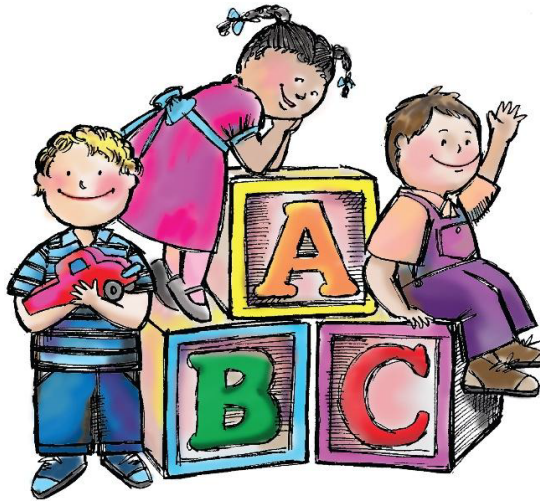


PARENT/VOLUNTEER HANDBOOK



Upshur Human Resources, Inc.
Head Start
A Comprehensive Early
Childhood Development Program
Revised 2024

Family & Community Engagement Manager

**Upshur Human Resources, Inc. Head Start
Parent/Volunteer Handbook
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Welcome Parents/Guardians

Upshur Human Resources, Inc. (UHR Inc.) is a comprehensive early childhood development program for children and their families in Upshur County. UHR Inc. offers an array of child and family services with emphasis on child and parent education, health, social skills, and parent involvement.

UHR Inc. Head Start is day care licensed by the state DHHR. Full-day center-based and pre-kindergarten services are available. Families are offered an opportunity to participate in GED preparatory classes, parent education classes, special training, Fatherhood initiative and an option to become actively involved in all aspects of the program. A stimulating environment, completely staffed with certified professionals, is provided at nine centers in fourteen classrooms, located throughout the county.

After you have enrolled your child in the Head Start program, you are considered a member of the Head Start team. The team is made up of parents, staff, Policy Council, Board of Directors, and community representatives. Together, we can make a difference in your child's life and improve the quality of life for you and your family.

This handbook should answer many of your questions about our program. Keep it in a convenient place so that you may refer to it throughout the year.

Welcome to our program and the Head Start family!

Brandi C. Workman,
Executive Director/ Head Start Director

“A child is a blank piece of paper waiting to be wrote upon... What will you write?”

Welcome Head Start Parents and Volunteers

We want to welcome each family and volunteer to Head Start. One of the many unique aspects of Head Start is the importance we place on parent engagement. We value you as the primary educator of your child. We thank you for the privilege of working with you and your family. We look forward to a great year together.

We encourage you to review the information that is in the parent/volunteer handbook. Please use the parent/volunteer handbook as a valuable tool to find answers to your questions. I encourage you to review the list of committees and their responsibilities. Please help us by serving on some of the committees. It is an excellent way of having direct input into your child's Head Start experience.

I encourage each of you to consider volunteering this year. You may not be able to assist in the classroom, however by completing your in-kind form and turning in to your teacher monthly you will be helping your child in their education and helping Head Start to reach our in-kind federal match.

Head Start places importance in Dads / male role models taking an active role in parenting. Please join us in the special activities in the near future. I will be sending more information later.

I would like to extend an invitation for you to stop by and see me at the office. I look forward to meeting all of you at some point this year.

If you have any questions or concerns please contact me at 304-472-2014 ext.120

Miranda Osburn,
Family & Community Engagement Manager

**Upshur Human Resources, Inc.
Policies and Procedures Manual**

103 Statement of Purpose

Effective Date: September 14, 2022

Approval Date: August 30, 2022

Policy

Upshur Human Resources, Inc. grantee agency for the Upshur County Head Start Program is located at 8 Cleveland Avenue, Buckhannon, WV. Upshur Human Resources, Inc. Head Start is a county, statewide and nationally recognized exemplary early childhood development program that provides center based services for at least 128 days annually to 193 three-five year old preschool income eligible children. Ten percent of the total enrollment will be children with special needs and a maximum of 10% enrollment may be over income children. A maximum of 35% of over-income families whose income is within 100-130% of the poverty guidelines may be enrolled. Children are selected in accordance with the UHR Inc. Recruitment, Selection, Admission, and Discharge Policy. Contact days are made up throughout the year as necessary. Head Start will follow the Local Education Agency (LEA) calendar as closely as possible. Eight classrooms are day care licensed with the State of West Virginia with the remaining seven (7) being collaboratives with the LEA. They are currently providing early childcare services for up to 20 children in each classroom. A staffing plan will be established annually to determine the arrival and departure times for children and staff for all classrooms. The plan will be determined based on parental need and transportation.

The Upshur Head Start Program's overall goal is to provide an array of quality early childhood services to all eligible children in Upshur County with qualified staff providing these services in accordance with the agency's Philosophy, Goals, Objectives and Mission Statement. These goals and objectives can only be achieved through the combined efforts of all employees working harmoniously together.

Closings for holidays, early dismissals, beginning and ending dates and inclement weather days will be determined annually by the agency.

Upshur Human Resources, Inc.
Policies and Procedures Manual

103 Statement of Purpose

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A copy of the statement of purpose will be made available and reviewed with all UHR Inc. employees and parents of Head Start children. Should changes be made to the statement of purpose, those changes will be made available and reviewed with UHR employees and parents of Head Start children.

Therefore, it shall be the policy and practice of the agency, and every sub-agency, not to discriminate against any employee, potential employees, employment applicants, or any beneficiary of our program based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status or family parental status.

Upshur Human Resources, Inc.
Policies and Procedures Manual

104 Philosophy, Goals, Objectives & Mission Statement

Effective Date: October 31, 2024

Approval Date: October 22, 2024

Policy

The Head Start Program is based on the premise that all children share certain needs, and that children of low-income families, in particular, can benefit from a comprehensive developmental program to meet those needs.

Overall Goal

To bring about a greater degree of social competence in children of low-income families. Social competence is the child's everyday effectiveness in dealing with both present environment and later responsibilities in school and life. Social competence takes into account the interrelatedness of cognitive and intellectual development, physical and mental health, nutritional needs, and other factors that enable a developmental approach to helping children achieve social competence.

Objectives

1. The improvement of the child's health and physical abilities, including appropriate steps to correct present physical and mental problems and to enhance every child's access to an adequate diet. The improvement of the family's attitude toward future health care and physical abilities.
2. The encouragement of self-confidence, spontaneity, curiosity, and self-discipline which will assist in the development of the child's social and emotional health.
3. The enhancement of the child's mental processes and skills with particular attention to conceptual and communications skills.
4. The establishment of patterns and expectations of success for the child, which will create a climate of confidence for present and future learning efforts and overall development.
5. An increase in the ability of the child and the family to relate to each other and to others.
6. The enhancement of the sense of dignity and self-worth within the child and his family.

(Source: Head Start Performance Standards 45-CFR 1304)

Mission Statement

Upshur Human Resources, Inc. (UHR, Inc.) provides a quality, comprehensive, developmentally appropriate early childhood educational program. This program is inclusive, family empowered and incorporates volunteer and community presence.

Vision

UHR, Inc. seeks to create an environment that supports an individually based well-rounded experience including all aspects of health: mental, physical, social, emotional, and nutritional.

The children will be prepared to be lifelong learners and the parents will be prepared to be their child's best advocate. We continue to strive to employ quality staff while supporting their own career development and educational expertise.

