

**FAMILY
HANDBOOK
2025-2026**

FOR YOUR INFORMATION

CENTER/ HOME BASE: _____

PHONE NUMBER: _____

EXECUTIVE DIRECTOR: _____

PROGRAM COORDINATOR: _____

TEACHER/PARENT EDUCATOR: _____

TEACHER ASSISTANT: _____

FAMILY RESOURCE ADVOCATE: _____

BUS DRIVER: _____

BUS NUMBER: _____

(If available) THE BUS WILL ARRIVE AT APPROXIMATELY: _____

(If available) THE BUS WILL RETURN AT APPROXIMATELY: _____

Northern Panhandle Head Start, Inc.

Administrative Offices

1 Orchard Road

Wheeling, WV 26003

1-877-732-3307 or (304)-233-3290

Check us out on the web... www.npheadstart.org

Like our Facebook Page...Northern Panhandle Head Start Inc.



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Northern Panhandle Head Start, Inc



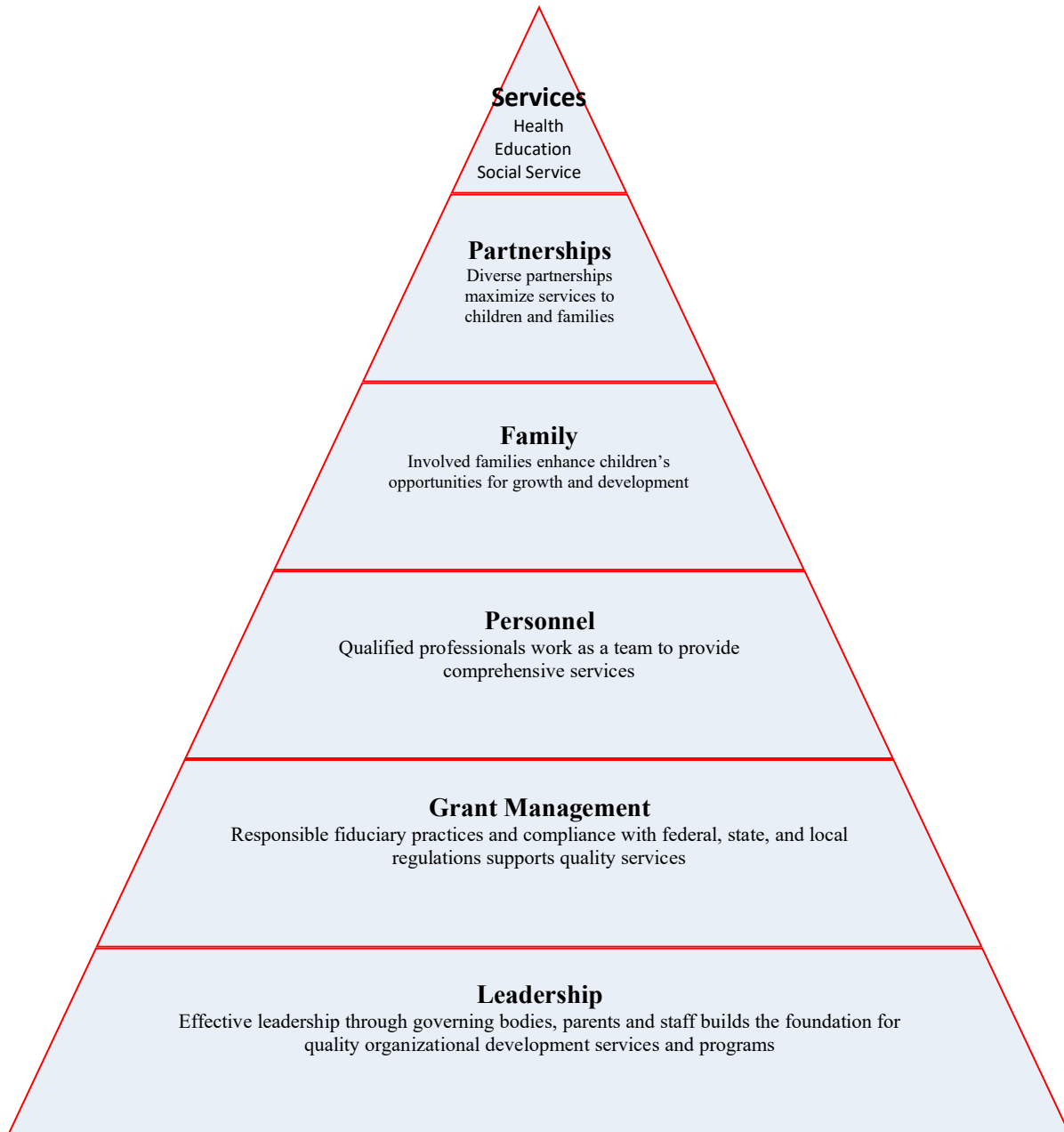
Mission Statement:

Our mission is to provide a high quality, family-focused program uniquely designed to prepare children for learning and life.

Vision Statement:

“Building foundations for life-long growth and development”

CORE VALUES - NPHS Inc. - January 2007



Welcome to NPHS

Welcome!

