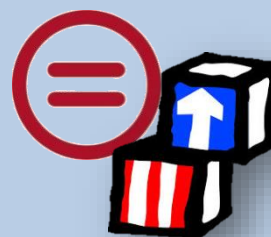


Greater Phoenix Urban League Head Start Parent Handbook

2022-2023



**Office: 1402 S. 7th Ave.
Phoenix AZ 85007
Office Hours: 8:00- 4:30
Phone #: 602-276-9305**



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ARIZONA DEPARTMENT OF HEALTH SERVICES

This facility is regulated by:

Arizona Department of Health Services
Day Care Licensure / Division of Licensing Services
150 North 18th Avenue, 4th Floor
Phoenix, Arizona 85007
(602) 364-2539

Arizona Department of Health Services Inspection reports are available upon request.

Reports and Inspections are available located in all Head Start Classroom sites and, in the Head, Start Office at 1402 S. 7th Ave. Phoenix, Arizona 85007

Greater Phoenix Urban League Head Start is a federally funded program and there are NO COSTS or fees for services.

Greater Phoenix Urban League Head Start does not discriminate
the basis of race, color, national origin, sex, age or disability.

Parents/Guardians have access to the areas on facility premises where the enrolled child is receiving child care services.



Greater Phoenix Urban League Head Start

Administration Office:

1402 S. 7th Avenue Phoenix, AZ 85007
Central Office (602)276-9305/Fax (602)268-1544

Program Director: Natalie Alvarez

Off Site offices

Cartwright Office:

5480 W. Campbell Ave Phoenix AZ 85031
(623)849-7129

Pendergast Office:

3802 N. 91st Ave Phoenix AZ 85037
(623)772-3009

Barry Office:

2533 N. 60th Ave Phoenix AZ 85035
(623)691-5750

Site Locations:

Please refer to classroom teacher for calendar days, hours and phone number

Phoenix Elementary District

Marcos de Niza 8:30-3:00PM
305 W Pima St, Phoenix, AZ 85003
(602) 262-6966

825 W. Broadway Rd. Phoenix AZ 85041

ASU South Phoenix Primary 8:00-2:30PM
5610 S. Central Avenue. Phoenix, AZ 85040
(602) 551-6594

Pendergast District

Pendergast Early Learning Center
8:00-2:30 PM
3841 N. 91st Avenue. Phoenix AZ 85037
(623)772 -3009

ASU Preparatory Academy 8:00-2:30
735 E Fillmore ST, Phoenix AZ 85006
(602)496-3100

Laveen District

Mc Cash 8:30AM-12:00PM
3851 W. Roeser Road. Phoenix, AZ 85041
(602) 237-2144

Issac District

Mitchell Elementary 8:30-3:300
1700 N. 41st Avenue. Phoenix, AZ 85009
(602)442-2600

Roosevelt District

Avalon 8:30AM-3:00PM

Bret Tarver 8:30-3:00
3101 W. McDowell Road Phoenix, AZ 85009
(602)442-2900

Alta E. Butler 8:30-3:00
3843 W. Roosevelt St. Phoenix, AZ 85009
(602)442-2380

JB Sutton 8:30-3:00
1001 N. 31st Avenue. Phoenix, AZ 85009
(602)442-3200

Moya 8:30-3:00
406 N. 41st Avenue. Phoenix AZ 85009
(602)442-3100

P.T. Coe 8:30-3:00
3801 W. Roanoke Phoenix, AZ 85009
(602) 442-2400

Joseph Zito 8:30-3:00
4525 W. Encanto Blvd. Phoenix, AZ 85035
(602)442-2500

Pueblo del Sol 8:30-3:00
3449 N. 39th Avenue. Phx, AZ 85019
(602)442-6900

Cartwright District

Starlight 8:30-3:00
7960 W. Osborn Rd Phoenix, AZ 85033
(623)691-4700

Cartwright Child Care Center 8:30AM-12:00
5480 W. Campbell Ave. Phoenix, AZ 85031
(623) 849-7129

G Frank Davidson 8:30am-3:00
6935 W Osborn Rd, Phoenix, AZ 85033
(623)691-1621

Byron Barry 8:30-12:00
2533 N. 60th Avenue. Phoenix, AZ 85035
(623)691-3715

Peralta 8:30-3:00
7125 W. Encanto Blvd. Phoenix., AZ 85035
(623) 691-5600

Justin Spitanly 8:30-3:00
3201 N. 46th Drive, Phoenix, AZ 85033
(623)691-4400

Palm Lane 8:30am-3:00
2043 N. 46th Drive. Phoenix, AZ 85035
(623)691-5500

Charles W Harris 8:30-3:00

2252 N. 55th Avenue. Phoenix, AZ 85035
(623)691-4800

Holiday Park 8:30am-3:00
4417 N. 66th Avenue. Phoenix, AZ 85033
(623)691-4500

Frank Borman 8:30am-3:00
3637 N. 55th Avenue. Phoenix, AZ 85033
(623)691-5000

Cartwright Elementary 8:30AM-3:00
2825 N. 59th Avenue. Phoenix, AZ 85033
(623)691-4100

Sunset 8:30-3:00
6602 W. Osborn Rd Phoenix, AZ 85033
(623)691-4600

Glen L. Downs Social Science Academy 8:30-3:00
3600 N 47th Avenue Phoenix AZ, 85031
(623)691-4200

(Cart) Bret Tarver 8:30-3:00
4308 N. 51st Avenue Phoenix, AZ 85031
(602) 691-1900

Manuel Peña Jr 8:30-3:00
2550 N. 79th Ave Phoenix, AZ 8535
(623)691-3100

Tomahawk 8:30-3:00
7820 W. Turney Avenue Phoenix AZ, 85033
(623)691-5800

Heatherbrea 8:30-3:00
7070 W. Heatherbrea Dr Phoenix AZ, 85033
(623)691-5200

HEAD START PROGRAM PHILOSOPHY

Greater Phoenix Urban League Head Start's promotes high quality comprehensive services tailored to meet the needs of eligible children and families in our communities. We provide a positive learning environment that equips children with skills to develop social emotional competencies, school readiness success and encourage life-long learning.

