



ChildCareGroup

**CHILDCAREGROUP—CENTER OPERATIONS  
PARENT HANDBOOK**

Program Information

Center Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Site-Based Manager: \_\_\_\_\_

Children's Program Coordinator: \_\_\_\_\_

Family Advocate: \_\_\_\_\_

Health Specialist: \_\_\_\_\_

My child's classroom: \_\_\_\_\_

Teacher: \_\_\_\_\_

Co-Teacher: \_\_\_\_\_

Drop-off time: \_\_\_\_\_

Pick-up time: \_\_\_\_\_

Website: [www.childcaregroup.org](http://www.childcaregroup.org)

To ensure adequate staffing for your child, it is critical that parents drop-off and pick-up their child at the scheduled time.

Parents are required to call their center when their child will be absent or arriving late.

Dear Parents:

Welcome to ChildCareGroup!

We would like to take this opportunity to thank you for enrolling in our program. We believe that the strongest partnership in a child's life is that between the child's parents and the teacher. For that reason, our staff aims to team with parents to make this experience an excellent one for your entire family. To reach this goal, we need 100% parent participation, qualified and trained teaching staff, and committed social service staff, as well as a standard of excellence. We are committed to providing quality services to you. We encourage you to get involved in the parent committees, visit or volunteer in your child's classroom, provide input on lesson plans and curriculum, and always be an advocate for your child. You are invited to visit your child at the center any time during the day.

Research shows that parent involvement is the number one reason that children succeed in school. It is not the school your child attends or the area your child lives in that makes the biggest difference, but how involved you, as a parent, are in your child's life.

Starting child-care is an important event for you and your child. So, please feel free to ask us questions as you get to know the center and your child's classroom. It is our hope that you and your child, together, will develop a lifetime of quality memories while enrolled in our program. We look forward to working with you and your child!

Sincerely,  
ChildCareGroup Staff

### **ChildCareGroup Child Development Centers and Ages Served**

<b>Center</b>	<b>Ages Served</b>
ChildCareGroup at Salvation Army—972-579-8002 Head Start and Early Head Start	Birth through Five
ChildCareGroup at Oak Cliff United Methodist Church—214-943-6800 Early Head Start	Birth through Three
Bock ChildCareGroup Center—214-942-4300 Head Start and Early Head Start	Birth through Five
MLK ChildCareGroup Center—214-670-8426 Head Start	Three through Five
Landauer ChildCareGroup Center—214-823-7272 Head Start	Three through Five
Anderson ChildCareGroup Center—972-276-6508 Head Start	Three through Five

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## **Introduction**

**The mission of ChildCareGroup is to promote, deliver, and expand the best child care services available outside of the home.**

Every day, ChildCareGroup (CCG) is responsible for providing or managing the care of more than 14,000 children from low-income families. ChildCareGroup serves children and families in Dallas County through Early Head Start, Head Start, and child care subsidy programs. ChildCareGroup is the largest agency in Dallas that provides this high level of comprehensive care to children and their families.

ChildCareGroup has been helping children succeed for more than a century. Founded in 1901 to care for the children of women who worked in the cotton mills of Dallas, today ChildCareGroup is one of the nation's most comprehensive and respected childcare organizations. As a non-profit agency, we have pioneered numerous programs aimed at caring for and educating infant and preschool children. Our exemplary solutions for families, employers, providers, and communities are recognized nationally.

The cornerstone of ChildCareGroup's programs is **Relationship-Centered Child Care**<sup>®</sup>, or RC<sup>3</sup><sup>®</sup>, a nationally recognized model for high quality care developed and implemented by ChildCareGroup staff. The RC<sup>3</sup> philosophy emphasizes a family centered approach through a constant caregiver relationship with mixed-age groupings, enabling children to stay with the same caregiver for up to three years. Each CCG Head Start/Early Head Start program also includes health, inclusion, mental health, nutrition, parent involvement, and social services content areas to provide a comprehensive approach to meeting the needs of participating families.

ChildCareGroup realizes that a child's family is the primary and most important nurturer, educator, and influence in their life. We work with you to develop an education plan that meets your child's needs.