Thank you for selecting NPHS to support your family on this wonderful journey of infant/toddler or preschool care.

NPHS works as a team to provide you with the best support and the most well rounded CHILD AND FAMILY DEVELOPMENT services in the area.

We are different from other early childhood programs because we engage you, the parent/guardian, in all aspects of your child's development and learning. Parent involvement is critical to the success of your child's growth, not only physically but socially and emotionally as they prepare themselves for kindergarten. Our objective is to take this walk with you! We take pride in building positive relationships with our parents/guardians because we know that you are your child's best advocate.

It takes a village to raise a child and I look forward to embarking on this journey, together, toward your child's school readiness.

Jackie Bell

Executive Director



CONFIDENTIALITY POLICY

This Confidentiality Policy has been adopted to assure the confidentiality and protection of individual rights to privacy for children, families, and employees of NPHS. The individual dignity of children, families, and employees shall be respected and protected at all times in accordance with the law.

Information about children, families, or employees should not be spoken of to anyone other than persons who are authorized to receive such information as specified in written plans or law. This policy extends to both internal and external disclosing. All program information shall be made available to auditing agents and other federally appointed review/evaluation personnel.

Because of the federal/state laws requiring employees to report suspected child abuse/neglect, that specific information must be reported through proper channels as outlined in the Child Abuse/Neglect Program Plan. This program will comply with the Buckley Amendment of 1974.

The Executive Director is responsible for adopting office procedures that will assure adequate protection of confidential information.



PICTURES AND VIDEOS

1. No pictures are to be taken of a child in a group or alone if there is non-consent to print.
2. No videos are to be taken by parents.
3. Administrative staff, for staff development purposes only, may take videos.
4. Pictures can be taken on a camera or electronic photos (cell phones) of own child.
5. Individual pictures belong to the parent.
6. Must have permission from each parent to have their child's picture taken if more than one child is in the picture.
7. Group pictures belong to NPHS (other than those taken as the class picture).
8. Teachers are to be notified in advance when parents are coming in to take pictures for celebrations.
9. Media can take pictures of children only with permission from parents.



CELL PHONE USE IN THE CLASSROOM

- Cell phones are not permitted in the classroom while children are present. If you need to use your cell phone while volunteering in the classroom, please leave the classroom to do so.



EARLY CHILDHOOD EDUCATION **SCHOOL READINESS**

School Readiness Goals

School readiness means children are ready for school, families are ready to support their children's learning, and schools are ready for children.



Approaches to Learning

Creativity & Independence

- Show interest in variety of experiences
- Explore surroundings, people, toys, & objects
- Express their imagination
- Make choices for themselves
- Ask questions & solve problems
- Learn self-help skills; pick up toys, put on coat, wash own hands, etc.
- Engage in cooperative activities & relationships
- Show initiative, curiosity, attentiveness, & persistence in play



Social & Emotional Development

Confidence & Emotional Regulation

- Build secure relationships with parents & caregivers
- Express age-appropriate emotions, wants, & needs
- Engage in cooperative activities & relationships
- Build friendships & healthy relationships with others
- Increase confidence as skills for regulation increase



Language & Literacy

Communication & Written Words

- Learn about language & communication through conversations, songs, books, & nursery rhymes
- Learn about reading & writing
- See language throughout learning environments
- Understand print & drawings have meaning
- Each family's culture & language will be respected



Perceptual, Motor, & Physical Development

Health & Physical Well-being

- Learn how to make healthy choices
- 30-60 minutes of physical activity
- Try new foods through cooking experiences & mealtimes
- Keep up to date on well-check, dental exams, immunizations, hemoglobin, & lead tests
- Learn how to be safe at home, at school, & in the community
- Learn self-help skills; brushing teeth, washing hands, using the restroom, etc.



Cognition

Math, Science, & Problem-solving Skills

- Use the 5 senses to explore & notice the environment around them
- Learn counting, sorting, comparing, & patterns
- Learn roles within classrooms & communities
- Draw and predict conclusions about the world
- Think creatively & try new ideas
- Be flexible in learning & solving problems

**5 central domains – broad areas of early learning and development from birth to 5 that are essential to school and long term success.*

CURRICULUM

- Early Head Start Center-Base uses the **Creative Curriculum for Infants, Toddlers & Twos**. The teachers' focus is on meeting children's basic needs, fostering secure attachments and promoting social-emotional development and teacher-family partnerships.

- Early Head Start Home-Base uses **Partners for a Healthy Baby Curriculum**. The Parent Educators provide support and encouragement to new parents by recognizing their strengths and sharing information about pregnancy, parenting, and child growth and development. Services build parental confidence, reduce stress, and maximize the joys of parenting.
- Head Start Preschool Center-Base uses the **Creative Curriculum for Preschoolers**. The fundamental principles are positive interactions with and between peers, relationships with adults, and teacher-family partnerships. Children gain social emotional competence, promotion of physical well-being, increased language and cognition, and a physical environment that promotes the quality of learning.