Our teachers regard early childhood experiences with the respect and commitment those experiences deserve. The staff work in collaboration with parents who are the child's first teacher to support the school readiness process.

HEAD START LANGUAGE ACQUISITION PHILOSOPHY

We believe in preserving a child's home language. A child's home language is crucial to the development of a child's healthy self-image and ensures strong family communication.

We believe acquiring language is a lifelong process that must involve partnerships and positive relationships between diverse children, families, teachers, administrators and the community.



PROGRAM VALUES

Greater Phoenix Urban League Head Start operates with the core values of the National Head Start. We are committed to providing equitable services to empower children, families, and staff, by providing compassion, collaboration, quality, communication and honesty.

Communication: to share and receive meaningful information in a timely manner with mutual understanding.

Compassion: to serve with respect, empathy and dignity.

Collaboration: Foster partnerships with the larger community to support our comprehensive services.

Quality: dedicate our efforts and our resources to provide comprehensive services with unyielding determination.

Honesty: be accountable to uphold ethical integrity in all our actions

HEAD START'S VISION

A child is a unique individual. The childcare environment will respect the child's developmental needs. A child's physical, emotional, intellectual and creative needs must be met. Head Start provides a developmentally appropriate classroom that is rich in cultural values and individual backgrounds of the home and family. We encourage children to express their creativity and we provide hands-on activities that encourage children to problem-solve. The environment is clean, safe and well-planned. Parents are partners with teachers in providing guidance and encouraging the children to interact with their learning environment. The success of each child in Head Start is our primary goal. Children will experience a variety of individualized and group activities.

Head Start classrooms provide the following learning centers: **DRAMATIC PLAY * SCIENCE * MUSIC & MOVEMENT * BLOCK PLAY * CREATIVE MEDIA** (art, play dough etc...) * **READING / WRITING * COMPUTER** and **MANIPULATIVE PLAY** (puzzles, small Math Legos etc...)

STAFF – CHILD RATIOS

Child care licensing requires of 1 staff person per 15 children. Our program practices The staff-child ratio 1 staff person per 10 children.

STAFF – REQUIREMENTS

Be assured that our staffs have met all of the following requirements:

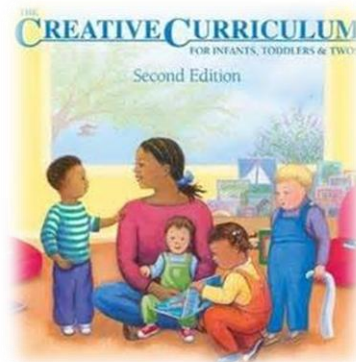
1. All teaching staff has met the educational requirements as mandated for their positions.
2. All staff are fingerprinted and licensed with the state to work with preschool-aged children.
3. At least one staff in each classroom during all operating hours has successfully completed First Aid/CPR and

Food Handlers training and holds a current certification.

4. All staff members have a completed Health Cards on file, which include current immunization information.

CURRICULUM

Greater Phoenix Urban League uses Creative Curriculum. A thematic approach to teaching and learning designed to support children's natural curiosity and stimulate their creativity. It offers children the opportunity to work in depth, giving them the time they need to reflect, consolidate and transfer their learning.



Creative Curriculum®

Greater Phoenix Urban League Head Start has chosen to use the Creative Curriculum for Preschoolers based on its developmentally appropriate approach to learning.

The philosophy behind the Creative Curriculum is that young children learn best by doing. Learning isn't just repeating what someone else says; it requires active thinking and experimenting to find out how things work and to learn firsthand about the world we live in.

In their early years, children explore the world around them by using all their senses (touching, tasting, listening, smelling, and looking).

In using real materials such as blocks and trying out their ideas, children learn about sizes, shapes, and colors and they notice relationships between things.

The Goals of the Creative Curriculum®

The most important goal of our early childhood curriculum is to help children become enthusiastic learners. This means encouraging children to be active and creative explorers who are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners.

We're teaching them how to learn, not just in preschool, but all through their lives. We're allowing them to learn at their own pace and in the ways that are best for them. We're giving them good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives.

Our curriculum identifies goals in all areas of development:

Social: To help children feel comfortable in school, trust their new environment, make friends, and feel they are a part of the group.

Emotional: To help children experience pride and self-confidence, develops independence and self-control, and has a positive attitude toward life.

Cognitive: To help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.

Physical: To help children increase their large and small muscle skills and feel confident about what their bodies can do.

The activities we plan for children, the way we organize the environment, select toys and materials, plan the daily schedule, and talk with children, are all designed to accomplish the goals of our curriculum and give your child a successful start in school.

City of Phoenix Birth to Five School Readiness Goals



DOMAIN: APPROACHES TO LEARNING

School Readiness Goal: Children will demonstrate persistence throughout the day.



DOMAIN: SOCIAL AND EMOTIONAL DEVELOPMENT

School Readiness Goal: Children will demonstrate self-regulation through responsibility for self and positive social interactions with others.



DOMAIN: LANGUAGE AND LITERACY

School Readiness Goal: Children will listen to understand and respond to increasingly complex language.



DOMAIN: COGNITION

School Readiness Goal: Children will use logic and reasoning skills to develop mathematical thinking and scientific thinking in everyday routines.



DOMAIN: PERCEPTUAL, MOTOR AND PHYSICAL DEVELOPMENT

School Readiness Goal: Children will demonstrate improved perceptual motor and physical development.



Parent, Family and Community Engagement

Family Engagement Goal: Parents and families observe, guide, promote and participate in the everyday learning of their children at home, school, and in their community.

ELEGIBILITY – ENROLLMENT - DISENROLLMENT

Eligibility for the Head Start program is determined during the time of registration by the City of Phoenix caseworker. Children who are 3 or 4 by September 1st and whose parents are within the income guides are considered eligible for the program. Those families eligible for the program will be placed using scores from selection criteria. The Head Start program is federally funded and there are no costs for services.

Prior to the child beginning school, parents will attend an orientation.