Values

- Quality
- Honesty and respect
- Inclusion
- Cultural awareness
- Family involvement
- School Readiness
- Progression
- Staff Support
- National child-oriented curriculum
- Governance by local, state and federal

**Upshur Human Resources, Inc.
Policies and Procedures Manual**

105 Eligibility, Recruitment, Selection, Enrollment, and Attendance Policy (ERSEA)

**Approval Date: March 22, 2022 Board of Directors
March 22, 2022 Policy Council**

Effective Date: March 31, 2022

Recruitment and Enrollment Manual

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Timetable

July - June	Applications are accepted throughout the year.
February	Mass Recruitment Begins for Pre-school and Pre-kindergarten.
February	Early Enrollment Fair for Pre-school and Pre-kindergarten.Feb –
May	Distribution of flyers, posters, brochures, postcards, etc.
Feb – May	Place ads in newspapers, TV Channel 3, The Prospector, on the radio, and billboards (Year round with strong concentration Feb – May).
March	Established a cut-off date of March 15th to begin placement.
April - May	Send out acceptance letters to parents of children enrolled notifying them their child was accepted for the upcoming school year.
April – Sept.	Slots will continue to be filled as needed.
Aug/Sept.	Send out letters notifying parents of orientation dates/times.
Aug/Sept.	Policy Council and Board approves the total number of enrollees.
August	Family Service Workers return to work.
Aug/Sept.	Orientation Day.
Aug/Sept.	First day of school.

Recruitment

The agency's community assessment indicates locations and estimated numbers of eligible children in the service area. A list of low-income children is obtained from the Department of Health & Human Resources (DHHR) and referrals are received from various community agencies, e.g., Local Education Agency (LEA), Women, Infants, and Children (WIC), Early Intervention, and Birth-to-Three Program. Collaboration is completed by conducting joint meetings with community agencies. Children with special needs are placed in the Head Start Program by the Disabilities/Mental Health Manager and ERSEA Manager. The ERSEA Manager is responsible for ensuring that eligibility requirements are met.

The Head Start staff is obligated to follow through on all possible leads for locating children who may qualify for the program, including children with special needs. Enrollment is advertised by placing ads on the local radio station, television station, placing advertisements in the local newspaper and/or magazine, door-to-door canvassing, placing posters in local community establishments, contacting other human service agencies, distributing recruitment slips, mailing out flyers and applications to families referred by DHHR, Head Start parents, staff members, WIC referrals, the use of local billboards, and by distributing flyers and applications in the public schools, local clinics, churches, hospitals, the health department and various local businesses, and through the collaboration with the local education agency (LEA.) Through our collaboration with the LEA, the ERSEA Manager attends placement meetings with the Pre-K Collaboration Manager and the Core Placement Team. The LEA assist in the recruitment of income eligible students. The ERSEA Manager conducts an annual enrollment fair and organizes countywide enrollment at varying community locations. Head Start staff coordinate with the LEA and attend annual enrollment as well.

Recruitment is an on-going process. In accordance with UHR Performance Standards (1302.15) the program will fill vacancies within 60 days of the end of the program year. Applications are accepted throughout the year. When enrollment is at its maximum capacity, applications are placed on a waiting list pending a future opening. Waiting lists are maintained. Names are selected from the waiting lists based on selection criteria, enrollment rating scale, current bus-run, proximity of the child's home to the bus run, and special needs.

Should the waiting list become exhausted, the ERSEA Manager and Family Service Workers will actively recruit children in order to fill the vacancies.

Affirmative Action Plan

In accordance with Federal law and US Department of Agriculture (USDA) policy, Upshur Human Resources, Inc. is prohibited from discriminating on the basis of race, color, religion, political affiliation, marital status, sexual orientation, national origin, sex, age or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC, 20250-4910, or call toll free (866) 632-9992 (Voice). TDD users can contact the USDA through local relay or the Federal Relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users.) USDA is an equal opportunity provider and employer.

Admission Policy and Procedures for Enrollment

No person shall be on the premises of UHR, Inc. or have contact with the children in care whose health or behavior would harm the children, or who is under the influence of a controlled substance, including alcohol or a legal pharmaceutical that impairs his or her functioning.

Process Overview

Program staff must conduct an in-person interview with each family, unless an in-person interview is not possible or convenient for the family. Program staff will fill out a form noting that the interview was in-person or over the phone. If the interview was over the phone, an explanation will be noted on the form stating why an in-person interview was not held. The form will be maintained in the child's master file.

Eligibility

AGE - To be eligible for Head Start services, a child must be at least three (3) years old and to be eligible for Pre-k a child must be at least four (4) years old by the date used to determine eligibility for public school in the community in which the Head Start program is located. In Upshur County this date is on or before July 1st.

ELIGIBILITY REQUIREMENTS – A child is eligible if the family's income is equal to or below the poverty guideline, or the family is eligible for or, in the absence of child care, would be potentially eligible for public assistance; including TANF child-only payments, the child is homeless, the child is in foster care, or the family receives SSI.

The family income must be verified by the Head Start program before determining that a child is eligible to participate in the program.

To verify public assistance (TANF), a program may accept a written statement from the Department of Health and Human Services.

To verify a family is homeless, a program may accept a written statement from a homeless services provider, school personnel, or other service agency attesting that the child is homeless or any other documentation that indicates homelessness, including documentation from a public or private agency, a declaration, information gathered on enrollment or application forms, or notes from an interview with staff to establish the child is homeless; or any other document that establishes homelessness. The program may accept the families signed declaration to that effect, if, in a written statement, program staff describe the children's living situation that meets the definition of homeless. Homeless children means the same as homeless children and youths in Section 725(2) of the McKinney-Vento Homeless Assistance Act at 42 U.S.C. 1143a

to verify whether a child is in foster care, program staff must accept either a court order or other legal or government-issued document, a written statement from a government child welfare official that demonstrates the child is in foster care, or proof of a foster care payment. To determine SSI, the program must accept proof of SSI (a letter noting SSI or a bank statement proving an SSI payment is received and the amount.) Once a child is determined eligible he or she will remain eligible through the end of the succeeding program year. In the event a child returns to Head Start for their third year, income re-verification will be completed. A rating scale is completed on every child to determine eligibility into the program. Applicants are placed on a waiting list according to the UHR Enrollment Rating Scale. UHR Head strives to serve 100% low-income eligible children. However, in the event that it is not possible, 10% over-income may be enrolled in accordance with the UHR Rating Scale. Eligible families are contacted and scheduled to complete an enrollment packet. Parents/ guardians are required by Daycare Licensing to have up to three contact persons on the emergency forms.

Application Process

The parent/guardian will complete a Head Start application. An application may be picked up at 8 Cleveland Ave., Buckhannon, WV or they may call (304) 472-2016 for additional information. Completing an application does not guarantee that the child will be enrolled into the program. Due to our partnership with the LEA, we use a universal application (see attached).

The Family Service Workers and /or ERSEA Manager will accept applications for the Head Start Pre-school and Pre-kindergarten Program. Income verification is completed by Family Service Workers or the ERSEA Manager only. Income verification will be attached to the income verification form with the FSW or ERSEA Managers signatures. The verification form will be check-marked in-person or telephone interview accordingly and a telephone/in-person form will be attached. Special circumstances will be taken into account when reviewing the child's application e.g. special needs, foster care, isolated family, medical problems. All children will be accepted into the program based upon the family's ability to meet the income guidelines established by ACYF.

Parents/guardians are required to forward the following information per federal and daycare regulations: Income verification, live birth certificate, immunization and physical records. Legal verification of custody will be provided when one (1) parent is the sole legal guardian of the child by virtue of court proceeding.

All children are required to have the live birth certificate prior to entrance into the program. School readiness is implemented as records are forwarded to public school.

105 Eligibility, Recruitment, Selection, Enrollment, and Attendance Policy (ERSEA)

Enrollment Process

A checklist is used to ensure that all required information has been submitted prior to entrance into the program (see attached). Family Service Workers will ensure all items are current and in the enrollment packet, sign off on emergency procedure cards, income verification forms, and other required forms as needed including the in-person/telephone form. Enrollment packets will be forwarded to the ERSEA Manager who complete the rating scale and enroll children into the program per the rating scale and HHS Performance Standards

Items from the enrollment packet are copied and distributed accordingly. A child's folder is forwarded to the teacher with the application, enrollment forms, two original emergency procedures cards, legal documents if applicable, and any other information about the child that is relevant. Information from the enrollment packet is copied and/or distributed to appropriate staff as needed.

The parent/guardian is contacted regarding dates and times of class and bus schedule.