We provide a primary caregiver for each child in our centers—one person whose special job is caring for your child. Our daily program promotes your child's intellectual, social, physical, and emotional development. We individualize our program to meet the needs of each child and their family.

We continually train our staff on the most current knowledge in child development and early education.

## **About Relationship-Centered Child Care® (RC3®)**

### **Characteristics of Relationship-Centered Child Care**

- Child centered environment in a home-like atmosphere
- Mixed age family groups
- Constant Caregivers
  - Your child is assigned to a primary caregiver for up to 3 years. You and your child will get to know the caregiver and she will get to know you.
  - Your child stays with the same caregiver from ages 0-3 and 3-5.
- Parents are highly involved partners
- Each child is uniquely cared about

### **Advantages of Relationship-Centered Child Care**

- Continuity of care
- Family environment
- Establishes foundations of trust and security
- Lasting relationships are formed
- More home-like than school-like
- Caregivers plan for each individual child rather than for a specific age group

### **Relationship-Centered Child Care Model**

- Developmentally appropriate curriculum
- Appropriate for the age span of children in each care group
- Responsive to differing needs, interests, and learning styles
- Allows children choice from a variety of learning areas
- Allows for self-selection by your child

### **Relationship-Centered Child Care Caregivers**

- Develop a close, nurturing, and facilitating relationship with your child
- Provide a safe and supportive physical environment
- Help your child acquire new skills and experiences
- Plan activities for self-initiated, active involvement

### **Relationship-Centered Child Care Facilities**

- Home-like setting
- Soft colors
- Soft elements, pillows, furniture, carpeting, and indirect lighting
- Warm, inviting materials
- Children's work displayed at their eye level
- Space designed to eliminate "No's"
- Space designed for positive effect on children's well being
- Child-sized equipment and furnishings
- Special spaces for together times and private moments

## **My Rights as a CCG Parent**

- To be recognized as my child's primary educator and as such make decisions regarding his/her education.
- To be welcomed in the classroom at anytime.
- To always be treated with respect and dignity.
- To help develop parent programs that will improve daily living for my family.
- To decide how I will participate in center life.
- To be informed regularly about my child's progress in the program.
- To expect guidance from teachers and staff that will enhance my child's development.
- To be able to learn about the operation of the program.
- To take part in planning and implementing programs designed to increase my skills for possible employment.
- To be informed about community resources involving health, education, and social services, for the improvement of my family life.
- To express my concerns by following the Parent Grievance Procedure.
- To share my culture in developmentally appropriate ways.

## **My Responsibilities as a CCG Parent**

- To follow procedures and have my child dropped off and picked up at assigned times.
- To set a pattern of daily school attendance
- To call the center whenever my child will be late or absent from school.
- To accept the program as an opportunity to improve my life and my children's lives.
- To take part in the classroom as an observer, a volunteer, or a paid employee, while encouraging other parents to participate and volunteer.
- To provide parent support, as well as, contributing my services in whatever way I can to enhance the total program.
- To work with the teachers, staff, and others in a cooperative and respectful manner.
- To guide my child with love and respect.
- To become involved in community programs that help to improve health, education, and safety.
- To participate in parent meetings so that I can stay informed about activities in the classroom.
- To maintain my child's immunization, health, and dental records.
- To provide the program with constructive criticism and solutions for improvement.
- To take advantage of programs designed to increase my knowledge of child development and enhance my parenting skills.

## **For Your Information**

### **\*Starting at the Center:**

Your child's first days at the center may be an anxious time for your family. In new surroundings with unfamiliar people, your child will need your reassurance. We ask that you plan to stay with your child on his/her first day until s/he feels comfortable. Worries about separation are normal for young children. ChildCareGroup personnel are trained to help children cope with and overcome these worries so they can feel comfortable and cared about in their new environment. If your child has a special item to which s/he is attached, please bring it as your child is adjusting to center life.