Disenrollment Policy

Greater Phoenix Urban League Head start will make every effort to continue your child's successful enrollment in our program. Parent and other staff will convey if enrollment is an option

Examples of issues that may result in disenrollment:

- Extremely harmful behavior of child to staff or other children.
- Extremely harmful behavior of parents to staff or other program participants including inappropriate language and/or verbal threats.
- Head Start will provide resources for alternative placement.
-

If a parent wishes to dis enroll their child, the parent must notify the center at least 1 week prior to the child's last day. Good attendance is extremely important. We know that a few missed days here and there, can add up to too much lost learning time and experiences in school. Consistent attendance is important to fully experience and benefit from head start.

***COVID-19 Procedures**-Orientation will be conducted remotely.

SIGN IN – SIGN OUT PROCEDURES

A complete signature, first and last name from parents/guardians or designated responsible adults is required to sign children in when arriving and out when departing daily from Head Start. The sign-in sheet will be with your child's teachers. We request identification (with picture) to verify the person picking up a child. Persons picking up a child must be at least sixteen (16) year old or older.

***COVID-19 Procedures**

We will have staggered drop off and pick up at each site. You will be given a time slot for you to drop off your child/children. It is important for parents to follow these time slots. We will not be able to accept children after the drop off period has ended.

Staff will wear PPE during drop off and pick up, including aprons, gloves and masks.

- At drop off, program staff will meet families at their cars to complete a Daily Health Check and Covid-19 Screening on each child, take their temperature and sign them in for the day. Parents are responsible for taking their children out of the car.
- At pick up, parents will pull up to the pick-up location and a staff member will radio for the child to be brought to you. Parents are responsible for buckling their children into car seats.
- Staff will be responsible for signing children in and out on Child Plus. Parents/guardians will need to sign a permission slip allowing staff to sign children in and out for the day.

Staff will need to note person dropping and picking up child daily. Children will only be released to people designated on Emergency Blue Card.

RELEASE OF CHILDREN

Children will **NOT** be released to anyone less than sixteen (16) years of age. Any exceptions to this policy will be reviewed on a case-by-case basis by the Director. It is the responsibility of the parents/guardians to inform the teacher in writing or by telephone if an adult other than the authorized people listed on the child's emergency card will be picking up the child. You must plan ahead and use those contacts listed on the emergency card. Report as soon as possible any changes to the following:

- Emergency listing (ref: Authorization to pick up child)
- Change of address
- Phone Number

HEALTH REQUIREMENTS

All of the Head Start students are required to have a physical and dental examination with identified treatment completed by the end of the school year. The physical examination includes vision and hearing screening, as well as lead and TB screening.

Arizona State law requires that all immunizations **MUST** be kept **CURRENT!**

CONFERENCES – HOME VISITS

A home visit with the family will be scheduled prior to the child's starting class. An additional home visit and two parent teacher conferences will be scheduled during the course of your child's Head Start experience. The purpose of the home visits is for the teacher to get to know the family and child in their own environment. Family conferences are used to share information with parents about their child's experiences in Head Start and to allow opportunity for parents to give input on what they would like their children to experience

***COVID-19 Procedures**

All will be conducted remotely.



COMMUNICABLE DISEASES

Arizona State Law requires Head Start to report some communicable diseases. This is to protect the health of the public. We also want to quickly inform our families of any exposures to communicable diseases. Children showing symptoms during the day of a: **FRESH COLD * RASH * SORE THROAT ***

DIARRHEA * INFLAMMATION * VOMITING * FEVER * etc.. Parents/guardians or persons responsible shall be notified **AT ONCE** and necessary arrangements will be made for pick up.

ILLNESSES

Your child should be kept at home if he/she shows any signs of illness such as:



- *runny nose
- * infected eyes
- *cough
- * upset stomach

- * red throat
- * fever
- * rashes
- *diarrhea



* infected sores

Daily health checks and temperature checks will be made by teaching staff as children arrive for the day. According to Arizona Child Care Regulations, any child with a contagious illness may not stay in a child care center during that illness. If your child becomes ill during the day, he/she will be isolated and parents/guardians will be contacted to take their child home immediately.

ACCIDENT PROCEDURE

All child accidents or injuries on or off Head Start premises will be documented. The staff will then contact you if urgent attention is needed. If the injury is a minor one (a scratch or bruise), you will be informed upon signing out the child or through an "Ouch Report."

INSURANCE

In accordance with the Health and Human Services requirements, the Greater Phoenix Urban League Head Start has student accident insurance and liability insurance for accidents on the Head Start center premises.

MEDICATION



Medication that cannot be dispensed before/after class will be given by designated staff and only with the consent of the Delegate Agency Director and a completed MEDICATION CONSENT signed by the parent/guardian. Medication Authorization is kept in the CHILD/FAMILY FILE located in the Head Start classroom.

FIRE DRILLS

Fire drills will be conducted once a month to teach the children about emergency procedures

***COVID-19 Procedures** -Children will practice physical distancing.



Lock Down Procedures

- Bring all children into the classroom.
- Lock the doors and close the blinds
- Provide office a count of children/adults.
- Turn off the lights and keep children away from windows.
- Staff and children should remain in place until the school gives a clearance.
- Parents or staff will not be able to enter or leave campus during a lock down or lock down drill.

DIAPERING

Approval for a state approved diaper-changing area in the classroom will be reviewed on a case by case basis by the Director and other appropriate staff.

DRESS – EXTRA CLOTHING

It is important that your child wear comfortable clothing while attending class. Shoes should have straps or be closed style style (NO FLIP FLOPS). Please make sure that the shoes are safe and comfortable for the child.

Note: In case of an accident, please provide 1 complete outfits that will remain at school (shirt, slacks, underwear, socks, etc...) Mark all items with your child's name and place in a plastic bag with child's name on it. It will be required the first day of school.

