

**Mid-Willamette Valley Community Action Agency**

**Early Head Start  
Child Care Partnerships**

**Parent Handbook  
2024-2025**



## **Welcome!**

We have high hopes and expectations for you and your child. Our goal is to support your family in self sufficiency and strength-building, and to support your child in their healthy development. Your participation in EHS-CCP is an investment in your child's future that will positively impact the rest of their lives.

### **MID-WILLAMETTE VALLEY COMMUNITY ACTION AGENCY, INC.**

#### **OUR VISION:**

All people are respected for their infinite worth and are supported to envision and reach a positive future

#### **OUR MISSION:**

Empowering people to change their lives and exit poverty by providing vital services and community leadership  
Community Action Head Start will establish and embrace a program culture of safety that promotes dignity and respect by practicing kindness and acceptance to reflect our belief in the infinite worth of every person.

#### **OUR VALUES:**

We are dedicated to establishing, cultivating, and sustaining a diverse and inclusive culture. We embrace and value those we serve and our employees regardless of race, color, religion, national origin, disability, sex, age, sexual orientation, gender identity or expression, genetic information or family medical history, or membership in any other protected class as defined by applicable state or federal law, and we expect Head Start families to do the same.

**Parents and staff are expected to treat each other with dignity and respect at all times to create a positive learning and work environment. Parents treating others without respect will be reminded to act in a way that reflects our mission and values.**

## Early Head Start Child Care Partnerships (EHS-CCP)

EHS-CCP is a competitive opportunity that incentivizes local partnerships between Early Head Start programs and child care programs to increase the number of infants and toddlers in high quality early learning programs. EHS-CCP supports a child's development in the beginning years of life, which is critical for building the early foundations needed for success in school and later in life. Young children's brains develop rapidly and are influenced by the richness of their experiences—including day-to-day interactions with their caregivers.

### **EHS-CCP will:**

- Partner with childcare providers who agree to meet high-quality standards
- Expand high-quality early learning and development opportunities for infants and toddlers
- Meet the needs of working families and prepare children for the transition into preschool
- Provide comprehensive services including...
  - \* social services
  - \* health, hearing, vision, height, and weight screenings with follow-ups
  - \* transition planning prior to moving to a new environment/program
  - \* Cuties Diapers & Wipes (all special requests will need a doctor's note)
  - \* Formula (all special needs formula will need a doctor's note)
  - \* DHS support for Employment Related Daycare (ERDC) funds
- Provide a Family Educator who will support families to access care for...
  - \* well-child visits and follow-up treatment
  - \* dental exams and follow-up treatment
  - \* mental health consultation and individual child-observation as identified
- Provide supportive home visits through Family Educator to help with family goals, resources and other needs.
- Provide two teacher home visits and three conferences during the course of the year to discuss child's progress, accomplishments, and goals.



and

### **We Are Full Day/Full Year!**

We support families who are working full-time and need full-day childcare (Monday - Friday, September-August). EHS-CCP classes are five days a week, and families self-transport their children to the site. Children may qualify for Early Head Start Child Care Partnerships (EHS-CCP) from the ages of six weeks to three years old. Children in the EHS CCP program will qualify until one day before their fourth birthday. Six months prior, EHS-CCP staff will begin talking with families about transitioning out of the program and will help to transition children into Head Start if the family wants (Note: you will need to provide new income proof to qualify for Head Start at that time).

**For Expectant Teen Mothers:** Home visits (that include family support) will continue with the mother until the child is born and reaches 6 weeks of age and the infant is enrolled in EHS-CCP. (This is ONLY for our Teen Parent Program)

## Curriculum

Teachers will observe each child to learn about their interests, abilities, and how they learn. The focus is on creating a social-emotional and intellectual climate that allows children to build relationships that support their exploration.

