest/availability of parents to transport and participate will be taken first. If most families want to participate, then a field trip will be planned accordingly. EHS children will not be transported by the program or employees.

Head Start children will be taken on field trips periodically. Before departing the center, a count will be taken of all the children, and it will be recorded on a separate attendance sheet specially created for the trip. Upon arrival at the destination, another count will be taken to assure that all the children have arrived safely. This same process will be repeated upon leaving the destination and returning to the center. During the field trip each staff member will have specific children that they will be responsible for supervising. Before any child can participate in either a routine trip or a field trip, the center must have written permission from the parent/guardian.

Emergency Transportation

The center will not transport children in emergency situations. If a child requires transportation, the parent or the emergency squad will be contacted.

Guidance Policy

Ross County Community Action Head Start and Early Head Start has selected Conscious Discipline as the program which guides and informs our social-emotional learning, school culture, and discipline. It helps all our staff build classroom communities that are based on the internal resources of safety, connection and problem solving instead of external rewards and punishments. It is based on brain research that indicates our internal states dictate our behavior. Its goal is to provide systemic changes in schools by fostering the emotional intelligence of teachers/staff first and children second. The three core components of Conscious Discipline are:

1. Safety- through self-regulation, enhances adults' and children's ability to recognize and manage physiological and emotional upset.
2. Connection- through creating a compassionate School Family culture, motivates adults' and children's willingness to engage in healthy relationships, help each other be successful and change perceptions about conflict.
3. Problem-solving- through changing our response to conflict and upgrading social-emotional skills, boosts adults' and children's ability to adapt to changing situations (resiliency).

With these components, everyday events and conflicts become opportunities to teach life skills.

**Conscious Discipline-Building Resilient Classrooms, by Dr. Becky A. Bailey. 2015.*

- NO physical disciplinary action shall be used on any child.
- NO disciplinary action shall be used which will humiliate/embarrass the child in any way.
- A child CANNOT be threatened or frightened in any manner.
- Food can NEVER be used as a reward or punishment for behavior.

****Only RCCAC Head Start & Early Head Start staff placed in charge of a child or a group of children shall be responsible for guiding their behavior. ****

A copy of the Guidance Policy is posted in each classroom of the Ross County CAC-Early Learning Programs. The policy applies to all Ross County CAC staff. Each Site Administrator is responsible for ensuring every staff member at their center receives a copy of this policy and that there is a copy located in every classroom.

For further information on the specific guidance that is provided to staff on techniques/strategies to use in the classroom with every child, please see the: Ross County Community Action Head Start & Early Head Start Strategies and Procedures for Guiding Children's Behavioral Skills.

The Child Guidance Policy applies to all staff and parents while they are in the center.

Screening and Assessment

All children come from a variety of developmental skills levels. Our program uses the **Ages & Stages Questionnaire (ASQ:3)** and the **DECA (Devereux Early Childhood Assessment)** as standardized, norm-referenced screening tools that provide our classroom staff with foundational knowledge about each child's physical, cognitive, and social-emotional development from which to set goals and individualize learning. The children will be "assessed" with the **Teaching Strategies Gold Assessment** throughout the school year. The "checkpoint" periods provide an opportunity to look at the skill progression of individual children and the program in relation to widely held expectations through authentic observations and documentation. Screening and assessment results are shared with families and follow-ups and/or referrals are made, as necessary.

All children enrolled in the RCCAC Early Head Start and Head Start program also receive screenings for vision and hearing. The Health/Nutrition Manager along with Child and Family Advocate staff support families through the follow up/referral process if results indicate that follow up is needed.

Services for Children with Disabilities

Per Head Start Performance Standard **1302.61 (a)**, Program must ensure the individualized needs of children with disabilities, including but not limited to those eligible for services under IDEA, are being met and all children have access to and can fully participate in the full range of activities and services. Programs must provide any necessary modifications to the environment, multiple and varied formats for instruction, and individualized accommodation and supports as necessary to support the full participation of children with disabilities. Programs must ensure all individuals with disabilities are protected from discrimination under and provided with all services and program modifications required by section 504 of the Rehabilitation Act (29 U.S.C. 794), the Americans with Disabilities Act (42 U.S.C. 12101 *et seq.*), and their implementing regulations.