HOME VISITS

Early Head Start Center-Base families will receive 2 home visits and 2 parent/teacher conferences; as well as at least 4 visits from the Family Resource Advocate or Social Service Specialist.

Early Head Start Home-Base families will receive weekly home visits.

Head Start Center-Base families will receive 2 teacher home visits and 2 parent/teacher conferences per year; as well as at least 4 visits from the Family Resource Advocate.

SIBLINGS IN THE CLASSROOM

Only 1 younger sibling at a time can accompany a volunteering parent in the classroom.

Any sibling attending must meet program guidelines regarding health requirements.

ATTENDANCE POLICY

One of the most important things you can do is send your child every day. Attendance is vital for your child's positive learning and development. Children will miss the one-on-one support of early intervention services when absent. Attendance builds on routine and establishes the patterns that prepare children for NPHS and Kindergarten.

Required days as per NPHS Standards:

Preschool Part Year-4 days a week:	128 Days	Early Head Start 4/5 days a week:	1380 hours
Preschool Part Year-5 days a week:	160 Days	Early Head Start Home Base:	46 home visits
Preschool Full Year-4 days a week:	1020 hours		

Centers: Attendance is monitored on a daily basis. You will be contacted if your child is absent. Failure to send your child may result in your child being placed on a waiting list.

Early Head Start Home-Base: All canceled home visits must be rescheduled and made-up. Failure to keep or make-up home visits may result in your child being placed on the waiting list.

***IT IS IMPORTANT TO ARRIVE ON TIME TO THE CENTERS! FREQUENT TARDINESS CAN CAUSE YOUR CHILD TO BE PLACED BACK ON THE WAITING LIST!! ***

BEHAVIOR GUIDELINES & DISCIPLINE

The following rules apply to parents, staff, volunteers or anyone who comes in contact with the children.

- Spanking, hitting, slapping, shaking, or yanking a child is never allowed.
- No one will be allowed to yell at, put down or call a child an inappropriate name.
- We do not use threats or punishments to discipline; we use conflicts as moments to teach children appropriate behaviors. We do help children learn the natural consequences of their behaviors.

- Withholding or rewarding with food or drink is not permitted.
- A positive classroom management approach will be used. Teachers focus on appropriate interactions and making connections.

If a child expresses unsafe behaviors to themselves or others and cannot be calmed, the parent may be called to come into the classroom to support their child's safety (see Classroom Parent Support). Depending on the severity of the incident/behavior, the family may be required to attend a Family Support Committee (FSC) meeting to plan a safe classroom environment. The FSC meeting will be scheduled as soon as possible with the family to determine if a Behavior Support Plan may need to be implemented.

Classroom Parent Support

Parents must actively involve themselves with their child in the classroom and encourage child participation.

What It Looks Like:

Class Participation	Eating
<ul style="list-style-type: none"> • Child is participating in the following transitions: <ul style="list-style-type: none"> ○ choice time ○ circle time ○ small group • Sitting or standing near the child to guide them • Assisting in activities (not completing it for the child) • Ensuring child is safe 	<ul style="list-style-type: none"> • Redirecting child, if needed: <ul style="list-style-type: none"> ○ Sitting at the table ○ Sitting in their chair ○ Using utensil ○ Drinks out of cup appropriately
Rest Time	Clean Up
<ul style="list-style-type: none"> • Sits or lays on mat with child • Redirect child to whisper or no talking • Be given a quiet activity: activity taken away (natural consequence) <ul style="list-style-type: none"> ○ Not sitting or lying on mat ○ loud voice • Activity given back when quiet and on mat 	<ul style="list-style-type: none"> • Put away toys before moving to a new area • Throwing toys: must pick up toys and put back (parent can help, but child must participate) • Provide two positive choices (if needed): <ul style="list-style-type: none"> ○ You can pick up the blue blocks or the red blocks.
Calming Center	
<ul style="list-style-type: none"> • Child having a meltdown: parent walks child to the calming center • Encourage breathing exercises • Talk about emotions: <ul style="list-style-type: none"> ○ Your face looks like this (mock body language) ○ Are you _____ (state the emotion)? ○ Use the safe place items (activity center areas/fidgets/feeling buddies) ○ Problem-solve/what could they had done differently • Return to activity (should take no more than 10-15 minutes) 	



TRANSITION



- Support and assistance is provided to each family as they transition into and from the Early Head Start/Head Start Program.
- Information is provided to families by NPHS and local school districts' staff for children and families entering Kindergarten.
- Parent meetings are scheduled to discuss the transition of children and families.

ACCESS OF CHILDREN'S FILES

Parents have the right to access their child's records. The request must be received in writing. The agency will make every effort to respond within 5 working days. Parents have the right to question anything in the child's record that they feel is inaccurate and to receive a response from NPHS. Parents also have the right to request a parent-teacher conference at any time.

CHILD HEALTH SERVICES

The NPHS health department collaborates with our community health professionals to receive and review medical and dental examinations, and immunization records of children enrolled in our program.

- NPHS Performance Standards and/or WV Child Care Licensing Regulations include the following guidelines:
 - Each child must have an up-to-date immunization record on file with the NPHS health department prior to being placed in a classroom. Immunizations **must** be kept up to date throughout the school year.