*COVID-19 procedure will need (3) sets

DISABILITIES SERVICES

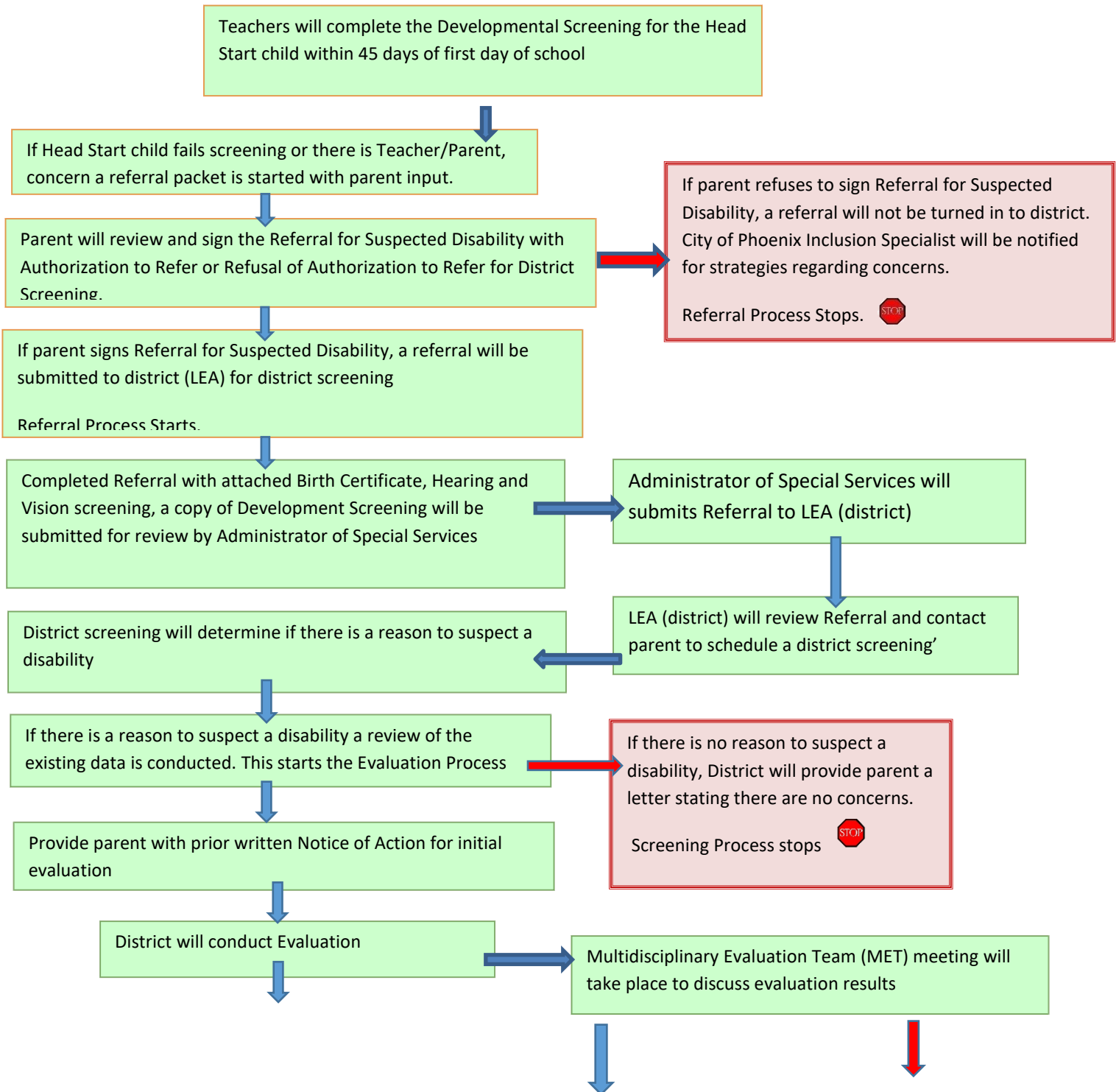
Greater Phoenix Urban League Head Start believes that all children are entitled to a quality developmentally appropriate early childhood education experience. Head Start believes that children

with disabilities benefit from inclusion (in a regular preschool setting) and the least restrictive environment. Children with disabilities receive the full range of Head Start services.

***COVID-19 Procedures** -TELE Therapy if offered thru (LEA) Local Education Agency.

A Parent's Guide to the Referral Process

Flow Chart



If child qualifies for Special Education Services, an individual Education Plan (IEP) meeting will take place within 30 calendar days and a copy of Evaluation Report will be provided to parent. Placement options will be discussed in IEP meeting

If Head Start child does not qualify for special education services a Notice of Action for ineligibility and an Evaluation Report will be provided to parent.

Evaluation process stops.



If IEP Team determines that Head Start is the best placement for the child services will begin with 2 weeks of IEP.

MENTAL HEALTH SERVICES

Mental Health services provided by the City of Phoenix Education Division offer a student and family support in Head Start. The overall goal of the mental health services is to promote social competence and self-sufficiency through education, guidance, and support. The Head Start counselors facilitate classroom activities, group exercises and conduct regular classroom observations on all the children as an integral component of the Head Start curriculum. Counselors act as a resource and consultant to the program to ensure that the social and emotional needs of children and families are being met. In addition, the Head Start counselors may provide assessments, individual and family consultations, and referral for services when requested by staff or parents.

CHILD CARE FOOD PROGRAM

Greater Phoenix Urban League Head Start participates in the Child and Adult Food Program. All meals will be available to enrolled children at no charge without regard to sex, race, color, age, handicap or national origin.

Child and Adult Care Food Program (CACFP)

Greater Phoenix Urban League Head Start is committed to the health of all of our children. The CACFP supports child care facilities by making child care more affordable for many low-income families while promoting good eating habits. Eligibility for CACFP is determined by federal standards based on family income within established geographic boundaries. Our facility will check and document eligibility for CACFP. At this time, only Travis L. Williams's site is participating in the CACFP.



BREAKFAST, LUNCH & SNACK

Food allergies and special diet)

Breakfast or snack and lunch will be served each day. Menus will be posted in your child's classroom. All meals and snacks must be eaten during class time. No meals or snacks may be sent home. If your child has a special diet or is allergic to certain foods, please be sure to notify his/her teacher and caseworker. A Special Meal Request Form must be completed by a Physician describing the allergy/allergies and restrictions needed. Greater Phoenix Urban League Head Start will make every effort to accommodate food substitutions when possible. Substitutions from home will not be permitted.

- Limit 100% fruit juice with no added sugar to not more than two times per week for all children one year and older.
- Only 4-6 ounces shall be served at one time.
- Fruit juice shall only be served with meals and snacks and not continuously throughout the day.
- Water shall be used as the first choice for thirst and will be offered throughout the day.