All parents are invited and encouraged to attend orientation at the beginning of the year. Thereafter, parents/guardians are given five days to visit the classroom, and the teacher is allowed the same five days to conduct a home visit prior to the child's first day of class. Family Service Workers will make a home visit to each family within the family's first 45 days to complete a family partnership agreement (FPA). They will assist families in establishing goals and steps toward meeting those goals.

Family Service Workers will make a home visit to families who enroll during the year within five-days of enrollment to complete the FPA.

Selection Criteria: Applications are placed on file and prioritized according to the following rating scale. Any employee who intentionally violates federal and program eligibility determination regulations and who enroll children that are not eligible to receive Head Start services will be subject to the disciplinary actions as defined in Policy #310A and Policy #301 Employee Conduct.

**Upshur Human Resources, Inc.
Upshur County Head Start
Enrollment Rating Scale**

Child's Name _____ DOB: _____

AGE: (Years/Months) _____ (on Aug. 31)

Below Poverty Line (or less than \$2,000 yearly)	50
Public Assistance (TANF)	100
*Foster Care	100
No Income	50
*Homelessness (lack a fixed, regular and adequate nighttime residence) Sharing the housing of other persons, living in motels, shelters, etc.	100
Military – Supplemental Subsistence Allowance	50
Special Needs/Disabilities (Speech, Developmental, Autism, etc.)	30
Guardianship/Custody/Kinship Care	20
Unemployment Compensation	20
4-5 Years Old	15
3 Years Old	10
WV Works/Child Support	10
Single Parent/Guardian	10
Income \$2,000 LESS than income guidelines	10
Receiving Services from An Outside Agency	5
Meets Income Guidelines	5
Accessible Location	10
On the waiting list from the previous year	10
Above Poverty Guidelines – Within the 130%	20
OVER INCOME GUIDELINES	
\$60,000 and Up	-10
\$50,000 - \$59,999	-7
\$40,000 - \$49,999	-5
\$30,000 - \$39,999	-3
\$29,000 and Below	-1
TOTAL POINTS	

To the best of my knowledge, I verify this information is true and correct.

ERSEA Manager / Date

In the event two or more children have the same number on the rating scale, the oldest child will be selected. The program also takes into account the age of the child, location of residence, and accessibility when enrolling children.

After enrollment rating scale selections have been made, the ERSEA Manager will forward the results to the Executive/Head Start Director, Policy Council and Board of Directors for approval before the beginning of each school year.

Income Verification and Enrollment

To verify eligibility based on income, program staff must examine any of the following documents: Individual Income Tax Forms, pay stubs, pay envelopes, written statements from employers including individuals who are self-employed, child support, or documentation showing current status as recipients of public assistance for the relevant time period. If a family reports no income for the relevant time period, a program may accept the family's signed declaration (notarized or witnessed by program staff) to that effect, if program staff describes efforts made to verify the family's income, and explains how the family's total income was calculated or seeks information from third parties about the family's eligibility, if the family gives written consent.

The following guidelines should be kept in mind when performing income verifications:

1. The current HHS Poverty Guidelines will be followed during enrollment (Poverty Guide Lines attached).
2. Not more than 10% of the total enrollment can be over income.
3. No more than 35% of total enrollment can be between 100-130% over income.
4. Any child returning for a second year remains eligible at the same level of income at which he/she was previously enrolled e.g., low-income families remain low-income, even if their income has increased during the second year. (See HHS Performance Standards)
5. If an over-income family becomes a low-income family due to a change of employment, additions to the family, etc., income verification can be completed to see if the family qualifies as low-income. Families receiving foster-care assistance, public assistance (SSI/TANF), and homeless, are income exempt.
6. In cases where more than one family or an extended family lives in one home, only the income used to support the child is counted (e.g., a foster child).
7. Due to unusual family circumstances where eligibility is uncertain, consult with the Executive/Head Start Director prior to making final determination.
8. When a child is enrolled mid-year, the same income verification process applies.
9. Demographic location will be taken into consideration when placing children.

The ERSEA Manager will meet with the Head Start Disabilities/Mental Health Manager, Education/Pre-k Collaboration Manager, Early Intervention, Birth-to-three Program and other childcare providers for placement of children with special needs. The ERSEA Manager will meet with appropriate UHR Managers and the LEA Representatives.

Preference will be given to children with disabilities/special needs or those applying at a later date that score higher on the selection criteria form. A minimum of 10% of children with disabilities will be enrolled in the program. However, over-income children with disabilities are counted in the 10% guidelines. In the event a parent of an enrolled child gives up their slot in order to relocate, that child will be placed on a waiting list until a vacancy occurs.

Records

All children's records are maintained in a central location. The master files are secured and locked, maintained and updated as needed. Managers, Teachers and Family Service Workers complete routine filing each month. The program will keep eligibility determination records for each participant and ongoing records of the eligibility training for staff as required. The program will keep eligibility determination records for those currently enrolled, as long as they are enrolled, and, for three years before shredding. Old records are stored and locked.

Parental Rights

A parent has the right to inspect child records. If the parent requests to inspect child records, the program must make the child records available within a reasonable time, but no more than 45 days after receipt of request.

The parent fills out the proper UHR Inc. form requesting copies of their child's records or asking to inspect their child's records. The request is forwarded to the Education/Pre-K Collaboration Manager three (3) days in advance of inspection or needing copies. The parent will pick up copies at the central office from the Education/Pre-K Collaboration Manager or meet the manager to review the child's file in the presence of the manager. In the event records need to be mailed, they will be mailed to the parent certified and return receipt.

Programs are expected to have full enrollment as of the first day of their enrollment year.

- The program will ensure that Family & Community Engagement is implemented through a strength-based, partnership-building process, and provide referrals, resources and services that are receptive to families' needs, goals, and interests.
- All enrollment information is required to be in the child's file 30 days from their first day of class with the exception of the pre-kindergarten option in which all information must be in prior to their first day.

- Children may be enrolled into the program at any time if an opening exists. All children enrolled during the school year are required to meet the same eligibility requirements.
- Vacancies are filled within 30 days. (see HHS Performance Standards 1302.15).
- Staff-child ratios and group size maximums must be determined by the age of the majority of children and the needs of the children present. A program must determine the age of the majority of children in a class at the start of the year and may adjust this determination during the program year, if necessary. (see HHS Performance Standards 1302.21)
- In the event that an employee's child or grandchild is enrolled in the program, he/she will not be placed in the same classroom with that employee.
- Head Start encourages kindergarten eligible children to enroll for kindergarten. A collaborative meeting between Head Start and the LEA is conducted to determine if the child remains in Head Start or transitions into kindergarten. In addition, they discuss children enrolling in the pre-k option.

Orientation

The Education/Pre-K Collaboration Manager will coordinate orientation with the education staff and the appropriate Manager. The Education/Pre-K Collaboration and Social Service Manager will mail letters to families enrolled in the program inviting them to attend orientation. Letters will be mailed according to the Time Line located on Page 1 of this policy.

Orientation provides program information to parents regarding content areas, functions, classroom, and bus rules. Parents are expected to sign upon receipt of the parent handbook. Should they have questions, they are advised to contact the Family and Community Engagement Manager (FCEM).

Transfer Policy

Children from other Head Start programs desiring to enroll mid-year in UHR Inc. Head Start will be subject to the enrollment procedures established in this policy. To ensure continuity of service to Head Start families, the following criteria must be included in these guidelines:

1. Transfer of a child must not increase the total enrollment beyond the number of funded slots. The child will be placed on a waiting list.
2. All federal, state, and local regulations will be met.