*Children past due on immunizations will be placed in the classroom on a provisional basis. A child with provisional enrollment must have a catch-up plan in place: this plan must be completed within eight months, or the child will be removed from the classroom and placed on the wait list.

**Medical exclusion is the only way immunizations can be omitted.*

- Each child must have a current physical on file within 30 days of placement in the classroom or will be placed on the wait list.
- Age-appropriate hemoglobin and lead testing is required per EPSDT guidelines.
- Dental screenings/examinations are required per EPSDT guidelines:
 - Dental screening is completed during well child visits for children under the age of 3.
 - Proof of current dental examination is required to be on file within the first 90 days of enrollment for children ages 3 and up.
 - Yearly prophylaxis is encouraged for all children over 12 months with a Pediatric Dentist
 - ❖ Prophylaxis dental exams are due every 6 months.

❖ Follow-up appointments for dental treatment are due as scheduled.

- It is the responsibility of the parent/guardian to obtain a copy of all medical information required and submit it to NPHS staff. Prior to your child's appointment, please contact staff to obtain the appropriate forms needed for appointments. **NPHS staff can assist families with scheduling and/or transportation to appointments if needed.*
- Health screenings performed by NPHS to assist families with requirements including height, weight, hearing, vision, hemoglobin, and blood lead levels are conducted to identify any health-related issues. **Parents will receive information about the results of the screenings.*

MEDICATION ADMINISTRATION: Prior to child receiving medication in a classroom:

- Physician must complete a medication administration form; this will include parent and physician signature.
- After receiving the completed form, health department staff will complete an IHP for the child.
- The family then may bring medication to the classroom. Medication MUST be in its original packaging with directions on package. Expiration date should be included. **If medication expires medication will be returned to the family with a return medication form completed.*



CHILD NUTRITION

- NPHS participates in the Child and Adult Care Food Program (CACFP) and follows standards set forth by the West Virginia Office of Child Nutrition/Leap of Taste WV Child Care Nutrition Standards.
- We provide 2/3 of the daily nutritional needs with consideration that we are meeting all special dietary needs of children. All NPHS children receive breakfast, lunch and snacks, based on the number of hours the center operates. *In the event your child is going to be absent for any of these meals, it is important to notify staff.*
- Breakfast/Snack and Lunch Menus are posted in the centers. Copies are given to parents.
- The Health & Nutrition Coordinator is available during the program year to answer parent's questions or address nutrition concerns in the classroom/socialization.
- Food Handlers Cards are required by all NPHS staff and any parents/guardians and volunteers who help in the kitchen or with food preparation.
- We encourage any volunteers to be up to date on their own immunizations, as well.

NUTRITION---CIVIL RIGHTS STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color,

national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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

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

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

This institution is an equal opportunity provider.

HEALTH EXCLUSION FROM ACTIVITIES



If a child has any of the following signs of illness, he/she cannot be present in the classroom or attend socialization.

**Your child may be required to see a doctor prior to returning.*

- **Temperature above 100 F (oral), 100.4 F (temporal) or 99 F (under arm)**
 - *If a child had a fever, temperature should be normal for 24 hours without medication before returning to center.*
- **Rash** with any fever, drainage, blisters, or that is spreading **until seen by a doctor.**
- **Croupy** cough with fever.
- **Chills, general achiness, headache, listless/inactive or not participating in activities due to not feeling well.**
- **Vomiting**
 - If incident occurs at the center- child will be sent home immediately
 - *Child must be kept out of the center for 24 hours after the last vomiting occurrence.*
- **Diarrhea**
 - If a child has 2 or more occurrences in the same day at center, they will be sent home.
 - *Please keep the child home from class for 24 hours after the last diarrhea stool.*
- **Earache**
 - Child complaining of earache should be sent home immediately with instructions for parent to **call the doctor.**
- **Toothache**
 - Child that is in pain and cannot eat or participate in activities will be sent home with instructions for parent to **call the doctor.**
- **Lice**
 - Children will be sent home if a live louse is seen. Child may return to class after treatment is completed and no louse are seen.
 - Children with nits will be included in class.

When a child is required to be seen by a doctor, the parent/guardian must provide NPHS classroom staff with a "Return to Classroom" form or slip from the physician that clearly states when the child may return to the classroom **with no restrictions.**

Note: *Most Emergency Room visits require follow-up with pediatrician within 2-3 days of being seen.*

In cases of: **Surgery; Hospitalization; Serious Illness or Injuries** (sprains, broken bones with casts, air casts, braces, stitches, staples and glue); **Dental Surgery and/or Extensive Treatments; Communicable Diseases** (including but not limited to scabies, ringworm, scarlet fever, fifth disease, hand-foot-mouth disease, and chicken pox) approval by the **Health/Nutrition Coordinator** is required prior to returning to the classroom/socialization.

Note: A Child cannot return to class until: stitches or staples are removed; cast and/or splints are removed; child is no longer contagious and proper documentation from the physician is reviewed by the **Health/Nutrition Coordinator**. *If a parent wants a child with one of the above conditions to attend class, an adult must accompany the child for the entire day.