- **Social-Emotional:** Teachers will respond to children's needs. Children will begin to hear the words that describe feelings (happy, sad, etc.). Teachers will help children to begin friendships, solve problems, and try new things.
- **Physical:** Children grow in their ability to control their muscles through activities like scooting, rolling, crawling, walking, kicking, throwing, and running. Children learn about taking care of their bodies by blowing their noses, washing their hands, and using the restroom.
- **Language:** Children begin to develop language skills by listening, talking, and singing. Although English and/or Spanish will be spoken in the classroom, children will learn in their primary language.
- **Cognitive:** Children become confident learners by trying their own ideas and experiencing success. Your child's interests will be incorporated in lesson plans to help them become motivated learners.
- **Literacy:** Stories and books will be available to your child. Reading to a young child (even prenatally) encourages them to enjoy quiet time. By reading and talking about pictures, children begin to grow vocabulary, understand words, and learn that written words carry meaning. This will help your child to develop a love for reading that will extend throughout their life.
- **Mathematics:** Young children learning math skills looks different than with older children. Children begin to learn mathematical concepts such as size, weight, color, shape, and numbers through their interactions with others.

## Learning Through Play

Young children achieve most of their learning through play. The classroom environment is divided into areas that offer specific types of learning through free-choice play, including blocks, dramatic play, library, writing, sand, water, toys, and games. At any time, you may notice teachers and children singing, dancing, or sitting quietly reading a book. The outdoor environment offers necessary and unique experiences that expand children's large muscle development and coordination. Children will have opportunities for outside play every day (although weather will be taken into consideration).

When circumstances exist that do not permit outside play, alternate indoor gross-motor activities will be provided.

## Developmental Screenings

EHS-CCP will provide the Ages & Stages Questionnaire 3 (ASQ-3) for parents to fill out at home. The Ages & Stages Questionnaire: Social-Emotional (ASQ-SE) will be completed during enrollment. These are done each school year! ASQs are used to screen for child development benchmarks by looking at a child's abilities in physical growth, problem-solving, and communication in comparison with the expectations for children of that same age (based on national averages). Teachers and parents will work together to use that information to plan a quality educational experience for each child based on individual needs. Parents are encouraged to discuss any concerns about their child's development with their teacher and/or Family Educator.

## Disability Services

EHS-CCP provides a range of services to children with identified disabilities. Parents, EHS-CCP staff, Providers, and Willamette Education Service District (WESD) specialists work together to give your child the best learning experience possible. EHS-CCP Providers include Individual Family Service Plan (IFSP) goals in every weekly lesson plan. WESD specialists come to EHS-CCP Provider sites to provide special education services to children with IFSPs. WESD specialists will consult with teachers to provide support and activities specifically designed for your child's needs. They may work with your child one-on-one or in small groups in the classroom.

## Referrals for Special Services

If teachers or parents see limited progress or developmental concerns in their child, EHS-CCP can assist parents in preparing a referral for a **free** evaluation. EHS-CCP works in partnership with WESD throughout the evaluation process. EHS-CCP may also attend the evaluation and meetings to provide information about the child at school and to assist the parents in understanding the process. For help with referrals to WESD or with questions about Special Education services, you can contact the Inclusion and Support Team, your Family Educator, or your child's teacher.



## Inclusion and Support

Our Inclusion and Support Team is a resource available to EHS-CCP children and their families. Members of the Inclusion and Support Team are available to conduct classroom observations and, with your informed consent, are also available to conduct individual observations. Additional supports and specialized services are available to children and families as needed. You can request an observation or other types of support by asking your Family Educator or child's Provider.

Children develop self-regulation and social skills at different rates throughout childhood. EHS-CCP incorporates and practices social skills in all aspects of your child's day to help them learn how to appropriately interact with others. All EHS-CCP staff, Providers, and provider staff will work to connect with your child to help them feel safe and learn to calm themselves independently.

Our top priority is to keep all children safe—both physically and emotionally. If your child's behavior creates risks for their own safety or the safety of others, we will work with you to **identify the need** behind the behavior and help your child meet their need appropriately. Our strategies will include Positive Behavior Interventions and Supports (PBIS), as well as individualized interventions using a Skill Building Plan in order to create similar strategies that can be used both at home and at school. Our goal is to ensure your child is able to have successful social interactions with peers and adults, and for them to experience positive feelings about themselves. The most effective strategy to reach those goals will be for EHS-CCP Providers and staff to partner with parents and work together.