Attendance Policy and Procedures Policy

Head Start is required to follow the HHS Performance Standards, as well as WV Policy 2525 (126-28-6) regarding attendance. Under HHS Performance Standards regulations require the Head Start program to have a minimum of 85% attendance rate each month. Parents are required to send their child as regularly as possible. Family Service Workers (FSWs) will contact their Teacher each morning after class start time, to check on unexcused absences. The FSW will follow up with a telephone call to the child's parent within one hour of program start time to ensure the child's well-being, to determine why the child did not attend and to encourage attendance. In the absence of the FSW, the education staff will make a call to the parent. In accordance with WV Policy 2525, which is applicable to all Pre-K students, which states that although enrollment is voluntary, once a child is enrolled in a participating WV Pre-K program attendance must follow WV Code 18-8-1. In the case of five total unexcused absences, the attendance director at the LEA shall serve written notice to the parent or guardian of the student that within five days of receipt of the notice to the parent accompanied by the student shall report in person to the school for a conference with the principal or other designated representative in order to discuss and correct the circumstances causing the unexcused absences of the student. In the case of ten total unexcused absences of a student during a school year, the attendance director of the LEA may make a complaint against the parent or guardian before a magistrate of the county. All excuses will be forwarded to the ERSEA Manager and attached to the monthly attendance kept on file at the Head Start office. Written documentation is required for an absence to be excused. Excuses for Pre-K children will also be copied and forwarded to the LEA for their records. UHR promotes school readiness by encouraging regular attendance. The program will provide support to families when an Attendance Referral is necessary in order to encourage and demonstrate the importance of regular attendance prior to attending kindergarten.

Procedures:

The Attendance Action Plan procedures will be followed if:

- A child has three consecutive unexcused absences
- A pattern of absences/inconsistent attendance (excused or unexcused)
- Frequent and/or a pattern of late arrivals
- Frequent and/or a pattern of early pickups
- The Head Start Program Implements the following strategies to improve attendance and re-engage the family in the program after a referral is received for absences and before the slot must be considered vacant. Staff provides information about the benefits of regular attendance to the family. Staff contacts the family and attempts to provide support where needed so that the child's regular attendance may resume. Staff conducts a

home visit and/or makes direct contact with the family. If attendance has not improved, referrals will be made to Parents as Educators Program.

(Recruitment and Enrollment Manual)

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Classroom attendance:

1. The Teacher will monitor daily attendance. After three consecutive unexcused absences or a pattern of inconsistent absences (excused or unexcused), a referral will be made.
2. The Teacher will complete Part A of the Attendance Action Plan/Referral and forward the referral to the Family Service Worker.
3. The Family Service Worker will contact the parent/guardian and discuss the three-week action plan procedures with the parent/guardian and also emphasize the importance of regular attendance. The Family Service Worker will complete the Part 'A' Follow-up section, forward a copy of the Attendance Action Plan to the Teacher and maintain the original until the three-week follow-up is done.
4. At the three-week follow-up from the initial parent contact, the Teacher will notify the Family Service Worker whether the attendance has improved. The Family Service Worker and/or the Teacher will complete Part B of the Attendance Action Plan.
5. If a child ceases to attend, the program must make appropriate efforts to reengage the family to resume attendance. If the child's attendance does not resume, then the program must consider that slot vacant. This action is not considered expulsion.
6. If improvement in attendance has occurred then the Attendance Action Plan is completed. The Family Service Worker will forward a copy of the Attendance Action Plan to the Teacher and the original to the ERSEA Manager.
7. If no improvement in attendance occurs, the Family Service Worker will forward a copy of the Attendance Action Plan to the Teacher and the original to the ERSEA Manager. The child/family may be discharged from the program.
8. When necessary to drop a child due to chronic attendance problems, the ERSEA Manager will send a letter to the parent/guardian stating that the child is discharged from the program. The ERSEA Manager will complete Part (C) of the Attendance Action Plan and forward a copy to the Teacher and Family Service Worker.

Suspension and expulsion:

- UHR prohibits or severely limits the use of suspension due to a child's behavior. Such suspensions may only be temporary in nature
- A temporary suspension must be used only as a last resort in extraordinary circumstances where there is a serious safety threat that cannot be reduced or eliminated by the provision of reasonable modifications.
- Before a program determines whether a temporary suspension is necessary, a program must engage with a mental health consultant, collaborate with the parents, and utilize

appropriate community resources – such as behavior coaches, psychologists, other appropriate specialists, or other resources – as needed, to determine no other reasonable option is appropriate.

- If a temporary suspension is deemed necessary, a program must help the child return to full participation in all program activities as quickly as possible while ensuring child safety by:

(Recruitment and Enrollment Manual)

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1. Continuing to engage with the parents and a mental health consultant, and continuing to utilize appropriate community resources;
2. Developing a written plan to document the action and supports needed;\
3. Providing services that include home visits; and,
4. Determining whether a referral to a local agency responsible for implementing Individuals with Disabilities Education Act is appropriate.

Prohibition on expulsion

- A program cannot expel or un-enroll a child from Head Start because of a child's behavior.

When a child exhibits persistent and serious challenging behaviors, a program must explore all possible steps and document all steps taken to address such problems and facilitate the child's safe participation in the program. Such steps must include, at a minimum, engaging a mental health consultant, considering

- the appropriateness of providing appropriate services and supports under section 504 of the Rehabilitation Act to ensure that the child who satisfies the definition of disability in 29 U.S.C. 705(9)(b) of the Rehabilitation Act is not excluded from the program on the basis of disability, and consulting with the parents and the child's teacher, and:
1. If the child has an individualized family service plan (IFSP) or individualized education program (IEP), the program must consult with the agency responsible for the IFSP or IEP to ensure the child receives the needed support services; or,
 2. If the child does not have an IFSP or IEP, the program must collaborate, with parental consent, with the local agency responsible for implementing IDEA to determine the child's eligibility for services.
 3. If, after a program has explored all possible steps and documented all steps taken as described in paragraph (b)(2) of this section, a program, in consultation with the

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

For the Pre-K option:

For pre-k placement, the Head Start Program conducts enrollment/registration in collaboration with the LEA. In accordance with WV Policy 2525, Enrollment in a participating WV Pre-K program is voluntary, however, once the child is enrolled, attendance must follow W. Va. Code 18-8-1, which allows the program administrator, teacher, and parent/guardian to pursue disenrollment of the child if they concur that requiring further attendance for that school year is not in the best interest of the child. Once a child is dis-enrolled, re-enrollment is not guaranteed.

It is the parent's responsibility to notify the center and/or bus garage when their child is absent. If the parent has not notified the center or bus garage, a staff member will contact the parent regarding the absence. A staff member will notify the secretary of the school for the reason of the absence(s) each day. The parent is required to send in a written excuse or doctor's excuse for all absences. It is the parent's responsibility to notify the school and/or send a note when his/her child will be late or needs to leave early. Tardiness and early releases are interruptions to the instructional program and are discouraged except in cases of extreme emergencies. The parent must sign the child out of the center for all early releases.

If your child must be absent because of contagious disease, such as measles, chicken pox, ringworm, etc., a doctor's permission to return to school must be turned in to the Health Manager at the central office.

Head Start is not required to provide transportation to families in the pre-k option.

Discharge Policy

Children are discharged from the program due to the following criteria:

1. The family moves out of county and/or state
2. The parent/guardian makes the decision to take the child out of the program due to family situations, personal issues, sickness, etc.
3. The child transfers to another childcare program, kindergarten, etc.
4. The parent feels that their child is too young and not ready for such a setting.

5. The family has abused the attendance policy. If so, the parent is notified by letter and is given a deadline to correct the problem prior to the child being discharged.

The Family and Community Engagement Manager (FCEM) will conduct an exit interview when a child drops from the program with the exception of those who relocate out of the county.