CHILD MENTAL HEALTH

- While your child is in NPHS, he/she will be learning how to understand and manage feelings, how to make a friend and be a friend, how to be part of a school family and how to solve problems with other children. The classrooms are using Conscious Discipline, a social-emotional curriculum, to design activities to help your child learn these skills.
- In addition to our Child Development and Disabilities Coordinator, NPHS also contracts with Mental Health and Behavioral professionals.
- Mental health and behavioral services will be provided to NPHS through classroom consultations and individual child consultations when needed. Services can range from providing one-on-one modeling and instruction in the classroom and home settings to referring children to outside mental health agencies.
- Parents are encouraged to be involved in activities that foster positive parent-child relationships.
- Parents may receive referrals to community agencies or mental health professionals as needed or requested.

DISABILITIES

- Children with disabilities make up at least 10% of those enrolled in NPHS.
- All children will be screened for developmental, social-emotional and sensory (hearing and vision) skills.
- NPHS will make a referral to the county school system or West Virginia Birth to Three to provide evaluation when a concern is established.
 - Children over the age of three *must* have parental consent to be referred for services.
 - By law, children under the age of two do not need parental consent. However, our teachers and parent educators are always striving to meet the needs of you and your child. There are times during our relationship that we may need to seek the advice of other early childhood specialists to help us in our assessment of your child and interpretation of assessment results. We do this to align curriculum and teaching practices to meet the individual needs of every child. We are all part of a team that focuses on and supports your child's development. You will ALWAYS be notified at the time of referral and will be included in any future planning.

- If an Individualized Education Plan (IEP) or Individualized Family Service Plan (IFSP) is needed, parents and staff participate in the process together.
- Program classrooms and playgrounds are evaluated for compliance with the Americans with Disabilities Act (ADA).



TRANSPORTATION – SAFETY RULES

Some centers provide transportation to and from school. If your center provides transportation, NPHS has specific rules that must be followed for your child to ride the school bus including:

1. It is the responsibility of the parent/guardian to take their children to and from the bus. Parents or guardians must sign child on and off the bus. When a child is returned home if parent or guardian is not at the specified stop, the Bus Driver or bus aid will call the emergency number listed and deliver child to that address, as long as the address of the emergency contact is on the bus route.
2. The child will not be released to any adult other than the parent unless the parent signs a release form. This person must be at least 18 years old and provide proof of identification. Acceptable identifications include driver's license or student id with photo. The Bus Driver will not release the child to anyone without proper identification.
3. Parents must contact the NPHS staff in writing or by phone to notify them of any change in picking up or discharging their child to another location.
4. If a child must cross the street to get on or off the bus, the parent or guardian must accompany the child. Child and parent must always cross in front of the bus, never behind the bus.
5. **ALL PASSENGERS MUST WEAR SAFETY VESTS or SEAT BELTS!**
6. The bus aid will assist children on and off the bus and help children with safety vests.

TRANSPORTATION – GENERAL RULES

1. The bus driver will be responsible for enforcing all state, and federal rules and regulations on the bus.
2. Bus aides will be trained following the Bus Aide/Parent Volunteer Training Checklist.
3. Bus will wait one (1) minute at each student pick up location if waiting does not impede traffic or could put the student and bus in danger or causing an accident.
4. If bus is missed, it is the responsibility of the parent/guardian to bring the child to school. The bus will not be permitted to return.
5. Parents are to notify NPHS if their child will not be attending class.
6. If a child is absent for three consecutive days, the bus will not stop at that location again until contact has been made by NPHS Staff with the family to determine when the child will be returning to class.
7. A child will not be transported to a center if there are obvious signs of illness. A sick child will be returned to the parent or guardian.

8. NPHS parents and their children will be permitted to ride the bus. Any other persons will only be permitted to ride according to NPHS Transportation Policies.
9. **PLEASE REVIEW THE NPHS WINTER WEATHER POLICIES.**

** There is to be no obscene language, food, drink, or smoking at any time on or near the bus. **

CHILD NOT PICKED UP IN A TIMELY MANNER

- Child returned to the center from drop-off location (due to no one to get the child off the bus.)
 - Child not picked up by parent/guardian from the center.
1. The bus driver makes (2) attempts to deliver the child to the drop-off and emergency contacts have been called or visited.
 2. The bus driver informs site staff of child's status.
 3. Staff on the bus contact parent/guardian on emergency contact forms; then contact the center to inform them of the child's status.
 4. The bus driver and bus aide return the child to the center **IF** no contacts are made.
 5. Two staff will remain with the child at the center.
 6. The teacher contacts Central Office.
 7. Central Office Staff or Program Coordinator goes immediately to the site.
 8. Central Office Staff (or Program Coordinator, if directed) contacts the police if the child has not been picked up one (1) hour after the completion of the bus run.
 9. Central Office Staff/Program Coordinator informs the parent that a repeat of the situation will warrant involvement of the proper authorities.



INCLEMENT WEATHER



State of Emergency: All center and home base services will be closed when a state of emergency has been declared due to weather. This directive will come from the Executive Director.