### **\*Drop-off and Pick-up Procedures:**

We expect all children to be in the center by 9:00am (or 9:30am for the UMC Center). Children adapt very well to routines and greatly benefit from arriving at a particular time every day. We understand different situations may arise where arriving at this time is not possible. We ask that in these situations, a parent contact us. Otherwise, we may be unable to accept children in the classrooms who arrive late without notification. In our effort to provide a safe and comfortable environment, children will be discreetly checked for symptoms of illness each morning. The person bringing a child into the center should stay with the child until the check-in procedure is complete. Please sign your child in each day and provide us with a current phone number, in case we need to reach you.

It is important that all children be picked up from the center on time. If you are going to be late, call the center immediately to notify the staff of your anticipated arrival time. If it is possible, designate another person to pick up your child. Children can be picked up only by a parent or by someone who has been designated during enrollment as having your written permission to pick up your child (a picture ID/driver's license, will be required). During emergencies, we may accept your verbal permission for a different person to pick up your child, but we prefer that you stick to your written list of approved individuals who can pick up your child. We will not release your child without your authorization.

### **\*Attendance:**

Regular attendance at the center not only enhances your child's experience with classmates and caregivers, but also increases his/her chance of having a rewarding and positive educational experience. It establishes a positive pattern for school attendance early in your child's school career.

Nonworking parents are expected to drop their child off at their center's designated time and pick them up by 3:00 p.m. each day. All children should typically attend the center for at least six hours a day. There will be days when your child will be in the center less than 6 hours, due to a doctor's appointment—or some other relevant reason. Parents should notify staff whenever this is going to occur. Children who are not in the center a minimum of six hours a day (85% of the time) are not able to fully receive the benefits of the program, and may be referred to another center.

If your child is unable to attend, unexpectedly, it is required that you call the center and advise them of the absence. You should also notify the center in advance of expected absences such as family vacations. For example, children are allowed to be absent from the program for two weeks during the summer. Excessive, unexplained absences may result in your child being dropped from the program.

If a child has been absent with no contact from the family, the Family Advocate will attempt to contact the family by telephone. If the child continues to be absent with no contact, the Family Advocate will make a home visit. If the Family Advocate is unable to contact the family by phone or a home visit after four absences, the Family Advocate will then send a letter to the family advising them that the child will be dropped from the program if the family does not contact the center by the date listed in the letter.

Absences are considered to be chronic when a child attends less than 85% of the time. When a child's absences are considered chronic, the Family Advocate will meet with the parent(s) to determine the reason(s) for the absences and assist them in finding solutions to the problem. If the child's absences continue, the child may be dropped from the program.

### **\*Care of Children with Illness:**

The decision to call parents and ask them to have their child removed from the center is based on both the needs of the sick child and the need to protect the other children in the classroom from any exposure. Parents will be called to pick up their child if the child's illness prevents him/her from participating in activities offered, the illness requires more care than staff can provide without compromising others, or keeping the child in care poses an increased risk of illness to the child or to other children and adults, in which the child comes into contact.

### **Children Should Not Be Brought To The Center, if any of the following symptoms is present:**

- A fever of 100.4 degrees or above
- Signs of communicable diseases (head lice, impetigo, pink eye, measles, infected sores, chicken pox, ring worm of the scalp, etc.)
- Nausea or vomiting
- Sore throat, acute cold, or persistent cough
- Discharge from eyes
- Any symptoms suggesting an acute illness

If your child has a suspected communicable disease, you will be required to have a physician evaluate your child. A Medical Referral Form or documentation completed by a health practitioner is needed before your child may return to the center.

If your child requires medication at the center, you must sign a Medication Permission form before medication can be given. A licensed health practitioner must prescribe all medication. Non-prescription medication cannot be given unless prescribed by a physician. The prescribed medication must be in its original documented container with your child's name, doctor's name, current date, and instructions for the dosage visible. You are responsible for delivering the medication to your child's caregiver. We cannot accept medication delivered by your child or his/her sibling.

**\*Food Service:**

Breakfast, lunch, and snack are provided to all children in our programs at no charge to their parents. Children with special dietary needs will be served food appropriate for their individual needs. It is the parent's responsibility to inform the center staff of any allergies, special/medical dietary needs, or religious food preferences a child might have. Menus are posted in the center so that parents know what their children are eating every day.

Parents may eat lunch with their children at no charge. We ask that you let us know in advance so that we may plan an extra meal. We encourage parent participation and love to have parents share mealtime with the children.