**For help with referrals to WESD or with questions about Special Education services, you can talk with your child's teacher or contact the Inclusion Team at 503-385-8802.**





## **Partnering in Education**

We believe that parents are the primary educators of their children. Teachers and parents working together as partners will foster the child's development by setting goals, observing for progress, and collaborating on activities available both at home and in the classroom. Teachers will communicate with you throughout the year during home visits, conferences, and with notes and phone calls (as needed). Communication will be a key factor in providing a curriculum that is meaningful to you and your child.

## **Family Services**

Parents and families have the important job of raising children. We support families in being well and encourage positive parent-child relationships. As families teach their children, they learn with them! We support parents in being a strong part of their community, advocates for their children, and leaders in our program. We encourage participation at parent meetings and serving on our Policy Council. You can enjoy the opportunity of attending fun family events throughout the year in our community, or connecting with others in one of our parenting classes. There are also many volunteer opportunities available!

## **Confidentiality**

Information that is gathered about your child and family is kept confidential. Information that is gathered about your child and family is kept confidential and stored in a secure data base and onsite in a secured locked location. Records will only be released to another person or agency with written permission from parents or legal guardians. EHS-CCP staff and volunteers are responsible in maintaining the confidentiality of all information about children and families.

## **Changes After Enrollment**

Please notify your child's teacher if your address or phone number changes. It is very important that we always have current information in the event of an emergency involving your child. At enrollment, you provide us with a list of emergency contacts that authorizes certain people to be contacted in the event of an emergency or to pick your child up from school. If your emergency contacts change, please contact your child's teacher immediately to fill out a new form.

For your child's safety, we will not allow your child to go home with someone who is not on the list.

## Daily Attendance

Regular attendance is important to your child's learning. Your child must attend school for a minimum of 6.5 hours a day in order to keep their spot in the CCP program. When children are absent, staff are required to communicate with parents and guardians to help ensure your child is safe. As a second option, we may need to reach out to your approved contact list if we do not hear from parents directly. You should send your child to school every day unless they are ill. If your child is sick or unable to attend class, please call the site before school starts to report the reason for the absence and when your child is expected to return. **If your child is going to miss school for an extended period of time (3 or more school days), contact your child's Family Educator or teacher/provider in advance.** In order to secure your child's slot, an extended-leave request will need to be filled out and submitted with your Family Educator. Avoid unexcused absences by always calling to excuse your child!

## Clothing and Items from Home

Children should wear comfortable play clothes that are allowed to get dirty. Children use paint, playdough, play with sand and water, serve themselves food, and play outside while they are at school. For safety reasons, children should wear shoes with closed toes and backs (preferably tennis shoes on the playground). Children have the opportunity to enjoy daily outside play and classroom walks in various weather conditions. It is important that they wear clothing that is appropriate for the weather. Children should wear a jacket and warmer clothing (including a hat and gloves/mittens) during colder months. You will also be asked to provide extra clothing for your child to have at school in case their clothing becomes soiled or wet during class time.

**\*\*Notify your Family Educator if this is a hardship and you would like to receive further resources for clothing\*\***

EHS-CCP will provide the appropriate diapers, wipes, and Pull-Ups for your child. You may send a favorite blanket or comfort item with your child if you would like.





## **Parent & Child Activities**

Throughout the year, we offer opportunities for family fun events in the community and at your sites. These are opportunities for parents to better connect with their children and be better connected with the community. Parents are always welcome to speak with your Teacher or Family Educator with any ideas you may have. We encourage parents to volunteer in the classroom as well. Please talk with your Family Educator or Teacher if you are interested.

## **Holidays**

Community Action Head Start will encourage children to learn about holidays in developmentally appropriate, fun ways. We will reflect the culture of our community in holiday practices while respecting culture and beliefs of individual families in the program. Family participation will be encouraged in planning and implementing holiday activities.

## **Understanding Children's Behaviors and Helping Children Express Feelings**

Children develop self-regulation and social skills at *different rates* throughout childhood. We incorporate social skills practice into all aspects of your child's Head Start day to help her/him learn how to appropriately interact with others. Caring adults will work to connect with your child to help her/him feel safe and to learn to calm her/himself.