Cancellations: All Head Start centers and home base services in a county will be canceled when that county's schools are canceled prior to the start of the day. Early HS and Full Year Head Start will be open and operate on a 1-hour delay. Home Base will complete home visits depending on the weather conditions. Socializations are cancelled when the county school system is cancelled.

Delays: Your center staff will provide you with instructions when school delays are made in your county. Early HS and Full Year Head Start will operate on a 1-hour delay when county schools are delayed.



TOBACCO-FREE POLICY



POLICY

Due to the acknowledged health hazards, both to adults and especially to young children arising from the use of tobacco, it shall be the policy of NPHS to provide a tobacco-free environment for children,

staff, volunteers, and participants. This policy covers the use of any tobacco product, any electronic cigarette vaporizer, or any synthetic tobacco/cigarette product and applies to both employees and non-employee participants of NPHS. NPHS staff and volunteers will serve as role models by not smoking in the presence of children.

DEFINITION:

Tobacco use and e-cigarettes are prohibited in any NPHS facility/location at any time. Designated smoking areas will be defined and posted at each NPHS location.

- All smoking trash, cigarette butts and matches, will be extinguished and disposed of in NPHS approved containers. Program supervisors will ensure periodic cleanup of the designated smoking area. If the designated smoking area is not properly maintained (for example, if cigarette butts are found on the ground) it can be eliminated at the discretion of the program director/operations.
- Tobacco use and e-cigarettes are prohibited in any NPHS vehicle at any time.
- There will be no tobacco use or e-cigarette use in personal vehicles when transporting children under 18 on NPHS authorized business.
- Tobacco use and e-cigarettes are prohibited by staff or when children are present. This includes both indoor and outdoor activities.

Since tobacco use is **prohibited by staff or volunteers when children are present**, smoking areas are closed until all buses are unloaded and children are in the classroom **AND** when all buses are loaded and children have left the centers.

Staff will not use tobacco and will request that parents not use tobacco or e-cigarettes during home visits. Parents will be informed of the tobacco-free request prior to the home visit.

NPHS'S tobacco-free policy shall apply to all off-site activities and functions.

Field trips, walks, and other off-site activities will be tobacco-free to the fullest extent possible. There will be no tobacco use by staff or volunteers during off-site activities. Because of the need to maintain a high staff/child ratio during field trips, staff or volunteers **will not** leave the children for the purpose of a tobacco break.



FAMILY & COMMUNITY PARTNERSHIPS

- Family Resource Advocates/Parent Educators work with community agencies to provide assistance to parents in accessing services for education, literacy, social services, parenting, health, counseling, healthy relationships, and other services.

- An individualized Family Partnership Agreement is established with each family based on the families' identified goals.
- NPHS staff meet with enrolled families on a regular basis to assist the family as needed or requested.

CHILD ABUSE & NEGLECT

All Staff of NPHS are required by law, to report any suspected child abuse or neglect. [WV Code 49-2-803]

Child Protective Services (CPS) will be notified immediately when abuse or neglect is suspected to protect the best interests of the child.

To report suspected child abuse & neglect, please call 1-800-352-6513.

**DON'T LEAVE
YOUR CHILDREN
UNATTENDED
IN THE CAR**



www.pdfeducationalsupplies.com.au
This Resource Book is licensed to assist with Quality Area 2.



DRAWSTRING/NECKLACE HAZARD

Please note that children who wear clothing with drawstrings and/or necklaces are at risk of being injured due to the possibility of these items snagging on classroom equipment.

SEXUAL OFFENDER POLICY

It is NPHS's policy that no sex offender, subject to registration and listing in the West Virginia or National Sex Offender Public Registry, shall knowingly be allowed to serve in any volunteer or other capacity that would result in such person coming into any contact with the children of NPHS during the hours of operation in which NPHS Inc. has the responsibility for their care and safety.



FAMILY INVOLVEMENT

Families are a core value of NPHS. We depend on the active involvement of parents to assist us in providing high quality services to children. Family involvement is the backbone of NPHS! Parents

and/or guardians in NPHS have many opportunities to volunteer and participate in important decisions being made for all children enrolled, including:

Parent Committee Meetings: Each center conducts monthly parent meetings. Please plan to attend these informational meetings!

Policy Council: Policy Council is made up of at least 51% current NPHS, CCP and MIHOW parents, who have the responsibility of participating in making decisions regarding the overall operation of the program. These meetings are held monthly. Parents are also encouraged to participate on NPHS advisory committees for Health, Education and Family & Community Partnerships to enhance the services provided to children. **Policy Council meetings are cancelled when 3 out of the 5 counties that NPHS serves (Hancock, Brooke, Ohio, Marshall, Wetzel) are cancelled.**

Family Activity Nights: A county wide event is held 2 times per year. Family Activity Night (FAN) is a family evening event that includes a nutritious meal, activities for the family, and training for the parents.

Field Trips: We encourage parents to assist in planning and attending class field trips. This planning occurs during the monthly parent committee meetings.

Volunteering Opportunities: You can volunteer in the classroom and even do volunteer activities at home. Please ask your teacher about completing a volunteer packet!