*Information on fruit juice (in English and Spanish) will be available to the families at least once per year.

***COVID-19 Procedures** – Children will practice physical distancing while eating and will be provided pre-packaged food.

Family Style Meals

Greater Phoenix Urban League Head Start is committed to supporting your child in establishing lifelong habits of healthy eating patterns. In keeping with this philosophy, our facility will:

- Serve meals family-style whenever possible to support children in learning to serve themselves and develop healthy relationships with food. Our role as caregivers is to provide nourishing food. The child's role is to

decide whether and how much to eat. We will never force a child to eat.

- Model behaviors for healthy eating and positive body image in the presence of children by having staff members recognize the important role adults play as role models for children as they learn to live healthy lives.

*Healthy eating handouts (in English and Spanish) will be made available for the families at least once per year.

BRINGING FOOD TO SCHOOL

Head Start's policy prohibits food or drink items to be brought in from home. Child Care Regulations prohibit the distribution of "home-cooked" foods from unlicensed kitchens to children in our center.

We appreciate your desire to “celebrate by sharing,” but we must follow the regulations. Ask your child’s teacher for suggestions. * Please see Celebration Policy



Greater Phoenix
Urban League

Greater Phoenix Urban League Head Start



Classroom Celebration Plan

The goal of Greater Phoenix Urban League Head Start is to help children become independent, self-confident, inquisitive learners. Varied experiences will be provided that will encourage the continued growth and development of each child in the program. Based on Head Start Performance Standards, GPUL policies, and Head Start parents and staff involvement, procedures have been established supporting the goal of GPUL; which ensures that classroom celebrations do not take over the entire curriculum. **Because we validate children’s and family’s holiday experiences and traditions at home, we minimize celebrations at school.**

The procedures for classroom celebrations are:

- All activities including field trips will be developmentally appropriate for the ages and stages of all the children and reflect the Head Start Curriculum.
- Consistency in the daily routines will be maintained.
- Children will be engaged in play and hands on activities.
- Alternate activities will be provided for children not choosing to participate in celebration activities.
- Over stimulating activities will be kept to a minimum.
- Children will be dressed daily in comfortable play clothes.
- A safe healthy environment and child/adult ratios will be maintained.
- Activities planned will be culturally relevant and build a sense of community, family, and togetherness.
- Head Start Performance Standards, Child Care Licensure Facilities Rules, and GPUL Policies will be implemented and enforced.
- Families will not be asked or expected to donate or spend money on food, clothes, gifts, prizes, or etc.

Birthday Celebrations

Celebrations will follow Greater Phoenix Urban League Head Start Classroom Celebration Plan

- No food will be used, offered or sent home for birthday celebrations
- Activities acknowledging birthdays will be developmentally appropriate

❖ *Birthday acknowledgments will be limited to:*

- | | |
|--|--------------------|
| ✓ Sing Happy Birthday song | (Oral Language) |
| ✓ Chart 4-year-old and 5-year-old children | (Numeracy) |
| ✓ Birthday card making supplies | (Written language) |
| ✓ Class creates birthday book/poster/picture | (Creative) |
| ✓ Birthday certificate/crown | (Self-concept) |
| ✓ Read child’s favorite book | (Literacy) |

*** If you choose not to have your child's birthday acknowledged in the classroom for any reason, let the instructors know at this time.*

FUNDRAISING POLICY

Head start does not facilitate or participate in any fundraising activities. Examples are: school photos, bake sales, jewelry, food, t-shirts, graduations, etc...

The program does not solicit funds from head start families for any classroom activities.

DONATIONS

All donations to the Greater Phoenix Urban League Head Start must be approved by the Administration Office. **** HEAD START STAFF CAN NOT ACCEPT GIFTS OF MONITARY VALUE AT ANY TIME.**

Pets

To ensure the safety of all children, only approved classroom pets are permitted on campus. Please do not bring pets from home to the campus, including during drop-off and pick-up times.

Volunteer's Policy

***COVID-19 Procedures**-At this time to ensure everyone's safety we will not have any volunteers in the classrooms or campuses.

The Greater Phoenix Urban League Head Start program recognizes parents as primary educators and first and most important teachers of their child. The Greater Phoenix Urban League will make every effort to promote classroom parent and community volunteers, while ensuring children's health and safety. The Greater Phoenix Urban league will ensure that volunteers complete required documentation in order to participate as a regular volunteer in our Head Start classrooms and meet state and regulations.

Day Care Licensing:

R9-5-203. Fingerprinting Requirements

A. Except as provided in A.R.S. § 41-1758.03, a licensee shall ensure that each staff member at a facility:

*Possesses a valid fingerprint clearance card issued under A.R.S. Title 41, Chapter 12, Article 3.1; or

Federal Performance Standard:

Performance Standards (1304.52 (k) (2)): Regular volunteers must be screened for tuberculosis in accordance with State, Tribal or local laws. In the absence of State, Tribal or local law, the Health Services Advisory Committee must be consulted regarding the need for such screenings (see 45 CFR 1304.3(20) for a definition of volunteer.

Performance Standards (1304.52 (l)(1)): Delegate agency must provide an orientation to all new staff, consultants, and volunteers that includes, at a minimum, the goals and underlying philosophy of Early Head Start and/or Head Start and the ways in which they are implemented by the program.



Policy:

To ensure children safety while participating in Greater Phoenix Head Start.

Implementation:

- Staff team will conduct volunteer training at the beginning of the school year and as needed thru out the school year.
- Regular volunteers will have opportunity to submit application; application will be reviewed by staff to ensure volunteers are assigned appropriately.
- Regular volunteer information and documents will be located in a file along with children and staff files.
- Regular volunteers will be required to complete an emergency card which will be located in emergency card binder.
- Regular volunteers will be required to submit TB documentation after volunteering three times in the classroom. Staffing team will document the date TB skin test documentation was received on the classroom volunteer application.
- Regular volunteer will need to submit fingerprint clearance card or have submitted fingerprint clearance card application with the first seven days of volunteering.