**\*Birthday Celebrations:**

Birthdays are very special for most young children. Due to our USDA food contract no food (cakes, cupcakes, candy, etc.) may be brought into the center from an outside source. Parents can bring party favors (stickers, party hats, etc.), instead, to celebrate their children's birthdays. A birthday cake will be provided at the end of each month for the birthday children in that month.

**\*Clothing:**

Your child should be dressed in comfortable, washable play clothes. Although efforts are made to keep your child's clothes clean, we cannot guarantee that children's clothes will not become soiled or stained. Please provide a complete change of clothing for your child. Since we spend part of each day outdoors, please be sure that your child is dressed appropriately for the weather. To meet our safety requirements and to assure your child's safe participation in all activities, please be sure your child wears safe, non-slip, closed-toe shoes. Sandals with open toes are never allowed.

**\*Inclement Weather:**

Throughout the year, different weather conditions may arise that pose hazardous road conditions. In the event of bad weather, please watch and listen for school closings. If the ISD where your center is located has closed schools, your center will also be closed. A good radio station to listen to for closings is 1080 AM. Major network television stations should also have postings. If you are still unsure about a closing, please attempt to contact your center by telephone for information. When in doubt, call before you make the trip to your child's center.

**\*Emergencies/Accidents:**

In the event of an emergency or if your child has an accident, you will be informed immediately. If your child needs immediate medical attention, you will be asked to come to the center to pick him/her up and take the child to the nearest medical facility. If you cannot be located, the center will attempt to reach the people on your Emergency Contact List. This is one of the reasons during enrollment, that you must provide us with at least 2 emergency contacts and their addresses and phone numbers. If your child is experiencing an emergency and no one can be reached, he/she will be transported by emergency vehicle. It is **extremely important** that you inform the center of any changes in your home, job, insurance status, and emergency person's address and telephone numbers.

**\*Holiday Closings:**

ChildCareGroup will be closed for the following national holidays: New Year's Day (January 1<sup>st</sup>), Martin Luther King Jr.'s Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving and the following day, Christmas Eve, Christmas Day, and the day following Christmas. If a holiday falls on a Saturday or Sunday, then our centers will observe the holiday the Friday before the holiday or the Monday after the holiday. Any further holidays or closings, such as on professional development days, will be announced at the center, either by letter or by posted notice at your center.

**\*Fees:**

For children in our self-pay programs the Family Advocate or Site-Based Manager will inform you of your weekly fees prior to intake.

Early Head Start programs are funded for 6 hours. If your child needs to stay for any length of time before or after those hours, it is considered "Before or After School Care" and there will be a fee for the additional hours.

Each family will be asked to sign a "Tuition and Fee Agreement" that will clarify the amount owed each week. All fees are due on Monday for the upcoming week and are considered late if paid after Monday. If you become one week behind on your payments, the Family Advocate will follow up to discuss reasons for delinquent payments, possible solutions, and a payment plan. If you become two weeks behind on your payments, your child (ren) may have a reduced schedule or your children may have to be dropped from the program. Please see the following Fee Agreements.



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**FEE AGREEMENT  
NON EHS-HOURS**

- I understand that the Early Head Start Program provides six hours of free child care each day from Monday to Friday. However, if my child is in care for more than six hours daily, then I will be expected to pay for his or her before and after school care.
- I understand that I must pay the fee in advance. Payment for the upcoming week is due each Monday.
- I understand that the fee amount is based on the number of children I have in the Early Head Start Program.
- I understand that the fee is a flat rate, and therefore, must be paid even when my child is absent.
- I have received a copy of the Fee Agreement.
- I understand that if I become two weeks behind on my fee, my child’s care can be limited to six hours daily.
- I fully comprehend the Fee Agreement and I, \_\_\_\_\_, agree to pay the fee amount of \_\_\_\_\_ per week to the \_\_\_\_\_ Child Development Center (an Early Head Start Program).

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Family Advocate

\_\_\_\_\_  
Date



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## **INFANT TODDLER TUITION AND FEE POLICY** **NON EHS-HOURS**

If your child is an infant or toddler, he or she may be eligible for our Early Head Start Program. See the attached Early Head Start Fact Sheet for more information about this program.