Our top priority is to keep all children safe, physically and emotionally. If your child's behavior creates risks for her/his own safety or the safety of others, we will work with you to identify the *need behind the behavior* and to help your child have that need met appropriately. Our strategies will include Positive Behavior Interventions and Supports (PBIS), as well as individualized interventions using a Skill Building Plan developed collaboratively which can be used both at home and at school. Our partnership with you will be the most effective strategy to ensure your child's success with social interactions with others and positive feelings about her/himself.

## **Supporting All Children**

Community Action Head Start believes in providing high quality learning experiences to all children. We will work individually with you to set educational goals for your child. If you have concerns about your child's development we will work closely with you to determine how to best support your child. We can also help connect you with community resources or our Early Childhood Mental Health Department which provide additional observations, assessment, and consultations of children's development. These resources provide information to parents and teachers working together to best support a child's educational progress.

## **Feedings and Meals**

EHS-CCP monitors to ensure that all providers follow the guidelines set forth by the Federal Head Start Performance Standards, state and local safety and sanitation requirements, and the USDA Child and Adult Care Food Program. The child care partner will provide all food to be served in the classroom. EHS-CCP will provide Similac Advance Formula (which is the standard WIC issued formula). Any special requests will require a doctor's note. Our providers will work with you to provide age-appropriate foods for your child throughout their EHS-CCP experience.

Infants enrolled in EHS-CCP are fed on demand whenever they are hungry. Children will receive the same formula, milk, and foods they have been eating at home. Mothers who wish to breastfeed at school will be provided a private space to do so. Mothers who wish to pump and store breastmilk will be provided with the appropriate storage to do so.

Toddlers enrolled in EHS-CCP are served a nutritious breakfast, lunch, and afternoon snack every school day—Family Style. Additional healthy snack foods are also available for those children that need extra support foods during the day, as we understand that some children may refuse or choose not to eat at a particular meal.

[If you have any questions or a child with special food requirements, please notify your teacher and/or contact the Nutrition Specialist.](#)

- \*All menus meet USDA guidelines and emphasize whole grains, milk, fresh fruits, vegetables, and are low in sugar, salt, and fat.
- \*All meals are served “family style” - children will begin to learn to pass foods at the table and serve themselves with supervision.



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## **Special Food Requirements**

EHS-CCP will work with your provider to support your child's special dietary needs. Providers will follow the USDA Child and Adult Care Food Program guidelines and the Federal Head Start Performance Standards to make these accommodations. If your child has a medical condition that requires substitutions to the regular menu, we will provide you with a form to take to your child's doctor. Medical conditions that require your child have different foods need to be diagnosed by a doctor who can provide a plan that we can follow for your child. If your child's condition eliminates an entire food group (i.e., milk/dairy, meats, fruits, etc.), our Nutrition Specialist will work with you to decide on the best replacements for those foods. You must call your Family Educator to make arrangements for any food substitutions. Providers are not authorized to make food substitutions. We will also work with you if your family has special religious or cultural preferences regarding foods. If you would like to make arrangements to support your child's dietary needs, please do the following:

1. Tell your child's teacher, Family Educator, and/or call the Nutrition or Health Specialist at our Central Head Start Office about your child's needs. It is a good idea to talk with the teacher, but you will need to work with the Nutrition and/or Health Specialist to create a plan.
2. Take the forms that we give you to your child's health care professional for them to complete and sign. Return the signed forms to the Nutrition and/or Health Specialist at our Central Head Start Office.
3. Work with the Nutrition or Health Specialist to make sure that your child's medical and nutrition needs are met.
4. Keep us informed if your child's needs change.

## **Sharing Food Experiences in the Classroom**

EHS-CCP encourages families to visit their child's classroom and to participate in nutrition education activities, cooking projects, sharing of foods that are important to your family and culture, and in the celebration of children's special days. Outside food will not be allowed due to the variety of diets of the infants and toddlers. However, food activities will be conducted in the classroom or in the home during home visits. If you would like to help plan and participate in these activities, please contact your child's teacher. The teacher will help you plan the activity and get materials for the project. Please note: all preparation of foods, including the cutting and arranging of foods, must be done in the classroom by a staff person or volunteer with a current Food Handler's Certification.