Parent Visitor:

Parents, including foster parents and guardians, who are not employees of the child care facility and who participate in activities with their own children under the supervision of and in the presence of child care personnel. Parent visitors are not eligible for non-federal share. Parent visitors are not required to provide a valid fingerprint card or a TB screening report. ARS 36-883.02(B)

Volunteer:

An unpaid person who is trained to provide on-going program activities and/or child care services under the supervision of paid staff. R9-5-101 121, 1304.3(20)

1) **Regular Volunteer:** A volunteer who regularly provides activities or services that benefit the program, as defined by the Delegate Agency Service Plan. In the absence of a Delegate Agency definition, a regular volunteer will be defined as volunteering four or more times per program year. Regular volunteers are required to provide a valid fingerprint clearance card and a TB screening report. 1304.52(k)(2), R9-5-203(A)&(B), R9-5-301(F)(1)&(2)

2) **Occasional Volunteer:** A volunteer who occasionally provides activities or services that benefit the program, as defined by the Delegate Agency Service Plan. In the absence of a Delegate Agency definition, an occasional volunteer will be defined as volunteering three or less times per program year. Occasional volunteers are not required to provide a valid fingerprint card or a TB screening report. 1304.52(k)(2)

3) **Administrative Volunteer:** Unpaid persons who provide non-educational activities or services in an environment where children are not present. Administrative volunteers are not required to provide a valid fingerprint card or a TB screening report.

***COVID-19 Procedures-** At this time we are not allowing parent or community members into our sites/classrooms unless they are providing a service to children or facilities.

Visitors : All visitors to campus must sign in at the office and receive appropriate identification authorizing their presence on campus. Visitors must enter and exit the campus through the main office regardless of their purpose on campus.

PARENT TRAINING

During home visits, a parent training survey will be completed to help develop a training plan for the year. Training will include: Health and Safety Tips * Parenting Techniques * Child Development Theories * Adult Literacy * Home Activities * Nutrition Information * Time Management * or whatever is of interest to you.

PARENT MEETINGS

***Covid-19 Procedures-** Parent meetings will be conducted remotely. Classroom parent meetings will be held 3 times a year to share ideas, give input into the curriculum and discuss concerns, etc.... A Policy Committee meeting (representatives from each site) will be held once a month to review, discuss and approve Head Start Policies.

SOCIAL SERVICES

***Covid-19 Procedures-** Caseworkers will be conducting services remotely. A Caseworker is available to our families to assist in emergency situations that might include shelter, food, clothing and health-related resources. Each family will receive a complete needs assessment and follow-up services as required. Caseworkers are assigned to the sites.

TRANSPORTATION

***COVID-19Procedures-** Will follow district guidelines. Greater Phoenix Urban League Head Start currently is not providing transportation to or from the centers. Children with special needs that are eligible are transported to school by the District are escorted to the bus by their parent/guardian. Upon arrival the children are signed into the Head Start program by the district bus driver/aide. The children are signed out of the Head Start program by the district bus driver / aide and are delivered back to the parents/guardian. The district staff has written authorization to sign these children in and out of the program. Field trip transportation is provided by the school district. Head Start families will receive transportation & pedestrian safety training within the first 30 days of the school session.

BUS RULES

The district school buses are used for field trip transportation. Children are to stay in their seats, with their seatbelts fastened, until instructed by their teachers/or bus personnel to exit the bus. No food or beverages may be consumed on the bus.

FIELD TRIP POLICIES & PROCEDURES

***COVID-19 Procedures-** To ensure child's safety no field trips will be conducted. Children and families will take on-going field trips through-out the school year to become familiar with diverse communities.

The procedures for field trips for the Greater Phoenix Urban League Head Start are:

- o Head Start Director/Assistant Directors will approve requested field trips.
- o All children are required to have a signed permission slip by the parent/guardian.
- o ONLY four (4) parents/guardians may attend as volunteers on field trips. Volunteers will be given field trip instructions and duties before field trip occurs.
- o **No siblings are allowed to attend field trips.**

- Meal requests for lunch will be submitted to Director/Assistant Directors. Follow up will be completed with school cafeterias.
- Children will wear school information badges and school t-shirt during the field trip and names will be taped on the inside of their shirts.
- Emergency cards, blanket, and first aid kit will be kept with the teachers and children during the field trip.
- A field trip attendance form will be completed at start time and hourly to secure safety.
- Teachers will inform the Head Start Office when the class has arrived safely back to the classroom.

COMPLAINT PROCEDURES

When issues or complaints arise between the City of Phoenix Human Services Department – Delegate Agency, parents and /or community members, these procedures are intended to provide for prompt, systematic and mutually satisfactory settlement.

It is expected that any complaints by parents and / or community members can be handled informally and at the most immediate level to settle differences whenever possible.

The City of Phoenix Human Services Department (HSD) will not be liable for any costs incurred in the preparation of a formal complaint.

Procedure:

A) INFORMAL DISCUSSIONS

Step 1: Discussion with Head Start Director

A parent and/or community member should discuss the matter fully with the Program Director within five (5) working days. The Director will make every effort to resolve the complaint in a fair and agreeable manner in accordance with policies and procedures. This should usually take no longer than ten (10) working days.

Step 2: Hearing by the Head Start Policy Committee

Failing a satisfactory resolution, the parent and/or community member may, within ten (10) working days of the meeting with the Director, ask the Director to present his/her complaint to the Policy Committee. The Policy Committee will make every effort to resolve the issue in a fair and agreeable manner and in accordance with policies and procedures. The Executive Director must review and approve any Policy Committee decision before it is finalized or action taken.

Step 3: Consultation with Delegate Agency Executive Director

A parent and / or community member who is dissatisfied with the decision of the Program Director and Policy Committee may notify the Program Director that he/she wishes to consult with delegate agency Executive Director. The delegate agency Executive Director will make every effort to resolve the complaint in a fair and agreeable manner and in accordance with the delegate agency and policies and procedures. This should usually take no longer than ten (10) working days.

b) FORMAL PRESENTATION OF COMPLAINT

Step 1: Hearing by Program Coordinator

Failing a resolution at the previous stages, the parent and/or community member will within ten (10) working days of the meeting with the Executive Director, submit his/her complaint, in writing, to the Program Coordinator or designee. The Program Coordinator will schedule a hearing within ten (10) working days of receiving the written complaint. At this hearing the parent and/or community member will be permitted to present evidence and witnesses in support of his/her complaint. The Program Coordinator will give the parent and/or community member a written decision on the hearing within ten (10) working days.