Early Head Start services are provided six hours per day. Early Head Start families whose children arrive before 9:00 a.m. and leave after 3:00 p.m. are charged the following fees:

One Child:                   \$30.00

Two Children:               \$50.00 (\$30.00+\$20.00)

Three Children:           \$60.00 (30.00 + \$20.00 + \$10.00)

If you are eligible for CCA subsidy, your fee will be based on the CCA sliding fee schedule. If you have children in both the preschool and Early Head Start programs, you pay the extended day fee for Early Head Start and the assessed fee for the preschooler.

Full tuition is due the first day of enrollment. It is prorated from the first day of attendance. Tuition is paid weekly; payments are due on Monday of each week. If you foresee a problem, please make arrangements with the Family Advocate or the person in charge.

If you are late more than twice you will be asked to bring your child to the Early Head Start portion of the program day. Hours for Early Head Start are from 9:00 a.m. to 3:00 p.m.

## Communication with CCG

**\*CCG Staff:** Caregivers and Family Advocates will be able to answer questions or give you support. Because of the many activities at drop-off and pick-up times, you may want to schedule an appointment for another time when staff members can provide you with their full attention.

**\*Notes and Flyers:** These will be distributed many times during the year to let you know of activities, etc. Please check your folder in the classroom to pick up your copy.

**\*Newsletters:** Your center will publish a monthly newsletter with information about your center and ideas for you to use with your child along with other useful information.

**\*Parent Boards:** Check the Parent Board for news and other information such as menus, job openings, and minutes from parent meetings.

**\*Conferences:** These are scheduled regularly for center staff to share information on your child's progress. In addition, you may request a conference with the teachers, Site Based Manager, Children's Program Coordinator, Family Advocate or any of the content area managers (health, nutrition, and social services and mental wellness) anytime you have concerns.

**\*Home Visits:** Your Caregiver and Family Advocate will arrange home visits several times per year. The purpose of the home visit is to discuss your child's progress, interests, and individualized planning. Meeting in your home allows you and your child to communicate in a comfortable setting. Your Family Advocate may also arrange for additional home visits as needed.

## Parent Grievance Procedure

If you are concerned things are not going as well as you would like in the program, there is a process to have your concerns addressed. **First**, please discuss the issue with the person(s) involved. If that does not resolve the problem, then the following are steps that parents may take:

1. If the concern is specific to the classroom and/or the child's caregiver, the parent should share the concern with the Site Based Manager who will address the concern with the caregiver and provide a follow-up response/resolution for the parent.
2. If the concern is related to policies and procedures or other program/center operational issues, the parent should meet with the Site Based Manager. The Site Based Manager will explain or clarify any misunderstanding or misinterpretation of a policy or procedure. If there are ways to make adjustments and still be in compliance with policies, they may be considered.
3. If the concern is about the health, well-being, or behavior of the child, the parent should discuss the matter with their Family Advocate or the Site Base Manager—who may include the center's Health Specialist, Nutrition, Inclusion Specialist, or Social Service Manager, depending on the issue.
4. When issues are not able to be resolved at the center level, the parent may meet with the Manager of the Content Area involved, or the Director of Center Operations. For unresolved issues with the Managers of the Content Areas (Social Services, Inclusion, Nutrition, or Health), please call or arrange to meet with the Director of Support Services.

Remember that your opinion and viewpoint is important and we would like for you to give suggestions that might be helpful in improving the program.

## **Parent Involvement**

### **\*Parents as Primary Educators:**

CCG recognizes that parents are the first and primary educators of their children. This means that you understand your child best, will continue to be involved with your child's education, and that you make decisions about your child's education and health.

### **\*Parents as Volunteers:**

Parent/guardians are an integral part of our program and are encouraged to participate, in a variety of ways, as their schedules allow, and according to their interests. Some individuals may want to work directly with children while others prefer to work on classroom support activities such as cutting, copying, and coloring, while still others may want to be involved in various parent committees. Be sure to talk to your Family Advocate about ways you would like to participate. We welcome other family members, such as grandparents, to volunteer as well.