Emergency Procedure Card Procedures (EPC)

Instructions:

1. **The parent completes the initial form during enrollment.** Family Service Workers will sign off and date the EPC card. A child may be released to his/her biological parent that is listed on the birth certificate unless the custodial parent provides a court order stating otherwise.
2. Returning children must have an updated EPC at the beginning of the school year.
3. The EPC **must have at least three (3) individuals listed as emergency contacts with complete addresses and telephone numbers.** There should be no more than 4 emergency contacts (aside from Parents, who are listed on the front of the card) listed on the back of the card. There should be no additional papers attached to the EPC.
4. The completed enrollment packet/EPC is forwarded to the ERSEA Manager.
5. The ERSEA Manager ensures that initial copies are made and distributed accordingly.
6. The Teacher maintains the originals in the classroom.
7. **If revisions are needed on the emergency procedure's card, the parent will contact their Teacher** and she will provide a new card if needed. Any additions/changes made on an EPC will be signed by the Teacher or Family Service Worker and dated beside each change. The Teacher or Family Service Worker will update the classroom listed on the EPC when changes are made as needed. **Changes become effective 24 hours after the EPC has been submitted.**
8. When the Teacher receives the new and/or revised card from the parent, he/she is to contact the appropriate Family Service Worker and ask him/her to review the revised card. The original EPC will remain in the classroom at all times.
9. The Family Service Worker will review the emergency procedure card ensuring it is filled out in its entirety. A round black sticker will be placed on the bottom right of each half of the card to denote an allergy or medical condition is listed above.
10. **Legal verification of custody is to be provided by the legal custodial parent when one (1) parent is the sole legal guardian of the child by virtue of court proceeding. Custodial parent will sign the custodial alert parent which denotes legal papers are in the child's file.** Family Service Workers will request legal documentation if needed, copy,

and distribute to the child's Teacher, Transportation Manager and appropriate Family Service Worker. The original is to be forwarded to the ERSEA Manager to be placed in the child's master file with a round red sticker on the file noting legal papers are in the file.

11. If information is incomplete, the Family Service Worker will contact the family to ensure all information is accurate and complete including any medical insurance numbers, etc.

12. The ERSEA Mgr. will enter the information into PROMIS before filing in the master file.

13. All old emergency procedure cards will be shredded. The only copy on hand is the most recent card.

Family Service Workers will obtain a new EPC on returning children, making a copy for themselves, ERSEA Manager, Transportation Manager, and give the teacher the original. The ERSEA Manager will update the information in PROMIS, and file the new card in the master files.

**Upshur Human Resources Inc.
Policies and Procedures Manual**

311 a. Sexual Harassment/Affirmative Action Plan/Parent Grievance Procedures

Effective Date: December 15, 2010

Approval Date: November 2010

Policy

Sexual Harassment

It is the intent of Upshur Human Resources, Inc. to provide its children, parents, and guardians with an environment free from harassment.

Affirmative Action Plan

In accordance with Federal law and US Department of Agriculture (USDA) policy, Upshur Human Resources, Inc. is prohibited from discriminating on the basis of race, color, religion, political affiliation, marital status, sexual orientation, national origin, sex, age or disability.

To file a complaint alleging discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC, 20250-9410, or call, toll free, (866) 632-9992 (Voice). Individuals who are deaf, hard of hearing, or have speech disabilities, may contact USDA through the Federal Relay at (800) 877-8339 or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

No person shall be on the premises of UHR, Inc. or have contact with the children in care whose health or behavior would harm the children, or who is under the influence of a controlled substance, including alcohol or a legal pharmaceutical that impairs his or her functioning.
Parent Grievance Procedures

All Head Start parents have the right to express any concern or make complaints without fear of retaliation. This grievance procedure will be explained to parents and parents will sign a written acknowledgement, the Parent Checklist, that this procedure was explained at orientation.

A grievance is a complaint or dispute by a parent or guardian.

The following steps will be taken when filing a grievance:

Step I - The parent/guardian shall discuss the complaint/dispute with the parent involvement Manager within five (5) working days. An attempt shall be made to resolve the complaint/dispute.

Step II - If the complaint/dispute is not resolved, the parent/guardian shall submit his/her complaint in writing to the Executive/Head Start Director within ten (10) working days. The Executive/Head Start Director will render his/her decision in writing to both parties within five days.

Step III - If the complaint/dispute is not resolved after step II, the parent/guardian shall submit a written complaint to the policy council president within five (5) working days. The policy council president will appoint a grievance committee within ten (10) days. The grievance committee shall be made up of three (3) policy council members and two (2) board members. In no event shall the Executive/Head Start Director or parent involvement Manager serve on the grievance committee. The grievance committee shall conduct a full investigation of the complaint to be fully knowledgeable of the facts in the case. Other staff person or persons from outside the agency may be interviewed by the grievance committee if anyone concerned requests. The committee will then render a final decision within thirty (30) working days in writing w/approval of the policy council and board of directors, which shall be final and binding to all parties.

Upshur Human Resources, Inc.
Policies and Procedures Manual

602 Exclusion/Re-admittance Policy

Effective Date: September 8, 2015

Approval Date: August 25, 2015

Policy

Upshur Human Resources, Inc. shall follow the policy for exclusion and send home any child if they expose other children and staff to illness listed within the policy.

If during an identified outbreak of a communicable illness a child shall be excluded if a licensed health care provider determines that the child is contributing to the transmission of the illness.

A child with a vaccine-preventable communicable disease shall be excluded until a licensed health care provider determines that a risk of disease transmission has passed. A child who has been excluded because of a vaccine-preventable communicable illness shall be readmitted only after the child's parent provides a signed statement from a licensed health care provider stating that the risk of transmission is no longer present and the child is able to participate in activities.

A child whose parent objects to medical treatment shall be excluded from class until a signed statement from a licensed health care provider is obtained stating child may return to class.

Upshur Human Resources, Inc. will report to the local health department the introduction of a diagnosed reportable disease as listed in Appendix 78-1 B of the WV Day Child Care Licensing Regulations.

Procedures

1. Upshur Human Resources, Inc. centers will not deny admission nor exclude any enrolled child from program participation for a long-term period solely on the basis of his or her health care needs or medication requirements unless keeping a child in care poses a significant risk to the health or safety of the child or other children, staff or visitors and the risk cannot be eliminated or reduced to acceptable levels through reasonable modifications in procedures, policies or staffing. A face to face conference with the child's parent/guardian, health care provider and the appropriate teacher will determine the child's health care needs for long term exclusion. Long-term exclusion of a child can only be approved by the Head Start Executive/Head Start Director.
2. The following are conditions for short term exclusion from and for re-admission* to Upshur Human Resources, Inc., Head Start centers unless a

licensed health care provider determines that they do not indicate a communicable disease.

- a. Fever with stiff neck, lethargy, irritability, or persistent crying.
- b. Diarrhea in addition to signs of dehydration, such as a decrease in urination as indicated by a reduction in the number of wet diapers, no tears when crying or a decrease in activity, or blood or mucous in the stool.
- c. Vomiting three (3) or more times, or with signs of dehydration.
- d. Undiagnosed rash that is accompanied by a behavior change, difficulty in breathing or joint pain, or that is characterized by open sores, blood, red or purple pin-head spots, or bruises not associated with an injury, or lasts more than one (1) day.
- e. Mouth sores with drooling
- f. Infestation, such as scabies or head lice.
- g. Abdominal pain that is persistent, or intermittent with other signs such as a fever.
- h. Difficulty in breathing or lethargy such that the child does not play; and
- i. When a child has any of the following diagnosed conditions;
- j. Diarrhea and blood or mucus in the stool;
- k. Contagious signs of pertussis, measles, mumps, chicken pox rubella or diphtheria;
- l. Streptococcal infection until treated with antibiotics for twenty-four (24) hours;
- m. Pinkeye with yellow or white discharge;
- n. Untreated tuberculosis; or
- o. Other conditions as determined by a licensed health care provider.

* refer to Guidelines for Exclusion from School

Guidelines for Exclusion from School

Chickenpox: Until all blisters are scabbed.

Pink-Eye: Unless caused by allergies, child must stay out until treated for 24 hours.

Diarrhea: If a child has more than one loose stool or is accompanied by vomiting or fever.

Elevated Temperature: Tympanic membrane temperature of 100 degrees with or without symptoms. Child should remain out until temperature is normal for 24 hours.

Unexplained Rashes: Child may have to go home until diagnosis is made or rash fades.

Head Lice: All live lice must be removed from hair. Child will be checked upon return to school and if live lice are present, child will be sent home. Refer to Policy 604.