Seasonal Celebrations: Classroom celebrations are held throughout the year, and the focus of the celebration is on the season, not an individual holiday. This is to ensure that all children and families participate and enjoy planned activities. Please contact the staff regarding food guidelines/parent donations.

Father/Male Involvement: We invite and encourage fathers and father figures to participate in all aspects of the program. Studies show that having positive father figures in the lives of children increases the success of children later in life. We encourage married, single, co-habiting, and shared custody father/father figures to get involved.

Parent Appreciation Banquet: During the month of May, all counties will hold a Parent Appreciation Banquet. This celebration is **only for adults** and is a celebration for the parents/guardians of enrolled children.

PARENT TRAINING OPPORTUNITIES

All parents are welcome to attend any training held by Northern Panhandle Head Start, Inc. Check with your Teacher, FRA and/or PE for applicable dates and trainings.

NPHS offers Parenting classes. The parenting curriculum is offered during home visits and parent meetings.

Northern Panhandle offers training programs in the following areas:

CDL classes to become a certified School Bus Driver









CDA classes to become a Teacher Assistant, Parent Educator, or Infant Toddler Teacher

Training programs to become an Early Head Start Teacher or Early Head Start Parent Educator







If you are interested in any of the above trainings call 302-233-3290 and ask for the Family & Community Partnership Manager.



PARENT/STAFF AGREEMENT

As A Parent I Agree To:

-  Produce all information relevant to my child's enrollment or continued enrollment such as hemoglobin, lead screening, updated immunization record, physical and dental.
 -  Utilize community resources to meet the goals I set for myself and/or my family.
 -  Be available for visits scheduled at my convenience with the Family Resource Advocate (FRA), Parent Educator (PE), or Teacher. I will notify the Teacher, Parent Educator or Family Resource Advocate when it is necessary to cancel a scheduled visit.
 -  If my child is enrolled in a center-based classroom, I will consistently send my child to school when he/she is not sick. I understand that if there are continual unexcused absences, my child may be withdrawn from the program. I will notify the Teacher or FRA when it is necessary for my child to be absent.
 -  Attend all meetings necessary to develop an IEP/IFSP if my child has special needs.
 -  Keep all scheduled appointments with community agencies or contact the proper agency to reschedule the appointment if I cannot keep the original scheduled appointment.
 -  I realize that if my situation changes, I will re-evaluate my goals to promote on-going self and/or family improvement.
 -  I realize that information pertaining to enrolled Head Start families is confidential and I will maintain confidentiality.
-

Head Start Staff Agrees To:

-  I will maintain confidentiality pertaining to all enrolled Head Start families.
-  Treat every family fairly and honor their cultural background.
-  Work together with the parents/caregivers to identify the family's strengths and challenges.
-  Consider the needs of family members with disabilities when planning activities.
-  Advocate and assist the family in obtaining needed/required/requested services.
-  Provide current community resource information.

-  Work collaboratively with community agencies to gain access to services and resources on behalf of the family.
-  Schedule visits and other activities to meet the family's needs/schedule.

PARENT CONCERN PROCEDURE

A concern related to staff and/or program policies will be dealt with in the following manner:

- Concerns regarding issues of the NPHS Program will be handled beginning at the center level. Concerns should be discussed between the Teacher and/or the Family Resource Advocate and parent. If the concern is not resolved, then the Teacher and/or Family Resource Advocate/Parent Educator will meet with the Area Coordinator/Early HS Coordinator in an effort to find a solution. The concern needs to be resolved within three (3) days of being discussed.
- If the concern remains unresolved, or if the parent is uncomfortable discussing the concern with the staff at the center level, the parent may submit the concern, in writing, to the Family & Community Partnerships Manager, who will make an effort to resolve the situation within three (3) days after receiving notification of concern. An investigation will be completed. A meeting will convene between the appropriate staff, supervisors, and Family & Community Partnerships Manager to discuss the issue. If applicable, parents may be invited to attend.
- If the parent is not satisfied with the team's solution, then he/she may put in writing the concern to the Executive Director.
- The Executive Director may choose to meet with the appropriate Policy Council Committee if there is a need to review a policy. The Executive Director will consider Policy Council Committee input and make a decision. At this point, the resolution reached will be final.
- If the Executive Director is involved with conflict resolution, a written reply from the Executive Director clarifying the resolution will be sent directly to the parent and a copy to the appropriate staff within one (1) week of the final decision.
- All concerns must be submitted in writing with an appropriate signature and date. All issues will be dealt with in a timely manner (*30 days maximum*). All documented concerns must be forwarded to the Family & Community Partnerships Manager in all cases.

TEMPORARY RELOCATION SITES

In the event of an emergency or disaster when children would need to evacuate the building, they would be moved to a temporary relocation site. See chart for information about your center.

*For those centers not listed – follow public school procedure for relocation.