1302.62 (1) A program must collaborate with parents of children with disabilities, including but not limited to children eligible for services under IDEA, to ensure the needs of their children are being met, including support to help parents become advocates for services that meet their children's needs and information and skills to help parents understand their child's disability and how to best support the child's development.

(2) A program must assist parents to access services and resources for their family, including securing adaptive equipment and devices and supports available through a child's health insurance or other entities, creating linkages to family support programs, and helping parents establish eligibility for additional support programs, as needed and practicable.

Meals and Snacks

Children receive 1/3 of their daily nutritional needs from the meals served at our centers. Meals are provided through the Child and Adult Care Food Program (CACFP). Menus are reviewed and approved by a licensed dietician. Feel free to ask about our menus or the nutrition components. Menus are sent home monthly.

Parent feeding schedules will be on file for infants 6 weeks-18 months, children who are 18 months and older will eat at the scheduled mealtime for the classroom.

Breakfast – contains appropriate servings from the dairy, fruit-vegetable, and grain food groups.

Lunch – contains appropriate servings from fruit-vegetable, grain, meat, and dairy food groups.

Snack – contains appropriate servings from the dairy, grain, or fruit-vegetable food groups.

Diaper/Pull Up/Potty Training Policy

RCCAC Early Head Start/Head Start provides diapers/pull ups to enrolled children while they are at the center. RCCAC staff follow the requirements for diapering outlined in the ODJFS Child Care Licensing rules (5101"2-12-23 (C)). Diaper rash cream will also be supplied by RCCAC Early Head Start/Head start and applied according to ODJFS rules. If a parent prefers a different diaper cream to be used than that provided, this will need documented, and the parent will need to supply the preferred cream.

RCCAC Early Head Start/Head Start will support the family with toilet training; families should discuss toilet training with classroom staff so that there is consistency between school and home. ODJFS Child Care Licensing rule: 5101 2-12-23 (5) Toilet training shall occur based on a child's readiness and consultation with the parent regarding practices in the child's home. The center shall ensure that toilet training is never forced.

Rest Time Policy

Head Start requires that a program that operates more than 6 hours per day provide a regular time every day at which preschool children are encouraged but not forced to nap. Programs must provide quiet learning activities for children who do not need or want to rest or nap. To comply with this rule, this plan will be followed for rest time in any classroom that operates more than 6 hours per day. If a classroom that usually operates for more than 6 hours a day operates for fewer than 6 hours, (ex. delayed for weather), the classroom may choose to eliminate rest time for that day.

HEAD START REST TIME POLICY

1. Rest time will be listed on the classroom schedule for a 1-hour period.
2. Staff will begin the awakening process of the children that sleep, 5-10 minutes before the end of the 1-hour rest period. All children should be up one hour after rest time begins.
3. Children that CHOOSE not to sleep, must be offered a quiet activity away from the children that are sleeping once 10-15 minutes have passed after rest time begins, providing them an opportunity to rest.
4. Each child will have a mat assigned to them that will be sanitized weekly (Or as needed due to illness)
5. Each child will have a blanket assigned to them that will be washed weekly.
6. Children should be allowed to have special items such as stuffed animals and/or baby dolls to hold during rest time.

EARLY HEAD START REST TIME POLICY

1. Children 6 weeks -12 months will have their own individual sleeping cycles that will be followed. Children 12 months-18 months may follow the 2-hour nap period but can also be adjusted as needed.
2. Cribs will be assigned to children that are 6 weeks-18-month-old. Children 12-18 months will be transitioned to an assigned cot when they are ready.
3. Children that are transitioning into the Head Start program can begin using a mat at 30 days prior to the transition.
4. Children that awake prior to the 2-hour nap period coming to an end, must be offered a quiet activity away from the children that are sleeping.

5. Cribs, cots, and mats will be sanitized weekly (Or as needed due to illness)
6. Each child on a cot or mat will have a blanket assigned to them that will be washed weekly.