Impetigo: Until 48 hours after treatment has begun. Get note from doctor. Loosely cover exposed lesions with bandage.

Ringworm: Until treatment is started - verify with doctor's note. Check again in 1 week. If no improvement refer to doctor again. Area should be covered while child is in class.

Scabies: Exclude until treatment is verified by doctor's note. Not contagious 24 hours after treatment. Check again in 1 week. If no improvement refer to doctor again.

Strep Throat: Exclude until 24 hours after treatment has begun.

Cold/Croup: Exclude if tympanic membrane temperature is 100 degrees or above, and other symptoms are present; (i.e. productive cough with discolored mucous, excessive coughing, or appears to be a hazard to the health of others.) May return when temperature is normal for 24 hours and is not a threat to the well being of others.

Vomiting: Until there has been no vomiting for 24 hours.

Flu: Exclude until child is fever free and feeling better.

Upshur Human Resources, Inc.
Policies and Procedures Manual

802 Data Management Procedures

Effective Date: November 7, 2017

Approval Date: October 2017

Policy

Upshur Human Resources, Inc. will utilize data management procedures to identify program strengths and needs, assist in developing and implementing plans that address those needs, and continually evaluate compliance with program performance standards and progress towards achieving program goals. Computerized data will be password protected and only authorized individuals will have access to children, family and employee files. All files will be backed up monthly by the Administrative Assistant. Children and family records will be maintained in locked file cabinets in the records room and employee records will be maintained in locked file cabinets in the Office Manager's office.

Procedures

1. Utilize selected computerized software program that ensures the entry of all required information for Head Start children, families and staff to comply with program performance standards, daycare licensing and NAEYC.
2. Ensure data is aggregated, analyzed and compared to assist the agency to identify risks and share strategies for continual improvement for all program service areas.
3. Ensure child level assessment data is aggregated and analyzed at least three times a year, to include dual language learners and children with disabilities, as appropriate, and to ensure continued improvement related to curriculum choice and implementation, teaching practices, professional development, program design and decisions.
4. Use information from ongoing monitoring and the annual self-assessment, and program data on teaching practice, staffing and professional development, child- level assessments, family needs assessments and comprehensive services, to identify program needs, and develop and implement plans for program improvement.
5. Use program improvement plans as needed to strengthen or adjust content and approaches for professional development, change program scope and services, perfect school readiness and other program goals, and adapt strategies to better address needs.
6. To safeguard privacy, information will be shared in accordance with federal, state, local and tribal laws. Parents may request in writing information from their

child's file from the ERSEA Manager or Program Data Manager by utilizing the Request for Information Child's File Form. Photo ID must be provided by the parent prior to release of information. UHR, Inc. has up to ten business days to provide information.

7. Emergency medical information will be on file at the central office and in each center where employees are working.
8. Children, families and employee records will be maintained for three years and disposed by shredding.

Upshur Human Resources, Inc.
Policies and Procedures Manual

803 Communication System

Effective Date: March 10, 2011

Approval Date: February 2011

Policy

Upshur Human Resources, Inc. will communicate all necessary program information to the Policy Council, Board of Directors, committee members, employees and parents in a confidential and professional manner. In addition, all information should be disseminated promptly and effectively.

Procedures

1. Information is communicated to UHR Head Start committees by the Executive Director or appropriate Manager.
2. The Executive Director or a member of the committee presents the information to the Policy Council and the Board of Directors for their review and/or approval.
3. Monthly director and financial reports are presented to the Board of Directors and Policy Council. Copies of the reports are posted in the centers and on office bulletin boards. Notice, agenda and minutes of Board and Policy Council meetings are posted on center and office bulletin boards.
4. Three times per year, child outcome reports are presented to the Executive Director, Managers, appropriate staff, Board of Directors and Policy Council.
5. An annual family outcomes report is presented to the Executive Director, Managers, appropriate staff, Board of Directors and Policy Council.
6. The annual agency program information report (PIR), self-assessment and plan for corrective action is presented to the Managers, appropriate staff, Board of Directors, Policy Council, and the regional office.

Information is communicated to management staff at monthly management meetings, e-mail, memos, and by sharing copies of information. Management communicates information to their employees at monthly staff meetings, e-mail, memos, and by sharing copies of information. Teachers share information with their staff at monthly center staff meetings.

1. A pre-admission and/or registration meeting is conducted prior to the child entering the program for the purpose of explaining the methods of communication.

2. Orientation is provided to the child and parent prior to the first day of classes each year. Classroom, transportation, family services, nutrition, health, mental health, disabilities, and related services are shared at this time.
3. Family Service Workers complete family partnership agreements on each enrolled family within the first 45 days of the program year. Family goals and objectives are established and follow-up is completed throughout the year.
4. Each classroom will be equipped with a telephone. Teachers may utilize the telephones to call another classroom for emergency purposes. The telephones may also be used for communication outside the center as needed. The UHR Inc. Emergency Preparedness Plan will be utilized for emergencies. A staffing plan will be devised at the beginning of each year for employees and children's arrival/departure times. This will allow for appropriate staff to be scheduled in the absence of regularly scheduled staff. The Substitute Policy will be used for calling substitutes. While only one employee is required to be on duty during rest time, the other qualified staff must be within calling distance at all times. Teachers are required to report to the Education/Pre-K Collaboration Manager regarding classroom absences, concerns, and any other relevant information. In the absence of the Teacher or Education/Pre-K Collaboration Manager the UHR Inc. chain of command will be followed. Buses are equipped with two-way radios when children are transported to and from field trips. Any relevant information can be conveyed with these radios. The Transportation Manager carries a portable hand set and one Bus Driver carries a cell phone to communicate with each Bus Driver and can relay pertinent information to necessary staff.
5. The Parent Involvement Manager shares parent information at monthly parent meetings, parent exit conferences, and at special committee meetings. Parents receive a monthly newsletter "Head Start Happenings" which provides practical information for families and information about upcoming activities. In addition, information is shared by forwarding copies of information to Teachers and/or Bus Drivers to be distributed to parents. All parents have the right to voice concerns or needs to the Parent Involvement Manager.

Teachers share parent information with parents at monthly center parent committee meetings, home visits and face-to-face conferences two times per year, monthly calendars, and by individual correspondence and telephone contacts.

The initial sharing of information takes place during enrollment and orientation. Family Service Workers make one home visit annually to complete a Family Partnership Agreement. Monthly home visits, telephone calls, and personal contacts are completed throughout the year. Parents have opportunities to share concerns and needs with staff at all times and receive direct services or referrals to other agencies that can best meet their

needs. Communication with parents will be carried out in the parent's primary or preferred language with the use of interpreters if necessary.

6. Pre-kindergarten information is communicated between the local education agency (LEA) representative and the UHR Head Start Education/Pre-K Collaboration Manager regarding the pre-k collaborative partnership weekly or on an as needed basis.

Upshur Human Resources Inc.
Policies and Procedures Manual

1008 a. Tobacco Free Workplace Policy

Effective Date: October 1, 2007

Approval Date: August 2007

Policy

Purpose and Background

According to the Head Start Act, as amended, 42 U.S.C. 9801 et seq.; 45 CFR 1304.2-3 the purpose of this policy is to create a smoke-free environment and to eliminate exposure to tobacco smoke by children, employees and parents in the Head Start program.

There is growing concern in America about the harmful effects of exposure to tobacco smoke on young children and adults. Recent research has cited that non-smokers can suffer damage from exposure to tobacco smoke. This is known as passive smoking or environmental tobacco smoking (ETS) and comes from exposure to the smoke given off by burning cigarettes, cigars, and pipes and the smoke exhaled by someone who is smoking.

UHR Inc. is dedicated to providing a healthy environment for our children, parents and employees. A tobacco-free workplace policy is a part of these efforts.

Effective May 1, 1999, tobacco was prohibited in all space utilized by the program. This includes classrooms, employee offices, kitchens, parent and employee meeting rooms (used in the evenings as well as during the day), hallways, outdoor areas, parking lots and vehicles used for transporting children. This also includes field trips, neighborhood walks, or other group activities. Head Start employees and parents are to refrain from using tobacco when Head Start activities are taking place.