**Federal standards require that all food served in the classroom must be nutritious and be low in fat, sugar, and sodium. Foods such as candy, cakes, cookies, sugary muffins, and pastries are not allowable foods.**

## **Parent Involvement**

**Parent Meetings:** Family Educators, in collaboration with EHS-CCP Provider and staff, will organize several parent meetings each year. All parents are encouraged to attend. The goal is to give parents the opportunity to learn about topics of interest, participate in fun activities, and get to know other parents. A light meal and childcare is provided for families.

**Policy Council:** Policy Council allows the voice of parents and community members to be heard in major program decisions, including topics like recruitment, selection policies, personnel policies, budgets, and funding proposals. Please let your Family Educator know if you are interested in joining the Policy Council.

**Board of Directors:** The Community Action Agency Board of Directors is made up of elected officials, representatives from the community, and private businesses. A parent representative from Policy Council will also attend to report information from the Board of Directors to the Policy Council.

**Fundraising:** EHS-CCP staff are not allowed to fundraise for the program or Provider site. Parents enrolled in the program **CAN** seek donations or fundraise if they desire. If you would like to fundraise or seek donations for either your child's site or the program as a whole, ask your Family Educator for more information.

## **How Parent Volunteers Can Help**

Parents are encouraged to volunteer with EHS-CCP for many reasons. When you volunteer, you will be supporting your child and the program by offering your time and energy in the classroom. Parents can spend their volunteer time playing or reading with children, playing an instrument or singing at music time, leading an art activity, or participating in a cooking activity. Other volunteer options include participating in hiring committees, planning meetings, and family gatherings.

**Every hour that you volunteer brings our program [\\$29.95](#) in matching funds, which are required by our federal grant!**

Let your child's teacher know if you are interested in volunteering!

## Health

A child's health plays a critical role in their ability to develop and learn. According to federal requirements, all children enrolled in the program must be up-to-date with their health care. Please ensure the necessary well child exams and dental exams are completed within 45 days of enrollment. In addition, providers will perform a daily health check on each child at school. If your child is not up-to-date, please make the appropriate appointments to get them caught up ASAP.

Please let us know if we can help with any part of this process. Staff are knowledgeable about programs and resources and here to help you. Parents should expect their child's teacher to talk with them frequently about appointments, getting visit records, and addressing treatment concerns. Parents can help staff by working with them, as support is provided, so that all requirements are met.

During dental exams, families will also have the option to have their children receive a fluoride varnish to protect their children's teeth. Screenings are conducted by Health staff in class to minimize interruption to the children's day. Staff will contact parents if there are any concerns and can help with follow ups if needed.

### **In order to meet health requirements for EHS-CCP, your child must have...**

- \* **Up-to Date Immunizations:** including DTP, Polio, MMR, Hib, Hepatitis B, Hepatitis A, and Varicella. Shots for flu and COVID-19 are strongly recommended. Please discuss with your child's health care provider any questions you may have.
- \* **Regular physical exams as required by ESPDT at:** 2 Weeks, 2 Months, 4 Months, 6 Months, 9 Months, 12 Months, 15 Months, 18 Months, 24 Months, 30 Months, and 3 Years old
- \* **Dental Examinations:** within 12 months of the child getting their first tooth and then once a year after that
- \* **Blood lead level and Hemoglobin/Hematocrit test results**

## Immunizations

It is the parent's responsibility to keep EHS-CCP informed when their child gets new shots. At enrollment, we document all your child's immunizations on a Certificate of Immunization Status (CIS) form. This form is in your child's file at their site. When your child receives new immunizations, their CIS form must be updated.

- **You may update the CIS form at the site by writing in the date of each immunization received and initialing the form. The form will then be sent to the Central Office and updated in the computer.**

-OR-

- **You may bring in proof of the immunization to the site or to the Central Office. The Health Specialist will update the CIS form after reviewing the proof of immunizations.**

**In February of each year, we have to exclude children who are not up-to-date on their immunizations. This is a state law. This means your child will not be allowed to come to school until they have received the missing immunizations.**

## Child Illness

- You will be asked to keep your child home when they are ill, especially with symptoms of unusual cough, shortness of breath, fever, loss of taste/smell, diarrhea, vomiting, headache, sore throat or rash.
- Please turn in the doctor's note to your Family Educator and/or Teacher—when requested/needed. Child will need to be cleared by our Program Nurse and/or Health Specialist before they are able to return to the classroom.
- Your child may have a health condition not listed above that will require your child to stay home or that you pick up your child from school and take them home. EHS-CCP wants your child to be at school everyday possible, but when children are sick, the best place for them to be is at home recovering. EHS-CCP reserves the right to require a doctor's note that clears your child for re-admission into the classroom.