Children on a cot or mat should be allowed to have special items such as stuffed animals and/or baby dolls to hold during nap time.

Accidents/Emergencies by Location

Huntington

Fire: Staff will follow the posted evacuation route in the classroom describing the emergency evacuation routes. The designated meeting place is in the rear parking lot.

Tornado/Weather Alert: Staff will follow the posted evacuation route in the classroom describing the emergency evacuation routes. The designated “safe place” is the large hallway between elementary/middle school buildings.

Emergency Evacuation (bomb threat, gas leak, etc.): Staff will follow the posted evacuation route in the classroom describing the evacuation route. The primary evacuation spot is the front playground area. Follow instructions from emergency personnel as to whether to stay in that spot or to proceed to a secondary evacuation location. The secondary location is the Huntington Fire Department. The children will be taken there by the Head Start bus.

Threat of Violence: Children will be taken to the safest location in the building or outside. 9-1-1 will be contacted.

Loss of Power, Water, Heat, etc.: The utility companies will be notified of the outage. The expected length of the outage will be assessed. If extended time is expected, contact the parent/guardian, and prepare for early dismissal. In the event of an emergency, the staff will ensure that all children are accounted for and notify parents, if necessary. Children’s files are in the center manager’s office.

****Detailed instructions are posted at the center.**

Bainbridge

Fire: Staff will follow the posted evacuation route in the classroom describing the emergency evacuation route. The designated meeting place is in the alley by the school.

Tornado/Weather Alert: Staff will follow the posted evacuation route in the classroom describing the emergency evacuation route. The designated “safe place” is the bathroom.

Emergency Evacuation (bomb threat, gas leak, etc.): Staff will follow the posted evacuation route in the classroom describing the evacuation route. The primary evacuation spot is the alley by the school. Follow instructions from emergency personnel as to whether to stay in that spot or to proceed to a secondary evacuation location. The secondary location is the Bainbridge Fire Station located at 103 ½ W 5th. St. The children will be taken there by the Head Start bus.

Threat of Violence: Children will be taken to the safest location in the building or outside. 9-1-1 will be contacted.

Loss of Power, Water, Heat, etc.: The utility companies will be notified of the outage. The expected length of the outage will be assessed. If extended time is expected, the staff will contact the parent/guardian and prepare for early dismissal. In the event of an emergency, the staff will ensure

that all children are accounted for and notify parents, if necessary. Children's files are in the center manager's office.

****Detailed instructions are posted in the center.**

OU-C

Fire: Staff will follow the posted evacuation route in each classroom describing the emergency evacuation route. Each classroom has a designated meeting spot.

Tornado/Weather Alert: Staff will follow the posted evacuation route in the classroom describing the emergency evacuation route.

Emergency Evacuation (bomb threat, gas leak, etc.): Staff will follow the posted evacuation route in each classroom describing the evacuation route. The primary evacuation spot is the fence surrounding the drainage area behind the building. Follow instructions from emergency personnel as to whether to stay in that spot or to proceed to a secondary evacuation location. The secondary location is OU-C Shoemaker Center.

Threat of Violence: Children will be taken to the safest location in the building or outside. 9-1-1 will be contacted.

Loss of Power, Water, Heat, etc.: The utility companies will be notified of the outage. The expected length of the outage will be assessed. If extended time is expected, the staff will contact the parent/guardian and prepare for early dismissal. In the event of an emergency, the staff will ensure that all children are accounted for and notify parents, if necessary. Children's files are in the center manager's office.

****Detailed instructions are posted in the center.**

Procedure for Serious Incident, Injury, or Illness:

Includes any situation occurring while a child is in the care of the provider that requires emergency medical treatment or professional consultation or transportation for emergency treatment. This includes an unusual or unexpected event which jeopardizes the safety of children or staff, such as leaving the premises unattended.

In the event of a serious circumstance the staff will call 911 and then notify the center administrator or designee of the situation. The center administrator, designee or staff member will notify the parent that 911 has been called and the child will be transported by squad to the local hospital. Staff members will obtain the child's medical file which contains medical information and instructions for transportation in emergencies. A staff member will accompany the child to the hospital.