### **\*Parent Meetings:**

We hold parent meetings regularly which serve as an open forum for parents to share, examine, and become aware of issues that affect the center and their children. Speakers are often present to discuss topics selected by parents. Parent meetings are also a way of getting to know other parents.

### **\*Parent Activities/Classes:**

Your center and classroom will provide various opportunities for you to participate in activities and classes of interest. Watch for flyers and other communication about these events. Activities may include family activities, parenting classes, fatherhood and male involvement activities.

### **\*Parent Surveys:**

We conduct parent surveys. We greatly appreciate the time and effort you take to complete these surveys. They provide us with important information about our programs and ways to improve them.

### **\*Health Advisory Committee:**

The function of this committee is to advise in the planning, operation, and evaluation of the health services for the children in our program. As a parent, joining allows your voice to be heard on the issues that are important to you in the area of health, including nutrition, medical, and dental care.

### **\*Federal In-Kind:**

Head Start/Early Head Start programs are funded by the federal government and in exchange for that funding; the program needs to provide 25% of the total grant in cash, goods, or services. Each time that a parent or someone from the community volunteers his/her time in the classroom or assists with other activities, the program receives in-kind toward meeting that requirement. Time donated by volunteers mean that the program can continue to provide future services to children and families. Please see your Family Advocate to properly document your volunteer time.

## **Parent Committees**

### **\*Policy Council:**

Policy Council is composed of two elected representatives from each center and community representatives. The Policy Council approves policies and develops plans that affect the entire program. Other Policy Council responsibilities include, but are not limited to: participation in the selection and approval of hiring and termination of staff, approval of all budgets, funding applications, program policies, and participation in the annual self-assessment process. Monthly Policy Council minutes are posted in each center. A representative, from this council, is elected to serve as a member of the Head Start of Greater Dallas Policy Committee.

### **\*Parent Advisory Committee:**

The Parent Advisory Committee is a group of parents and community members who meet at specified times during the year to discuss issues of interest at a center level. The committee works on plans and activities that involve the center. Members encourage parent participation in the program and suggest and organize activities for parents in the center.

### **\*Education Committee:**

The Education Committee consists of teachers, parents, and other education community service representatives who are concerned about quality education. This committee's purpose is to advise on issues of planning, operation, and evaluation of Center Operations Child Development Services. Meetings are held on a quarterly basis.

## Helpful Tips for Parents

**\*Encourage your child often.** Be specific and be sincere. Try to focus on behaviors your child has control over and that you want to see him/her repeat. For example, “Wow, I saw how quickly you cleaned up your area, you put the puzzles away and then you put all of the blocks back in their tub. Great job cleaning up!”

**\*Allow mistakes.** A child who is afraid to make a mistake may avoid trying new things. Show your child that mistakes can be useful; people learn from them! You can also show your child that making a mistake can be funny by making a mistake when you are playing together and then being silly and laughing it off –to show that it doesn’t matter.

**\*Help your child think it out.** When your child asks, “Why?” answer, “Why do you think?” Listen to the response. And, even if it’s not totally accurate, praise him/her for thinking about it.

**\*Encourage curiosity.** For example, when your child is painting, ask, “What will happen if you mix yellow and blue?”

**\*Build independence.** For example, if your child wants you to finish a drawing he or she has started, encourage your child to stick with it. And, when that one is completed, then the two of you can draw one together.

**\*Avoid comparisons.** Never compare one child’s skills to another child’s. Stay away from saying things like, “I wish you could be more like your brother!”

**\*Be firm but fair.** When you are upset with your child, talk about the behavior- *not* your child’s character. For example, say, “I’m angry because you got ice cream on the sofa,” not, “You are so sloppy!” And, whenever possible, first teach, then encourage/direct your child to fix the situation on his/her own (ex. Have him clean up the ice cream he spilt on the counter)

**\*Give your child some responsibilities.** Have your child pick up toys or put away books, etc. Simple chores help children feel valued. Try to get them in the habit of doing this after every completed activity—or at least at the end of every day.