Enforcement

All employees, parents or volunteers will share in the responsibility for adhering to this policy. In the event that the aforementioned are found using tobacco, in non-designated areas, they will be asked to leave the premises.

Signs displaying the following statement will be posted at all building entrances: "THIS IS A TOBACCO-FREE FACILITY". Copies of this policy will be distributed to all employees.

Upshur Human Resources Inc.
Policies and Procedures Manual

1011 Emergency Closings/Inclement Weather

Effective Date: March 21, 2013

Approval Date: February 2013

Policy

At times, emergencies such as fires, power failures, or earthquakes can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations will be asked to broadcast notification of the closing. Notification will also be made to employees by telephone and through the employee chain.

In the event that staffing levels cannot be maintained it may also require the closing of a work facility. Notification will be made to employees and parents by telephone.

When Upshur County Public Schools are closed due to inclement weather, the Upshur County Head Start Program will also be closed. When public schools are operating on a scheduled delay and/or early dismissal, Upshur County Head Start will also operate on a scheduled delay and/or early dismissal. The Executive/Head Start Director reserves the option to reschedule contact days and/or snow days as necessary.

When Bus Drivers are in doubt about the condition of the roads and whether to begin the run, they must consult with the Transportation Manager. The Transportation Manager will contact the Executive/Head Start Director.

When operations are officially closed due to emergency conditions and/or inclement weather, the time off from scheduled work will be paid for all full-time employees. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay. Employees authorized to exceed their regularly scheduled work day during a week when there is an emergency closing or inclement weather and they have been unable to take that time off prior to scheduled closing, they should reduce their time recorded for said closings on time sheet.

For additional information regarding emergency closings refer to the UHR Inc. Emergency Preparedness Plan.

Upshur Human Resources, Inc.
Policies and Procedures

1013 Visitors in the Workplace

Effective Date: September 16, 2011

Approval Date: August 2011

Policy

To provide for the safety and security of employees and the facilities at UHR Inc., only authorized individuals/visitors are allowed in the workplace. Restricting unauthorized individuals/visitors help maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

After providing appropriate identification (i.e., photo ID) individuals must enter UHRI centers at the main entrance. Individuals/visitors in centers are required to wear a visitor's badge with the exception of individuals picking up and dropping off children. Employees are responsible for the conduct and safety of visitors.

If an unauthorized individual is observed on UHR Inc.'s premises, employees should follow the Emergency Preparedness Plan.

Upshur Human Resources, Inc.
Policies and Procedures

1013 a. Identification Procedure Policy

Effective Date: March 8, 2016

Approval Date: February 23, 2016

Policy

Upshur Human Resources, Inc. Photo identification will be required prior to entrance.

Procedures

Steps:

1. At each center's main entrance, push relevant doorbell to access the appropriate teacher or teacher assistant for your child's classroom.
2. Individual/Visitor must press camera button and hold photo ID close to camera.
3. Once the Teacher or Teacher Assistant acknowledges the individual/visitor, the door will open electronically permitting entrance.
4. If children are being picked up from the center, he/she can only be released to persons designated on the child's release form even if photo identification is provided.
5. Head Start parents who do not have photo identification must provide two documents from the list below verifying identity and a photo identification badge will be provided to them for Head Start purposes only. Only one (1) photo ID will be provided.

Acceptable Proof Documents:

- An original or certified copy of a United States-issued birth certificate
- Social Security Card
- Valid, unexpired U.S. Passport or official U.S. Passport card

If foreign born, valid, unexpired Department of Homeland Security (DHS) document (s) or acceptable alternatives as outlined below:

- Permanent Resident Card (Form I-551) issued by DHS (or INS)
- Employment authorization document (EAD) issued by DHS, Form I-766 or Form I-688B
- Certificate of Naturalization issued by DHS, Form N-550 or Form N-570
- Certificate of Citizenship, Form N-560 or Form N-561, issued by DHS

Consular Report of Birth Abroad (CRBA) issued by the U.S. Department of State, Form FS-240, DS-1350 or FS-545 Foreign passport with a valid, unexpired U.S. visa affixed accompanied by the approved I-94 form documenting the applicant's most recent admittance into the United States.

Upshur Human Resources, Inc.
Policies and Procedures Manual

1104 Child Abuse

Effective Date: October 1, 2007

Approval Date: September 2007

Policy

Employees shall read and comply with the UHR Inc. Child Abuse Policy. A copy of the policy is provided to all new employees along with a copy of the PPM. A signed copy of the child abuse policy will be placed in the employee's personnel file.

A sign stating that UHR Inc. reports suspected child abuse/neglect to Child Protective Services will be posted in every center.

Upshur Human Resources, Inc.
Policies and Procedures Manual

1104 c. Reporting of Suspected Child Abuse/Neglect by Volunteers

Effective Date: January 4, 2008

Approval Date: November 2007

Policy

All volunteers in the classroom are expected to report any suspected incidents of child abuse.

Procedures

The following procedures for reporting suspected incidents of child abuse/neglect will be as follow:

1. Prior to making the telephone report to DHHR/CPS, the volunteer will discuss the situation with the Teacher, Teacher's Assistant or other appropriate staff.
2. An employee will be present when they contact DHHR/CPS to make the child abuse report.
3. Any follow-up from the child abuse report will be the responsibility of the employee present during time of initial contact.

Upshur Human Resources, Inc.
Policies and Procedures Manual

1105 Confidentiality

Effective Date: October 1, 2007

Approval Date: August 2007

Policy

UHR Inc. Head Start will protect the confidentiality of all children, parents, and employees' information in accordance with state and federal laws. Protected information includes child and employee records. Confidential information is released only with a signed authorization for release of information form.

Procedures

1. The lives of individuals and families are private matters that are protected from public scrutiny except when:
 - Information is required in order to provide requested services or
 - A Crime has been committed or in certain cases, when there is a solid basis for suspecting one.
2. Information about persons or families may be collected only when needed in the performance of duty and only the specific information required may be gathered. Any information gathered in the exercise of duty must be securely guarded so that such information does not become known by unauthorized persons. If it is received in confidence, it must be maintained in confidence.
3. Agency programs which are funded by the federal government are bound by the laws of confidentiality. Any violation of this policy may result in disciplinary action up to and including termination of employment.
4. UHR Inc. will ensure that both public and private organizations providing program services to children and families are responsible for maintaining confidentiality as defined by this policy.
5. UHR Inc. will train all employees, parents, and volunteers on confidentiality regulations and practices so that privacy is properly maintained during the collection of any information, and is protected while in the hands of the personnel, and when it is stored in the office. Volunteers or other persons placed in the agency will sign a confidentiality agreement.
6. UHR Inc. will provide supervision to employees and volunteers so that confidentiality is maintained.

7. UHR Inc. will provide and maintain appropriate facilities and procedures in the main office, classroom sites, so that unauthorized persons will not have access to the information whether stored in files or on a computer.
8. Employees will collect only that information required in the performance of duty. The only exception is when child abuse or neglect is suspected. Both federal and state law requires that such information be clearly documented and reported to the proper authorities.
9. When gathering information from community agencies and individuals, staff will discuss with the families the need for the information and have the client/parent/legal guardian sign the authorization for release of information.
10. Employees will take care in recording information given by small children. You may need to listen to it and record the information indicating the information was given by the child.
11. No individual or agency may obtain information from the database for the purpose of selling products or materials.

Upshur Human Resources, Inc.
Policies and Procedures Manual

1110 Guidance, Behavior Management and Discipline

Effective Date: December 15, 2015

Approval Date: December 1, 2015

Policy

The Upshur Human Resources, Inc. Guidance, Behavior Management and Discipline Policy was developed in accordance with HHS Performance Standards, National Association for the Education of Young Children (NAEYC) and Child Care Center Licensing Regulations. It was developed for the purpose of encouraging UHR staff to work together to create a nurturing supportive environment for children to flourish. Children enter the UHR program at various developmental stages for guidance, education, socialization and direction. We recognize that challenging behaviors typically represent issues that children need to express, but are unable to do so with appropriate words or play. Therefore, UHR will promote children's mental wellness by providing a supportive environment, and using classroom techniques that build self-esteem and independence. In addition, UHR will coordinate efforts with parents, the UHR Mental Health Content Area Expert, staff and community agencies to provide quality mental health services.