The Site Administrator/Designee must speak with a representative from the Ohio Department of Job and Family Services licensing office within 24 hours in the event of the following:

ODJFS 5101:2-12-16 (F) What is a serious incident?

- (1) Death of a child at the center.
- (2) An incident, injury, or illness that requires professional medical consultation or treatment for a child.
- (3) An unusual or unexpected incident which jeopardizes the safety of a child, child care staff member or employee of a center.

(4) An incident defined as a serious risk non-compliance in appendix A to rule [5101:2-12-03](#) of the Administrative Code.

ODJFS 5101:2-12-16 (G) What does the center do if there is a serious incident?

- (1) The center shall log in to <http://oclqs.force.com> by the next business day to report the incident, as defined in paragraph (F) of this rule.
- (2) This notification does not replace reporting to the public children services agency (PCSA) if there are concerns of child abuse and neglect as required by rule [5101:2-12-19](#) of the Administrative Code.
- (3) The center may print the completed serious incident report in OCLQS and give to the parent to meet the parent notification requirements of paragraph (E) of this rule.
- (4) If a child is transported by anyone other than a parent for emergency treatment, the child's health and medical records required by rule [5101:2-12-15](#) of the Administrative Code are to accompany the child. The center administrator or a child care staff member is to stay with the child until the parent assumes responsibility for the child's care.

In the case of a minor accident/injury, staff will administer first aid; staff are trained in First Aid/Communicable Disease and CPR.

A minor incident, injury, or illness includes an injury or an illness or any unusual or unexpected event that results in a child being able to return to normal activity; or when basic first aid is given. The following is the procedure for completing an *Incident/Injury Report* for a minor accident/injury:

1. Attending staff will complete the form.
2. The form is signed by the Site Administrator/Designee.
3. The report is sent home with the child for the parent to sign or given to the parent to sign when they pick up their child.
4. Parent signs the form and keeps a copy.
5. Parent returns the form to the center.
6. The Site Administrator/Designee sends the report to the Health Manager to review and maintains a copy at the center.
7. The Health Manager initials and verifies the form was sent in.
8. The report form is placed in the child's main file and entered in Child Plus.

***Incident/Injury Report* forms will be completed according to ODJFS 5101:2-12-16 (E):**

(1) Staff shall complete the [JFS 01299](#) (Incident/Injury Report for Child Care) and provide a copy to the child's parent or the person picking up the child on the day of the incident or injury if:

- (a) A child becomes ill or receives an injury which requires first aid treatment.
- (b) A child is transported in accordance with this rule to a source of emergency assistance.
- (c) A child receives a bump or blow to the head.
- (d) An unusual or unexpected incident occurs which jeopardizes the safety of a child or employee of a center, such as a child leaving the center unattended, a vehicle accident with or without injuries or exposure of children to a threatening person or situation.

Management of Illnesses

Ross Co. CAC Early Head Start/Head Start will follow the same Management of Illnesses as in the ODJFS Licensing Rules for Child Care Centers **5101:2-12-33 (C), (D)**

RCCAC will refer to JFS 08087 "Communicable Disease Chart" for guidance on Exclusion, Control, and Reporting of communicable diseases; including but not limited to covid-19. Additionally, RCCAC seeks advisement from the Ross County Health District and the CDC.

A child is to be considered sick when demonstrating any of the following symptoms:

- Temperature of at least one hundred- and one-degrees Fahrenheit (one hundred degrees Fahrenheit if taken axillary) when in combination with any other sign or symptom of illness.
- Diarrhea (three or more abnormally, unexpectedly, or unexplained loose stools within a twenty-four-hour period).
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick and purulent (pus) eye discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots, or rashes.
- Unusually dark urine and /or gray or white stool.
- Stiff neck with elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- Vomiting more than once or when accompanied by any other sign or symptom of illness.

Precaution for isolating a child who is ill.