SYMPTOMS	WHAT TO DO
Fever (over 100 degrees) Cough Shortness of Breath Loss of Taste/Smell	<ul style="list-style-type: none"> <li>• <b>Contact doctor.</b></li> <li>• Child will be cleared to return to school depending on the physician diagnoses and when the symptoms resolve.</li> </ul>
Diarrhea Vomiting	<ul style="list-style-type: none"> <li>• Contact doctor</li> <li>• Child may return to school <b>48 hours</b> after symptoms have resolved, however a doctor's note may be required in some situations.</li> </ul>
Headache Sore Throat Rash (not diaper rash)	<ul style="list-style-type: none"> <li>• Contact doctor</li> <li>• Child may return to school 24 hours after symptoms have resolved, however a doctor's note may be required in some situations.</li> </ul>
Cold Congestion	<ul style="list-style-type: none"> <li>• Keep child home until symptoms have resolved</li> <li>• Contact doctor if fever develops or swollen glands are present</li> </ul>
Stomach Ache	<ul style="list-style-type: none"> <li>• Keep child home until symptoms resolve</li> <li>• Contact doctor if pain is severe or lasts longer than 2 hours</li> </ul>
Other Communicable Diseases such as Chicken Pox, Scarlet Fever, Whooping Cough, Hand Foot and Mouth, COVID-19	<ul style="list-style-type: none"> <li>• Contact doctor</li> <li>• Keep child home and contact your Family Educator, or Teacher, regarding when your child may return to school</li> </ul>

**EHS-CCP Providers will follow all state regulations with communicable diseases.**



## Head Lice

For communicable disease prevention, children with live lice will be sent home and may only return to the classroom when they are lice free. If a child has nits, they will be allowed to remain at school until the end of the day, but the parent must use an appropriate treatment to remove the nits before the child returns to school. Children cannot return to school until a head-check reveals that the child is free of both live lice and nits. Staff will support families in their efforts to treat head lice by providing consultation and referrals as needed. Contact your Family Educator if you need any resources or have any questions.

**EHS-CCP Providers will follow state licensing regulations regarding communicable diseases.**

## Medications, Ointments, and Sunscreen

An EHS-CCP Provider or their staff members may administer a prescribed medication to a child during school hours. However, before any medication can be given to a child, a **Health Management Plan** must be completed by the child's physician, reviewed by our Health Specialist, and signed by the parent. Plan must be completed before a Provider can accept and administer prescription medication to your child during school hours.

Prescription diaper creams and ointments will also require a completed **Health Management Plan** before an EHS-CCP provider can administer the prescription to your child during school hours.

For over-the-counter medications, diaper creams, and ointments, a Health Management Plan is not required. However, a **detailed doctor's note** is required. A Health Management Plan may be requested depending on an individual child's medical needs.

Early Head start provides non-prescription diaper-cream and sunscreen for your child, if needed. These items will only be applied to your child with parental consent. Parents will be notified daily if either of these items were applied to the child that day.



## **Tobacco Policy**

EHS-CCP is committed to the health of children and families in the program, as well as our Providers and staff. Our policy also reflects Oregon laws and Head Start requirements. Please read the following to know how the Head Start Tobacco Policy may affect you and your family.

### **EHS-CCP staff, Providers, families, and visitors will not be allowed to use or have any tobacco products:**

- On Head Start property
- At Head Start bus stops
- At Head Start functions such family events and parent meetings
- Within the sight of Head Start children at school

We also request that families do not smoke during home visits or conferences that may occur at your home. EHS-CCP staff, Providers, families, children, and visitors may not wear clothing that smells strongly of smoke or advertises tobacco products while on Head Start property or at Head Start functions. Please contact your Family Educator if you have any questions about the Tobacco Policy, the effects of smoking and second hand smoke, or how to quit smoking.