**\*Explore your neighborhood.** Take walks in a park, attend concerts at the local school, or go to a children's story hour at a public library with your child. Get your child a library card and encourage him/her to be responsible for it by keeping it in a special/safe place.

**\*Find opportunities for your child to play with other children.** Your child will learn about sharing, respecting others’ possessions, taking turns, respecting diversity, and solving problems peacefully. The more time they spend with other children of all ages, the faster they will learn these skills.

**\*Read to your child every day.** Go to a library together and pick out picture books. This is especially a good bedtime activity because everything should be quiet, the lights low, and it allows some “snuggle” time before bed.

**\*Encourage conversation.** Ask questions that can’t be answered “yes” or “no.” For example, instead of “Did you have fun at Karen’s house?” ask “What games did you play with Karen?” Pay attention to the answers and use them to ask more questions to keep the conversation going.

**Help your child have a fun and successful year by staying in touch with the activities in the classroom and within the center.**

## **Behavior Management Procedures**

It is important for all students, staff and parents to feel safe in school and the classroom. CCG does not use physical punishment of any kind. Physical punishment of your child may not occur on our property. Working with parents, we develop clear expectations for behavior and then help children meet those expectations. We teach children how to control themselves. Self-control is an important achievement in your child's development.

If a child's behavior poses a potential danger to himself/herself or others in the classroom, a teacher or other staff member trained in safety restraint techniques may use them to help the child calm down. Parents will be notified when such techniques are used. An Inclusion Specialist or the Social Services Manager may work with the family to obtain resources and strategies to positively manage the child's behavior.

## **Reporting Child Abuse and Neglect**

It is the responsibility of CCG staff to help keep children safe. Sometimes a staff member may suspect that a child has been sexually or physically abused, or neglected. Sometimes children will tell teachers, other staff members, or other adults that they have been abused.

Texas law requires that any individual that has information or suspects that a child has been abused or neglected must make a report to the proper authorities. CCG employees are required to obey that law by reporting suspected or known incidences of abuse or neglect. All reports are kept confidential.

Being a parent is a tough job and sometimes it becomes overwhelming. If you feel that you or someone in your family needs help to avoid abusing your child or you have issues of domestic violence in your home, talk to your Family Advocate who can support you in getting the help that you need.

If you or someone in your family has been reported to Child Protective Services and you feel that you need support, please contact your Family Advocate for assistance, information, and guidance.

## Frequently Asked Questions

### **\*Education:**

Q. What is the purpose of education services?

**A. Our purpose is to actively involve parents and families in learning. We want to provide children and families with strategies to support, maintain, and preserve the home language. Children will be given a safe, nurturing, and enjoyable learning environment that will help them gain the skills and confidence necessary to be successful in school and in life.**

Q. Why is this service important to my child?

**A. This service is important to your child because it provides your child with experiences and opportunities to develop the skills necessary to be successful in life. Children are given opportunities to express their creativity and relate with other children, which also enhances their self-esteem.**

Q. Who should be contacted if there are any questions regarding education?

**A. Our caregivers welcome your questions, comments, and suggestions. If you have any questions about classroom practices, center rules and regulations, or anything related to classroom procedures that your caregiver can't answer, feel free to stop in and talk to the Children's Program Coordinator or Site-Based Manager.**

### **\*Family Support and Parent Involvement:**

Q. What is the purpose of family support?

**A. Family support services help build strong and stable families. We work with you to help give your children the best start in life. This program improves parent-child interaction and strengthens family relationships. We also help parents to set their own goals, learn new skills, or continue their education. We provide information, support, and encouragement. We help you build on family strengths in order to provide for the best possible development of your children.**

**Every family is asked to complete a Family Partnership Agreement to help identify and outline your family's goals. This agreement states what each family commits to doing during the program year. Your Family Advocate will assist and support you in identifying your family's needs, what you are doing well, and to help you through steps to reach your goals. This assistance might include education, employment assistance, counseling, assistance with household finances, parenting education, family literacy, assisting during a family or individual crisis, and connecting families to community resources and services.**

Q. What is the purpose of parent involvement?

**A. Your involvement in your child's education will give him/her the best chance for success in school and as an adult. This is a proven fact. When parents become involved in their child's education, both children and parents begin to feel better**