1. Child will be assessed for two (2) or more symptoms, or contagious stage as stated on the Communicable Disease Chart.
2. If there is a need for isolation, the child is placed away from the classroom.
3. A staff member is always with the child.
4. The staff member will contact a family member, guardian or emergency contact and advise them that the child needs to be picked up from the center.
5. The staff member will remain with the child and assess him/her periodically until the child leaves the premises.
6. The parent/guardian or emergency contact must sign the *Child Observation Checklist*.
7. The staff members will copy the report. The parent/guardian receives the original, maintains a copy at the center, and sends a copy to the Health Manager.
8. The Health Manager will review the form and initial it.
9. The Health Manager will notify the Health Department in the event of a breakout of a contagious illness.
10. The copy will then be placed in the child's main file.

Lice Policy & Procedure

Policy:

Head Start staff will lower the risk of spreading pediculosis (head lice) in our classrooms and centers through the following preventative health practices and appropriate reporting procedures. The goal of this policy is to decrease school absenteeism due to lice and to support families in their efforts to control and eliminate lice.

Procedure:

RCCAC Head Start employees will review the policy annually. Staff will monitor children for indications of head lice. Some indicators of head lice may be scratching of the scalp or visible nits/lice in the hair.

If a child is suspected of having head lice from general observation, a RCCAC Head Start staff member will take the child to a discreet area away from other children and check the child's head for lice.

If live lice are found:

- 1) The staff person will call the parent/guardian pick up the child. A head lice information packet will be sent home with the parent/guardian to give guidance with treatment and tips to rid lice in their home. After treatment is complete and lice removed child can be brought to school the next morning to have their child rechecked. If no live lice are present child can stay. If the child still has live lice the parent/guardian will be asked to take child home and run a lice comb through child's hair and remove remaining lice. If the parent/guardian does not have transportation a Head Start staff member will contact the family and go to the home and check the child's head.
- 2) If a parent/guardian cannot be reached or is unable to pick the child up at the center, the child may remain at the center. Staff will monitor children to avoid head-to-head contact.

If nits are present:

- 1) If a child has nits and no live head lice, a phone call will be made to the parent/guardian, so they are aware of the nits. Remind parents/guardian that they will need to remove the nits, if they have already treated the child's head no further treatment is needed. A note will also be sent home and a head lice information packet.

All classroom linens must be laundered following each head lice report. Other articles (dress-up clothes, stuffed animals, etc. may be sealed in a plastic bag for at least 14 days at room temperature).

Staff will send a Health Alert to parents/guardians to notify them of their child being exposed to head lice and post one at the classroom door.

Staff will never apply medication or home remedy to a Head Start child's head.

Bed Bug Policy & Procedure

Policy:

Head Start staff will lower the risk of bed bug infestation by following the preventative health practices and appropriate reporting procedures. The goal of this policy is to prevent a bed bug infestation at the center and to support families in their efforts to eliminate bed bugs. RCCAC desires to reduce absenteeism related to bed bug infestations. Information for developing this policy was taken from The National Center on Health and Wellness and the local health district.

Procedure:

RCCAC Head Start employees will review the policy annually and receive training as needed.

Staff will monitor classrooms, buses, and children for signs of bed bugs. If evidence of bed bugs is found, staff will alert the Center Manager and Health/Nutrition Manager. Management staff will notify custodial staff of infestation so that proper cleaning can occur.

It is important to note that the presence of one bed bug does not mean that a center or a family is infested with bed bugs. Staff will use designated spray to kill bed bugs, clean accordingly, report instances to management staff, and continue to monitor the facility and children for further evidence.

If a child is suspected of having a bed bug infestation:

- 1) Staff will take the child to a discreet area away from other children to check for further evidence of a bed bug infestation. (Bites, scratching, bugs on clothing/body)
- 2) If live bugs are found, staff will remove bugs from clothing/skin (within reason). Children will be returned to the group.
- 3) Staff will isolate bed bugs and use an alcohol spray to kill the bug. (Away from children.)
- 4) If the observation of the child indicated a bed bug infestation (multiple bites or the presence of multiple bugs), the Parent/Guardian will be notified and asked to pick the child up from school. The Parent/Guardian will need to bring the child in for a re-check prior to being permitted to return to bus transportation. If bed bugs are not observed, the child returns to the classroom and bus transportation if previously provided. If bed bugs are observed, the parent/guardian will be asked to take the child home and launder clothing and dry on high heat and return the next school day to have child rechecked.
- 5) RCCAC will provide the family with support to eliminate bed bugs by providing them with resources to community agencies. RCCAC may also develop individual plans with families as they work to eliminate bed bugs so that children are not frequently absent from school. This plan may include keeping belongings in a plastic bag and providing a second set of clothing at school.