Center/Site	Address and Phone	Temporary Relocation Site	Relocation Address and Phone
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Allison Pre-k	600 Railroad Street Chester, WV 26034 Phone: 304-387-1915	Badgley Pavilion Chester City Park	374 W. Carolina Avenue Chester, WV 26034
Pipinos NPHS Center	275 Cross Street Weirton, WV 26062 Phone: 304-797-0281	Hancock County Sheltered Workshop	1100 Pennsylvania Ave. Weirton, WV 26062 Phone: 304-748-2370
Brooke 8	29 Bruin Drive Wellsburg, WV 26070 Phone: 304-527-1410	Paul "Bud" Billiard Stadium At Brooke High	29 Bruin Drive Wellsburg, WV 26070
Building Blocks 1 & 2	402 Commerce Street Wellsburg, WV 26070 Phone: 304-737-1338	Salvation Army	401 Commerce Street Wellsburg, WV 26070 Phone: 304-737-0071
Orchard Park NPHS Center & Orchard Park Early Head Start	1 Orchard Road Wheeling, WV 26003 Phone: 304-233-3290	Wheeling Country Day School	8 Park Road Wheeling, WV 26003 Phone: 304-232-2430
North Park NPHS Center	94 Finch Avenue Wheeling, WV 26003 Phone: 304-232-4590	North Park Apartments	2 Eagle Court Wheeling, WV 26003 Phone: 304-232-2880
Ritchie	3700 Wood Street Wheeling, WV 26003 Phone: 304-232-3101	St. Paul's Church	3741 Wood Street Wheeling, WV 26003 Phone: 304-232-3915
Building Blocks 3 & 4	13 th & High Street Benwood, WV 26031 Phone: 304-233-1724	REM	748 McMechen Street Benwood, WV 26031 Phone: 304-233-3474
Stepping Stones Learning Center	73 Barn Drive Moundsville, WV 26041 Phone: 304-810-0642	Creative Learning Center	2200 4 th Street Moundsville, WV 26041 Phone: 304-843-1093
Creative Learning Center & Creative Learning Center Early Head Start	2200 4 th Street Moundsville, WV 26041 Phone: 304-843-1093	Four Seasons Pool	300 Mulberry Street Moundsville, WV 26041 Phone: 304-845-7733
Cameron Pre-k	12 Church Street Cameron, WV 26033 Phone: 304-686-2376	Church Of Christ	2 Church Street Cameron, WV 26033 Phone: 304-686-2264
Magnolia Head Start Center	601 Maple Avenue New Martinsville, WV 26155 Phone: 304-455-1990	First Christian Church	521 Maple Avenue New Martinsville, WV 26155 Phone: 304-455-4460
MELC at Shortline	9817 Shortline Highway Pine Grove, WV 26419 Phone: 304-386-4115	Robert C Byrd Center	992 North Fork Road Pine Grove, WV 26419 Phone: 304-889-3351
Martyn Early Learning Center	163 Greenwood Road Jacksonburg, WV 26377 Phone: 304-889-3509	Jacksonburg Pit Stop	20961 Shortline Highway Jacksonburg, WV 26377 Phone: 304-889-2505
Building Blocks 5	416 N State Route 2 Unit B New Martinsville, WV 26155 Phone: 304-815-1065	Microtel Inn & Suites	410 N State Route 2 New Martinsville, WV 26155 Phone: 304-810-2133



IN-KIND CONTRIBUTIONS

NPHS is a direct grantee of the Federal Government. We must match every dollar that the government gives us with \$.20.

Because **YOU** volunteer your time in the classroom, at home, and during field trips, we can count your time and hours toward our match!

VOLUNTEER TODAY!

**NPBS ENCOURAGES YOU TO PARTICIPATE IN THE INTERVIEW OF
POTENTIAL EMPLOYEES PROCESS! FOR MORE INFORMATION,
PLEASE CALL THE HR ASSISTANT AT (304)233-3290.**



TELL A FRIEND

We rely on satisfied parents like you to spread the word on the great things NPBS has done to help your child and your family.

NPBS has many classrooms throughout the Northern Panhandle that is available to serve your friends and family with children from 0-5 years of age and pre-natal women.

CONTACT NUMBERS

<i>Please contact one of the below listed numbers and a staff member will inform you of the options available in your county or you can call our Central Office for information</i> 1-304-233-3290 --- 1-877-732-3307		
County	Contact Number for Early HS Pre-Natal to Age 3	Contact Number for HS Age 3 to Age 5

Hancock County	1-304-797-0281	1-304-797-0281
Brooke County	1-304-737-1338	1-304-737-1338
Ohio County	1-304-233-3290	1-304-233-3290
Marshall County	1-304-233-1724	1-304-843-1093
Wetzel County	1-304-889-3509	1-304-889-3509

NON-DISCRIMINATION STATEMENT

NPHS complies with all Federal statutes relating to non-discrimination.

INSURANCE COVERAGE

GENERAL LIABILITY INSURANCE COVERAGE CARRIER
STATE OF WEST VIRGINIA BOARD OF RISK MANAGEMENT.

NOTES

Thank You for Choosing NPHS!



Northern Panhandle Head Start, Inc.
1 Orchard Road
Wheeling, WV 26003
(304) 233-3290



U.S. Department of Health and Human Services

Administration for Children & Families