**This applies to all banned substances—Alcohol, weapons, drugs, etc.**

## **Child Abuse Prevention**

Parents of children enrolled in EHS-CCP are provided with a copy of the Child Abuse and Neglect Policy during their enrollment appointment. All EHS-CCP staff, Providers, and Provider staff are mandatory reporters of child abuse and neglect. A mandatory reporter is a person who is required by law to report any suspicion of child abuse or neglect.

As Mandatory reporters are required by law to report child abuse or neglect to the Department of Human Services Child Welfare and/or the police. Mandatory reporters are also required to report when a call is made to the home and the child states they are home alone, or if there is no authorized adult present to receive the child after the school day has ended. Head Start keeps all records pertaining to any report confidential. Please inform staff by phone or in writing if your child experiences any injuries or incidents at home.

## **Parent Concern Resolution**

Parents who have a concern or complaint regarding the EHS-CCP program, a staff member of the program, or a Provider the program have the right and responsibility to bring the matter up for resolution. These issues may be addressed using the following steps:

1. Discuss the matter with classroom staff to help clarify Head Start Policies and Procedures.
2. If the matter cannot be resolved with classroom staff, contact your Family Educator and the EHS-CCP Program Manager.
3. If the matter cannot be resolved with your Family Educator and the EHS-CCP Program Manager, it will be brought to the Early Head Start Program Director for final resolution.

## Closures

Your child's EHS-CCP Provider will be closed for all federal holidays recognized by the Mid-Willamette Valley Community Action Agency. Your child's provider is also closed throughout the school year for vacation and professional development trainings. All planned closures are listed in your parent calendar.

We understand how unexpected closures can result in frustration, inconvenience, and hardships for working families. However, please remember that emergencies and situations—we cannot control—happen in all of our lives, including providers lives. If your child's provider has to close unexpectedly, you will be notified as quickly as possible. We apologize for any inconvenience it may occur.

## Licensed Facilities

All Staff are required to pass a state and FBI background check to help ensure the safety of your children. All of our sites are licensed per requirements from the State of Oregon and subject to inspections.

## Weather-Related Closures

EHS-CCP does not follow the delays or closures of the Salem-Keizer School District.

If the district issues a 2-hour delay, EHS-CCP Providers will be open at their normal hours. If the district cancels school due to weather concerns, Providers will remain open. If Mid-Willamette Valley Community Action Agency closes due to weather, EHS-CCP Providers have the option to close or remain open for **private** childcare only; no CCP services are offered on days when Community Action, as an agency, is closed. If there is a weather-related agency closure, your Provider will contact you to let you know if they are offering childcare or closing for the day. Please contact your EHS-CCP Provider or Family Educator if you have questions about weather-related closures.

If you have other children who are enrolled in Head Start (4 years and older), you can call and listen to a pre-recorded voicemail with school delay/closure information. The voicemail will be updated as decisions are made. The final decision will be made by 7:30am. The voicemail number is: 503-371-2342. You may also contact your Head Start Family Educator for additional questions about weather-related closures.

## List of Resources

### **Basic Needs Assistance**—\*211 or <http://211info.org>

Community Resource and referral information provided in a variety of languages.

### **Emergency**—911

For Health or Police Emergency Only.

### **Non-Emergency**

Salem—503-588-6123                      Dallas—503-831-3516

Independence—503-838-1214

Woodburn—503-982-2345              Stayton—503-869-3423

Aumsville—503-749-2188              Keizer—503-390-3713

Most police stations, hospitals, and Victim Assistance offices can provide an Emergency only phone.

### **Food Boxes**

Marion Polk Food Share—503-581-3855

A neighborhood food pantry is a place where someone can go to receive a three-to-five day supply of emergency food for nutritionally balanced meals. Find a location for food near you at [Hunger Relief—Get Help—Marion Polk Food Share Oregon](#).