Health Alert notices will be sent home with children if they have been exposed to a communicable disease.

Medications

The center staff will administer necessary medication to a child once proper forms are completed by the parent/guardian and the physician. The center, parent/guardian and physician will review the matter to determine if it is necessary for the medication to be administered while the child is at school. Medication will be stored in a locked bag away from children. Dispersion of medication will be recorded on a medication log.

Please contact the Site Administrator for support in completing required paperwork for medication administration.

Food Supplements or Modified Diets

If your child requires a food supplement or a modified diet, *you must provide written documentation from your physician*. Special diet sheets will be completed and shared with teachers and kitchen staff.

- ❖ Modified diets due to religious or cultural reasons will be honored with a written statement from the parent/guardian.

Preventative Health Care

The Early and Periodic Screening, Diagnostic and Treatment (EPSTD) service is Medicaid's comprehensive and preventive child health program for individuals under the age of 21. ESPDT has two purposes: to assure health care resources are available and accessible and to help Medicaid recipients and their caregivers use these resources. Health care professionals, who work with children in Early Head Start/Head Start, childcare organizations, and clinics, may access their state's EPSDT schedule to ensure children's health needs are met.

EPSTD recommendations for preventive health care are:

- Physical exam
- Dental exam
- Height & Weight
- BMI & Blood Pressure
- Vision & Hearing screenings
- Hemoglobin or Hematocrit
- Lead Screening

Outdoor Play

Each center has a playground area. The Early Head Start program has a separate playground for infants/toddlers. Children go outside daily, weather permitting. ***ODJFS Child Care Licensing Rules 5101:2-12:17 (5) states: Providing outdoor play in suitable weather for any infant over twelve months of age, toddler, preschool, and school-age child in attendance four or more consecutive daylight hours. Suitable weather is at a minimum of twenty-five (25) to ninety (90) degrees Fahrenheit.*** Consideration will be given to the length of time that the children are outside during acceptable cold and hot weather. When the weather is not appropriate, the teaching staff will engage the children in gross motor activities inside the building.

Parents should dress children appropriately based on the weather each day, knowing that most days will include outside play.

RCCAC Head Start does not participate in water play in bodies of water more than 18 inches in depth.

Parent Participation

Parents are always welcome at our centers, and in fact are a very important part of our programs. Ross County CAC Early Head Start/Head Start has an open-door policy and we encourage all

parent/guardians to volunteer. As a reminder, siblings or additional children are not allowed in the classrooms except on special occasions. As often as possible, the program provides child care for parent committee, policy council, and workshop/training opportunities. If child care is being provided for an event that is held during the school day, then siblings/children would be permitted. Events that are held in the evenings are generally designed for the entire family to participate in or child care is provided.

Volunteers- Parents/guardians who wish to volunteer at the center on a regular basis (as required by ODJFS) must have a negative TB test (if applicable), a physical, BCI, FBI, Volunteering is not a requirement for enrolling your child, but we strongly encourage parent participation. Parents interested in volunteering at the center should contact the Site Administrator to complete the required paperwork.

Workshops/Trainings are provided monthly on a variety of subjects. Please inform your Child & Family Advocate if there is a subject that you would like to have presented. Please try to attend as many workshops as possible. Parent meetings are held once a month for parents to discuss policies, discuss workshop topics, elect parents to Policy Council, elect officers to their parent groups and to get acquainted with other parents.

Parent Committee- Every parent of an enrolled child is a member of the Parent Committee/Group at their center. Parent Committee meetings are held monthly at each center. For information about Parent Committee meetings please contact your Child/Family Advocate. Members of the Policy Council are elected from the Parent Committee/Group.