**about it. You can help make important decisions that will have a positive influence on your child and other children. Parent involvement will help you learn how to influence change, give you an opportunity for a leadership role, and use your power and influence to advocate for your child.**

**Q. How do I contact my Family Advocate?**

**A. Your Family Advocate should be welcoming and connecting with you at your center in the mornings and afternoons. The Family Advocates are available at the center to provide information, resources, and help. Don't hesitate to call or contact them. Family Support is one of the special and one-of-a-kind features of Head Start/Early Head Start programs. You may also contact the Social Services Manager or the Director of Support Services by calling 214-630-7911.**

### **\*Health:**

**Q. What is the purpose of health services?**

**A. The purpose of health services is to assist parents with their health care needs. This includes obtaining a medical home (doctor) for children, providing health screenings, ensuring up-to-date immunizations, and promoting health education.**

**Q. Why is this service important to my child?**

**A. This service is important for your child's development and well being. Health services are an enhancement to the medical and dental services that are provided by your physician/dentist and help promote healthy practices to prevent future illness.**

**Q. How do I contact my Health Specialist?**

**A. Check with your center staff for the Health Specialist's designated days and hours. Or call the main office at 214-630-7911 and ask for the Health Services Manager or the Director of Support Services.**

### **\*Nutrition:**

**Q. What is the purpose of nutrition services?**

**A. To provide meals and assist families in meeting each child's nutritional needs and in establishing good eating habits that nurture healthy development and promote life-long, well being.**

**Q. Why is this service important to my child?**

**A. Meals, provided, offer a variety of foods high in nutrients and low in fat, sugar, and salt. The goal is to provide each child with the vitamins, minerals, and energy they need to develop through their formative years of early childhood.**

- Q. Who should I contact if I have any questions regarding these services?
- A. **Contact either your Family Advocate or Site-Based Manager to reach the Nutrition Coordinator. Or call the main office at 214-630-7911 and ask for the Nutrition Coordinator or the Director of Support Services.**

**\*Inclusion Services:**

- Q. What is the purpose of special services?
- A. **The purpose of Inclusion Services is to prepare your children for kindergarten and to teach parents how to advocate for themselves and for their child with special needs.**
- Q. Why is this service important to my child?
- A. **Inclusion services identify children with special needs and ensure that these needs are accommodated within the classroom. Resources are provided for families by suggesting strategies that coordinate with the child's educational and developmental needs.**
- Q. What services are offered by inclusion services?
- A. **Speech Therapy, Physical Therapy, Play Therapy and Occupational Therapy. All services are provided at no cost to you. Inclusion services also refer and connect families to individual or family counseling, when needed, and assist families with any questions or concerns dealing with behavior issues.**
- Q. Who should I contact if I have any questions regarding these services?
- A. **Contact either your Family Advocate or Site-Based Manager to reach the Inclusion Specialist. Or call the main office at 214-630-7911 and ask for the Director of Support Services.**



ChildCareGroup

## Community Complaints

If an individual or entity in the community wishes to register a complaint against a ChildCareGroup Early Head Start or Head Start program, or one of its staff or contractors, the individual or representatives) of the community organization should contact the following:

Director of Support Services - for matters regarding Health, Nutrition, Social Services or Special Services/Inclusion

Director of Quality and Training – for issues regarding staff and parent education and quality assurance practices and procedures within each program

Director of Center Operations – for issues related to program, curriculum, facilities, teaching or administrative staff at the centers

Vice President of Center Operations - in the event contact with the Directors listed above is unsatisfactory.

Chief Executive Officer – in the event contact with the Vice President is unsatisfactory.

Chair, Board of Directors – in the event contact with the CEO is unsatisfactory

Individuals or representatives in the community may call the main number, 214-630-7911 and request to speak with the individual who holds the position. Written complaints can be addressed to the individual desired and mailed to:

ChildCareGroup  
8585 North Stemmons Freeway  
Suite 500 South  
Dallas, Texas 75247

Contact may also be made via ChildCareGroup's web site at [www.childcaregroup.org](http://www.childcaregroup.org).