Step 2: Hearing by the Head Start Policy Council

Failing a satisfactory resolution, the parent and/or community member may, within ten (10) working days of receiving the Program Coordinator's written decision, submit his/her complaint, in writing, to the Policy Council. The Policy Council will determine if it will hear the complaint and will notify the parent and/or community member within twenty (20) working days of receiving the parent/community member's request. If the parent's and/or community member's complaint is to be heard, the notification will

state the time, date and place of the hearing along with rules for procedure. The decision of the Policy Council will be final. The Human Services Department Director must approve the decision of the Policy Council before action is

taken. Upon final determination, the Policy Council shall notify the parent and/or Council/Committee members, Program Coordinator, delegate agency Executive Director and Program Director.

Concerns

There will be times when you have a concern about something that is happening in the classroom. We know that your first thought may be to go to your case manager this needs to be addressed with your teacher first

On rare occasions when a concern cannot be resolved by the classroom teacher our program follows the Grievance Procedure.

Talk to the Teacher

If it cannot be resolved, tell the teacher you will be taking it to the next level



Talk to the Supervisor

If it cannot be solved, request to speak with the Director



Talk to Director

The Director will make the final decision

BRINGING TOYS TO SCHOOL

Children are discouraged from bringing toys to school. Head Start provides learning materials for children during the school day.

Note:

It is permissible to bring books and CD's which can be easily shared during group time throughout the week. All other toys that arrive unannounced will be taken, set aside, and returned to the child at dismissal time. Please help your child by not allowing him/her to bring toys from home to the class.

DISCIPLINE POLICY

Greater Phoenix Urban League has a policy of discipline that believes all learning for young children should be positive and helpful in learning acceptable behavior and self-control. Our children will be encouraged to follow rules which they have developed in conjunction with teaching staff.

Our teachers and staff follow the Child Day Care Regulations which require:

1. Explaining rules to children and alternatives to acceptable behavior.
2. No physical discipline. No emotional or mental stress which would prove frightening to a child.
3. Guidance in a redirecting behavior.
4. No discipline will be associated with toilet training.
5. Food cannot be withheld as a means of discipline.

All disciplinary procedures will be handled with regard to developmental age of the child. Four steps will be taken for effective guidance:

1. Anticipate problems before the occurrence.
2. Hesitate before acting on a problem.
3. Investigate why misbehavior is occurring.
4. Communicate, with understanding, the acceptable behavior.

CONFIDENTIALITY POLICY

Confidentiality is a program wide responsibility of all staff and includes all matters of children and families. All files are kept in locked file cabinets and are used only by designated staff. A "Release of Information Form" must be signed by the parent/guardian before any information can be shared with other agencies.

CHILD ABUSE REPORTING

Teaching staff and volunteers are required by Arizona Law to report any suspected cases of child abuse or neglect to the Department of Child Services Agency, at 1-888-767-2445. Children will be observed daily through routine health checks. Be assured that, while normal bruises and scrapes and/or mood swings will not alarm our trained staff, they may ask from time to time for clarification from you on how an injury may have occurred or why a child's behavior has changed. Please do not feel threatened by this procedure; it is our way of assuring you that your child's needs are being met by caring and supportive adults. All inquiries will be made in a sensitive confidential manner. These inquiries usually give parents and staff an opportunity to work as a team on how they can better support a safe and healthy environment for the child.

PESTICIDE PROCEDURES

Parents / Guardians will be notified at least 48 hours before a pesticide is applied on the facility premises by a posted sign outside and inside the classroom

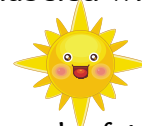
SUN SCREEN POLICY (R95-501 B7)

***COVID-19 Procedures**-Parent's that want their child using sunscreen are encouraged to apply at home if possible.

With the parent's written permission, staff may use external products such as sun block, on their children. Parents must provide such products to be used. The products will be labeled with the child's name and will be stored in the classrooms out of the reach of children.

Sun Safety Sample

Greater Phoenix Urban League Head Start is committed to protecting the health and safety of students and staff. While we like to provide opportunities for outdoor physical activity, we also want to make it sun-safe. Well-defined research has documented a multitude of negative health conditions from overexposure to the sun.



Policy:

Greater Phoenix Urban League Head Start agrees to follow the precautions below for all outdoor activities:

1. Staff will follow the age-specific recommendations, as described in Table 1 under the Sun Safety Standard, when planning outdoor activities.
2. Staff is encouraged to protect the children's and their own skin with:
 - o Sunscreen, lip balm, hats, light clothing and shade.
 - o Limiting exposure during peak UV times, from 10 a.m. to 4 p.m.

o Regularly checking the UV Index to monitor the intensity of the sun's rays and plan for outdoor activities accordingly.

*Information on sun safety (in English and Spanish) will be available to the families at least once per year.

Physical Activities

***COVID-19 Procedures**-Physical distancing will be practiced while participating in physical activities.

Greater Phoenix Urban League Head Start is committed to our children's health. We encourage all children to participate in a variety of physical activity opportunities that are appropriate for their age, that are fun, and that offer variety. If children are inactive for long periods of time, they can be at risk for problems associated with overweight. In keeping with this philosophy, our facility will follow the guidelines below:

- All children will be provided at least 30 minutes of physical activity every day, including both teacher-led and free-play activities in accordance with the Empower guidelines.

- Staff will encourage moderate and vigorous levels of physical activity.

- Every child will have the opportunity to participate in outdoor physical activity.

- We encourage children to be active throughout the day exploring their environment by limiting sedentary activities to less than 30 minutes at a time.

- Screen time is limited to ten minutes a week per child.

- No screen time during meal or snack time.

- Physical activity is never used nor withheld as punishment.

*Information on screen time (in English and Spanish) will be made available to the families at least once per year

Children Left Unsupervised in Cars

It is our expectation that no child will ever be left unsupervised in a vehicle for any reason. As mandated reporters we will be required to make an immediate report to both the Phoenix Police Department and Department of child Services.

Cell Phones

Parents are encouraged to not use cell phones while driving in our parking lot or escorting children to and from the classroom. For their safety.