The Policy Council is a group of parents and community volunteers that have been elected to work together with Head Start administration to work towards the benefit of all Head Start children and families. Training is provided for the elected parents/volunteers.

Teaching Strategies Family App provides an opportunity for families to both receive and send communication with classroom staff. The App will be used to share classroom updates, parent trainings/meetings, family fun events, and cancellations/delays/early dismissals. Families may use the App to communicate absences and other child specific information that may be helpful to staff. Generally, Head Start staff work Monday-Friday from 8:00-4:00 and will only check the App when they are not being used to meet child/staff ratio; Head Start staff do not monitor or respond to messages beyond their regularly scheduled hours. To support our staff with maintaining a healthy work/life balance, we request that you refrain from using social media or other communication platforms to reach them. Parents/Guardians are encouraged to call the center and leave a message for the classroom or Site Administrator during the hours the center is not open or request to speak with the Site Administrator during normal business hours.

Child Plus text messages are another great way to receive information from the program and center personnel. Families will be encouraged to “opt in” to receive Child Plus text messages during enrollment. This feature only allows families to receive messages and does not provide an opportunity for families to reply.

Any donations for classroom celebrations need to be store bought per the following section of the Ohio Uniform Food Safety Code Chapter 3717-1:

3717-1-03.1 Food: sources, specifications, and original containers.

(B)(15)(b) of rule 3717-1-01 of the Administrative Code.]

(A) Sources - compliance with food law.

(1) Food shall be obtained from sources that comply with law.

*(2) Except for products obtained from a home bakery registered by the Ohio Department of Agriculture, products from cottage food production operations, and maple syrup, honey, or sorghum products produced as provided in section 3715.021 of the Revised Code; **food prepared in a private home may not be used** or offered for human consumption in a food service operation or retail food establishment.*

(3) Packaged food shall be labeled as specified in law.

Parent Reimbursement Policy

- Ross County CAC Early Head Start/Head Start will reimburse parents for any activity/ training Early Head Start/Head Start has requested the parent to be involved in.
- Early Head Start/Head Start will reimburse for the following if needed:
 - Mileage/Child Care
 - Physical
 - Education transcripts
 - Head Start trainings.
 - Workshops/Trainings
- Early Head Start/Head Start staff or a parent will notify the Site Administrator and request a reimbursement form.
- The Site Administrator or staff will assist the parent, if needed, in completing the reimbursement form.
- The form will be signed by the Site Administrator and must be approved by the Early Childhood Programs Director.
- The completed form then goes to the Fiscal Department to be processed.
- When process is completed by the Fiscal Department the check is then returned to the Site Administrator or mailed directly to the parent.

Conflict Procedure

When a parent/guardian or employee needs assistance with problems at the center, the following should occur:

- If it is a conflict or concern with another person, the person should request to speak to this person at an appropriate time and manner to discuss this concern.
- If this does not solve the conflict, then the person with the concern needs to speak to the other person's supervisor, which is the center administrator. The center administrator will have an "availability notice" posted at the center.
 1. Bainbridge Site Administrator, 740-702-7222 Option 6 then 4
 2. Huntington Site Administrator, 740-702-7222 Option 6 then 3
 3. OU-C Site Administrator, 740-702-7222 Option 6 then 2
- If the conflict is still not resolved, then the person with the concern needs to contact the following persons at Ross County Community Action Commission, Inc. (740-702-7222):

1. Early Childhood Programs Director – Andrea Minton, 740-702-7222 Ext. 118
2. RCCAC Executive Director- Julie Bolen, 740-702-7222 Ext. 117

Meeting with the staff

A parent/guardian who wishes to meet with a staff member should do the following:

- ❖ If it is a conflict or concern, the meeting needs to be arranged at a time when the people involved can sit down together to discuss the concern. These meetings can be held in the center's parent room or the Site Administrator's office. These meetings are not to take place in the classroom when children are present or anywhere else in front of the children. These meetings can be arranged directly with the person causing the concern, or their Site Administrator can arrange them.
- ❖ Parents/guardians are welcome to request one-to-one meetings with the teaching staff as needed. If a parent/guardian does wish to speak to a member of the teaching team about their child, they need to schedule a special time with the staff for this. Staff members are not to leave the children unsupervised to participate in "on-the-spot" lengthy conversations. Parents are encouraged to attend parent/teacher conferences for this purpose also.