### **Health**

Salem Hospital Urgent Care—503-561-5554

Cascade Medical Center—503-581-1113

\*Lancaster Urgency Care Clinic\*

Free Clinics for Medical and Dental Support:

Salem—Medical and Dental Support

503-990-8772

1300 Broadway St. NE Suite 104, Salem OR

Polk County in Dallas—Medical and Mental HealthCare

503-831-0551

[Polkclinic.info@gmail.com](mailto:Polkclinic.info@gmail.com)

### **Mental/Behavioral Health**

Adult Mental Health—503-588-5351

2045 Silverton Rd NE Suite B, Salem, OR

Children's Behavioral Health—503-588-5352

3867 Wolverine St NE, Bldg F, Salem OR

Youth and Family Crisis Services—503-576-HOPE(4673)

3867 Wolverine St NE, Bldg F, Salem OR

**Marion County WIC**—503-588-5057

3180 Center St. NE, Suite 1360, Salem OR

**Polk County WIC**—503-623-8175

182 SW Academy St., Dallas OR

### **Internet Services for Low-Income Families**

Details for how to apply on this url:

<https://www.internetessentials.com/covid19>

### **Healthy Meals**

Recipes, Resources, DIY's, etc.

Dr. Yum—[doctoryum.org/](http://doctoryum.org/) OR Food Hero—[foodhero.org](http://foodhero.org)

**Goodwill Job Connection Program**—503-798-9103

3535 Lancaster Dr NE, Salem OR

**Oregon Family Support Network**—503-363-8068

4275 Commercial St SE, Suite 100, Salem OR

[Www.ofsn.org](http://www.ofsn.org)

Provides support to families raising youth with special needs.

### **Clothing**

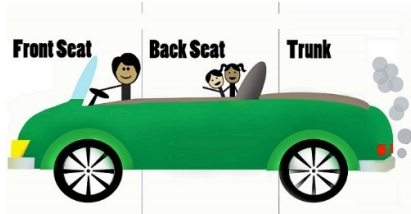
FREE and LOW Cost

Adventist Community Services—503-363-8893

Helping Hands Resources—503-364-9936

## Build your Parenting Toolbox

**Smart Connections**-You will hear about your “**Brain as a Car**”. Recognizing how to help you and your children feel safe, supported and nurtured are the keys to helping your family learn and grow in a positive way.



**Circle of Security**-Remember that children are learning new independence as they grow and develop. Parents need to be a safe anchor to return to when the world starts to look a little bit too big for their explorations.

For more parenting supports, check our partners in the community to see updated information on classes and parenting tips:

**Marion Polk Early Learning Hub** (Marion County)



**Mid-Valley Parenting** (Polk County)



## Policy Council

Be a parent voice as part of our Policy Council to help support families, advocate for kids and give guidance to our program.

As a Policy Council representative, you help with the decision making process for our program, and sharing the information back to the parents during parent meetings.

To be a representative for your site, you need to be a parent or guardian of a currently enrolled child and be elected by the parents from your site.

## Volunteer

We need parent help in our classrooms. Please consider helping once per week during outside time, inside activities, reading with children or helping during meal times. Talk with your Teacher or Family Educator to see how you can help your child's classroom reach its potential

For tand still would like to volunteer, we may have some opportunities that could be done from home.

**EHS-CCP Staff:**

**Head Start/Early Head Start Program Director:** Liz Salinas  
**Associate Director of Operations & Compliance:** *Vacant*  
**Child Development Specialist:** Katie Stokes  
**Child Development Specialist (Bilingual):** *Vacant*  
**Family Educator (Bilingual):** Maria Carmen Munoz-Quiroz  
**Family Educator (Bilingual):** Mayra Ceja-Garibay  
**Family Educator (Bilingual):** Maria Hernandez Quetzecua

**Important Telephone Numbers**

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**Mid-Willamette Valley Community Action  
Head Start, Early Head Start, & EHS-CCP  
Leadership Staff**

**Chief Program Officer of Early Learning & Child Care**  
Eva Pignotti

**Head Start/Early Head Start Program Director**  
Liz Salinas

**Associate Director of Child & Family Services**  
Stacey Eli

**Associate Director of Operations & Compliance**  
*Vacant*

**Education Manager**  
Julie Siefert

**Family Services & Community Engagement Manager**  
Kyle Miller

**Family Services Supervisors**  
David Orozco & Miguel Rayas

**Operations Manager**  
Debra Devine

**Inclusion and Support Manager**  
Aimee Klingler

**Early Childhood Mental Health Consultant**  
Maarja Trujillo

**Nutrition Specialist**  
Jolanda Ibarra-Murillo

**Health Specialist**  
Alyssa Mercier