Oral Health

***COVID-19 Procedures** -Tooth brushing program will be encouraged at home and toothbrushes and resources will be supplied.

Greater Phoenix Urban League Head Start is committed to protecting the health and safety of our students and staff in regards to tooth decay which is an infectious disease and a serious problem among young children in Arizona. Our facility recognizes that we play an important role in preventing tooth decay and in educating children, their families, and staff on tooth decay prevention. In keeping with this philosophy, our facility will:

- Provide oral health education once a month and Implement a tooth brushing program.

- Guide our teachers on steps they can take to prevent tooth decay according to the age appropriate guidelines in the Empower guide book*Information on tooth decay prevention (in English and Spanish) will be made available to the families



Staff Training

Greater Phoenix Urban League Head Start is committed to furthering staff knowledge on the Empower program and Empower topic areas including: physical activity, nutrition, oral health and tobacco. In keeping with this philosophy, our facility will make sure that staff receive or attend three hours of training annually, on age-appropriate topics pertaining to: physical activity, nutrition, oral health and tobacco education. All trainings shall be documented and records will be readily available.

***Covid-19 Procedures-** All training will be conducted remotely.

ASH Line

Greater Phoenix Urban League Head Start is committed to supporting the efforts of the Arizona Smokers' Helpline (ASHLine) to help staff and parents quit tobacco. In keeping with this philosophy and to protect the health of our children, their families and our staff, our facility will promote the ASH Line information on the dangers of second- and third-hand smoke by placing them in a visible spot at least once per year so parents and staff can see them. We will also refer parents, when possible, to ASH Line.

Smoke Free

Greater Phoenix Urban League Head Start is committed to providing a smoke-free environment for children and staff due to acknowledged hazards arising from exposure to second-hand smoke. In keeping with this philosophy, our facility will notify all employees, families, and visitors of the smoke-free policy. Appropriate signage will be posted.



End of the year celebration

Our program celebrates the end of the year with an Art Exhibition to highlight children's art that they have created thru out the year. This event happens prior to the last day of school. Participation certificates will be given out on the last day of school and it will be a normal school day.

***Covid-19 Procedures-**Will practice physical distancing.

The Greater Phoenix Urban League, established in 1945, is an affiliate of the National Urban League. It is a private, non-profit corporation serving the Greater Phoenix, area, and provides the

Following services:



**Greater Phoenix
Urban League**



- * Economic empowerment recourses
- * Women infant and children (WIC)
- * Snap outreach and resources
- * Women's health coalition
- * Man cave Fatherhood initiative program
- * Housing Support
- * Youth Enrichment Activities
- * Community Education and Referral Services
- * Equal Opportunity – Affirmative Action (Advocacy)* Family Support Program

**GREATER PHOENIX URBAN LEAGUE, INC.
*GEORGE DEAN, PRESIDENT / CEO***

1402 S. 7th Avenue

Phoenix, AZ 85007-3999

(602) 254-5611

8:30 A.M. – 5:00 P.M. / Monday - Friday

**Greater Phoenix Urban League
Code of Conduct and Professional Ethic
All Staff and Volunteers**

Policy

All staff and volunteers are required at time of hire or placement to understand and abide by the codes of conduct as set forth in the Federal Performance Standards 45 CFR 1304.52 (h) (1-3) and Greater Phoenix Urban League Head Start. The following standards specify that:

1. I will respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, disability, sexual orientation or gender identity.
2. Maintaining confidentiality is important to the success of our mission, our reputation in the community and the privacy of clients and staff. Family files, personnel records, financial information, client information and other related information is considered confidential. I am required to protect this information by safeguarding it when in use, filing it properly when not in use, and discussing it only with those who have a legitimate need to know. Additionally, staffs, who are also parents, may not access confidential information (as defined above) other than what is required within the scope of their job responsibilities. If approached by members of the news media, requesting information regarding Head Start of Greater Phoenix Urban League Head Start operations, I will refer requests to the Head Start Director.
3. I understand that no child shall be left alone or unsupervised while under my care. Supervised is interpreted to mean at least one paid or contracted staff person is present, unless an exception has been approved by the Grantee/Regional Manager or their designee.
4. I will use positive methods of child guidance that do not engage in corporal punishment, emotional or physical abuse, humiliation, isolation or the use of food as punishment or reward or the denial of basic needs.
5. I understand that no child may be removed from the presence of staff other than a child's own parent or guardian or other authorized person.
6. I will not solicit or accept gratuities, favors, or anything of significant value for personal use or enrichment from contractors/vendors or potential contractors/vendors who have been awarded contracts or provide services or materials for Greater Phoenix Head Start.
7. Unless authorized by the Head Start Director or Grantee/Regional Manager to do so, I will not solicit or request donations (monetary, services and/or goods) for the agency or agency sponsored events.
8. I understand that I must maintain professional boundaries with agency enrolled children/families at all times. Staff is expected to keep their personal lives separate from that of enrolled children/families and shall have only limited contact outside of work time and/or work related activities. Staff is to discuss with their supervisor any situations/relationships with enrolled children/families that are unclear or questionable.
9. I understand this document shall be placed in my personnel file and that violations of these codes may result in disciplinary action up to and including termination.

10. This policy complies with Head Start Performance Standard 1304.52 (h-1-3)

Signature: _____

Date: _____

COVID-19 Schedule subject to change to ensure child's Health & Safety.

A Head Start Day

A typical day in Head Start includes:

- Question of the Day
- Breakfast
- Tooth Brushing
- Large Group Time
- Interest Areas/Work Stations
- Small Group Time
- Outdoor Play
- Lunch Time

Special Activities might include:

- Pedestrian Safety Walk
- Visit from a Fireman/Policeman
- Fire Drill
- Literacy Night
- Water Day
- Father Fun Day
- End of the year celebration Art Exhibition
- I am moving I am learning

What you will see

- Children laughing and smiling
- Children learning through play
- Children getting dirty exploring their world
- Children opening their own milk
- Children brushing their own teeth
- Children washing their own hands
- Creating their own art

What you won't see

- Children in uniforms
- Children tracing dotted lines to learn to write their names
- Children doing worksheets
- Children walking quietly with their hands behind their backs