Attendance, Absence, and Withdraw Policy

Attendance is a very important part of our programs. Learning to maintain a schedule and attend school is part of the preparation of your child for kindergarten. Your child's presence in the classroom on a regular basis also increases his/her learning.

The federally funded Early Head Start/Head Start program strives to maintain 85% average daily attendance. This is necessary to continue the funding at the current enrollment level. To do this the following policy will be implemented:

Procedure for absences for the Early Head Start/Head Start program:

- ✓ **If the child has an unexpected absence, staff are required to contact the family within 1 hour from the start of school. Please report ALL absences ASAP.**
- ✓ Phone the center or provide a note to staff when your child is absent.
- ✓ If your child is absent for three (3) consecutive school days and the center has not been notified, you will receive a phone call or home visit from one of the staff.
- ✓ Home visits will also be made if your child has irregular attendance (for example, two consecutive unexplained absences).

Please refer to the section titled *Management of Illnesses* for guidelines regarding when to keep your child home.

Withdraw of children from the program:

Absenteeism can be a reason for withdrawing your child from our programs. The following are some of the reasons and the procedures we will follow:

- ✓ Irregular attendance (child misses (6) six or more days a month)
- ✓ Long term absences (child misses 16 consecutive school days)
- ✓ Inability to contact the parent/guardian by phone, mail, or home visit when long term absences occur.

When it is determined that a child may be withdrawn, the parent/guardian will be sent a letter or receive a phone call stating the reason and the date the withdrawal is effective. The parent/guardian will also be advised that their child can be placed on a waiting list and re-enrolled if an opening becomes available.

We do not want to withdraw any child unnecessarily and we will work with the families to try to keep their child in the program. Communication between staff and the family is very important to ensure the continuation of your child's participation in our program. We will evaluate each situation on a case-by-case basis, please keep our staff informed.

Book Bag Policy

Due to safety concerns, we **DO NOT ALLOW BOOK BAGS** at school. This policy covers all children, both walk-ins and children that ride a bus. Early Head Start parents are not permitted to leave diaper bags at the center.

Inclement Weather Policy

Child Plus text messaging and the Teaching Strategies Family App will be utilized to communicate closings/delays/early dismissals. Generally, families can listen to the local radio station, WKKJ (94.3) or WQLX (106.5), or log onto www.wkkj.com for school closings/delays. Decisions to delay/dismiss early/cancel school are made based on a variety of factors. **The program does not always follow local school district decisions since many of our families utilize our preschool services as a safe place for their children to attend while they are working.** *The program may choose to be "open" and not provide bus transportation.*

Appendix C to Rule 5101:2-12-07

Appendix

5101:2-12-07

Center Parent Information

The center is licensed to operate legally by the Ohio Department of Job and Family Services (ODJFS). This license is posted in a noticeable place for review.

A toll-free telephone number is listed on the center's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review at the center.

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center shall be permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

The administrator's hours of availability to meet with parents and child/staff ratios are posted in a noticeable place in the center for review.

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call:**HHS**

Region V, Office of Civil Rights
233 N. Michigan Ave, Ste. 240
Chicago, IL 60601
(312) 886-2359 (voice)
(312) 353-5693 (TDD)
(312) 886-1807 (fax)

Write or Call:**ODJFS**

Bureau of Civil Rights
30 E. Broad St., 37th Floor
Columbus, OH 43215-3414
(614) 644-2703 (voice)
1-866-277-6353 (toll free)
(614) 752-6381 (fax)
1-866-221-6700 (TTY) or (614) 995-9961

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.

07/25/2022



United States Department of Agriculture

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email:

program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o

fax:

(833) 256-1665 o (202) 690-7442; o

correo electrónico:

program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.