All UHR staff is required to protect confidentially of enrolled children and their families. Behavior issues relating to an individual child are treated individually and privately. Staff members and other adults in the center will NOT handle behavior problems by: subjecting a child to physical punishment of any kind, including but not limited to shaking, striking, spanking, swatting, thumping, pinching, popping, shoving, spitting, biting, hair pulling, yanking, slamming, excessive exercise or any cruel treatment that may cause pain. Staff may NOT put anything in or on a child's mouth as punishment.

In order to meet the needs for Head Start children with challenging behaviors, the following guidelines have been established:

Parents may seek assistance from Head Start staff for their child with challenging behavior. Head Start Teachers should contact parents prior to submitting a referral.

Teachers may make referrals for support in identifying children with atypical behaviors by implementing the UHR Referral Procedures. Upon notification from the parent or Head Start staff regarding behavior concerns, the following steps will be adhered to:

- The Education Pre-K Collaboration/Disabilities Manager will contact the family and explain that the agency works with the Mental Health Content Area Expert and that the service is free of charge.
- The Education Pre-K Collaboration/Disabilities Manager will obtain permission for the Mental Health Content Area Expert to observe the child.
- Observation by the Mental Health Content Area Expert
- The Mental Health Content Area Expert will conduct an integrated services meeting and develop an integrated services plan with input from the family, the Teacher, appropriate Managers and the Family Service Worker
- Those involved will monitor and track status of the plan
- The Mental Health Content Area Expert will make revisions to the integrated service plan as needed

Suspension and expulsion:

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

Prohibition on expulsion

- A program cannot expel or unenroll a child from Head Start because of a child's behavior.

- When a child exhibits persistent and serious challenging behaviors, a program must explore all possible steps and document all steps taken to address such problems, and facilitate the child's safe participation in the program. Such steps must include, at a minimum, engaging a mental health consultant, considering the appropriateness of providing appropriate services and supports under section 504 of the Rehabilitation Act to ensure that the child who satisfies the definition of disability in 29 U.S.C. 705(9)(b) of the Rehabilitation Act is not excluded from the program on the basis of disability, and consulting with the parents and the child's teacher, and:
 1. If the child has an individualized family service plan (IFSP) or individualized education program (IEP), the program must consult with the agency responsible for the IFSP or IEP to ensure the child receives the needed support services; or,
 2. If the child does not have an IFSP or IEP, the program must collaborate, with parental consent, with the local agency responsible for implementing IDEA to determine the child's eligibility for services.
 3. If, after a program has explored all possible steps and documented all steps taken as described in paragraph (b)(2) of this section, a program, in consultation with the parents, the child's teacher, the agency responsible for implementing IDEA (if applicable), and the mental health consultant, determines that the child's continued enrollment presents a continued serious safety threat to the child or other enrolled children and determines the program is not the most appropriate placement for the child, the program must work with such entities to directly facilitate the transition of the child to a more appropriate placement.

Incentives to Encourage Appropriate Behavior

Upshur County Head Start, in compliance with best practices for preschools, makes every effort to provide a positive educational experience for each child enrolled in the program. To meet this goal, Head Start Teachers use a variety of incentives to encourage children to comply with age appropriate classroom rules, which are in place to ensure the safety of each child. Among the incentives used may be a prize jar, from which children may choose a small prize, when his/her behavior has been appropriate and met expectations for specified periods of time. In order for this to provide an effective incentive for each child, a child may only select a prize, if they have met the specified criteria to do so. Therefore, there may be times when your child does not have the opportunity to earn a prize as every other child in the classroom. When a child experiences difficulty following classroom rules, smaller incentives, such as stickers or hand stamps will be used to help that child maintain appropriate behavior and meet the criteria to choose a prize.

Upshur Human Resources, Inc.
Policies and Procedures Manual

1112 Medication Policy

Effective Date: March 12, 2019

Approval Date: February 26, 2019

Policy

(c) Medication administration.

Grantee and delegate agencies must establish and maintain written procedures regarding the administration, handling, and storage of medication for every child. Grantee and delegate agencies may modify these procedures as necessary to satisfy State or Tribal laws, but only where such laws are consistent with Federal laws. The procedures must include:

- (1) Labeling and storing, under lock and key, and refrigerating, if necessary, all medications, including those required for staff and volunteers;
- (2) Designating a trained staff member(s) or school nurse to administer, handle and store child medications;
- (3) Obtaining physicians' instructions and written parent or guardian authorizations for all medications administered by staff;
- (4) Maintaining an individual record of all medications dispensed, and reviewing the record regularly with the child's parents;
- (5) Recording changes in a child's behavior that have implications for drug dosage or type, and assisting parents in communicating with their physician regarding the effect of the medication on the child; and
- (6) Ensuring that appropriate staff members can demonstrate proper techniques for administering, handling, and storing medication, including the use of any necessary equipment to administer medication.

1. If possible, medication schedules will be arranged so that prescription medication and/or over-the-counter medication will not be administered during school hours.
2. Staff members will not be allowed to administer prescription medication to a child during school hours unless an Authorization for Medication Form for the specific medication has been properly completed and medication administration training has been completed.
3. An Authorization for Medication Form must be completed by the child's physician and signed by the parent with a copy maintained in the child's file at the center and the original must be on file in the Central Office before medication is administered.
4. Each bottle of medication to be given during the school day will be in original container, labeled clearly with child's name, dosage, and how administered.

5. Medication will be maintained in a locked box with each child's medication being in a zip lock bag with the child's name on it. Rescue medication will be kept in an easily accessible container located out of children's reach.
6. When off site, medication will be transported with the child.
- 7.

Procedure

The Health Manager is responsible for ensuring that the medication administration policy is followed.

1. An Authorization for Medication Form must be completed by the child's physician and signed by the parent and be on file at the central office.
2. The parent will administer medication to the child until the form is signed and returned.
3. The parent will provide the medication in its original childproof container that is labeled with: child's name, health care provider's name, name of medication, dosage instructions, and date prescription was filled and expiration date to the Health Manager who will distribute it to the classroom teacher. The parent is responsible for giving the first dose of a new medication.
4. The following information regarding the medication must be noted on the Authorization for Medication Form:
 - Reason for the medication to be given
 - Name of medication
 - Dosage required
 - Administration and termination schedule
 - Possible side effects of the medication
 - Necessity of administering the medication at Head Start
5. The Health Manager will review the completed Authorization for Medication form upon receipt. The Health Manager will discuss any concerns regarding medication's schedule, possible side effects and termination date with the teacher. The teacher or designated teacher must review noted side effects prior to administering medications. A copy of the Authorization for Medication Form will be kept in the Master Files located in the Central office and in the child's classroom file.
6. The teacher or designated teacher, trained to administer medication, will administer all medications in the classroom. In the absence of the teacher or designated teacher, the Health Manager will administer medication. In absence of the Health Manager, the parent should be contacted to administer medication. If situation for medication is "life-threatening," contact Upshur County Communications Center (911) to dispatch EMS to the scene.

7. All medications will be kept out of reach of the children in a secured container clearly marked "Medication". Medication will be kept refrigerated when needed separate from food.
8. The teacher or designated teacher will administer the medication according to dosing instructions. Should an emergency situation occur during transit, the bus driver will administer rescue medications, (i.e. asthma inhalers, epi-pens). Upshur County Communications Center (911) should be contacted to dispatch EMS to the scene if necessary.
9. After medication is administered by teacher, designated teacher, bus driver or parent, the teacher, or designated teacher or bus driver will record the following information on the Prescription Medication Administration Log: child's name, name of the medication, date, time and route of medication (how given, i.e. by mouth).
10. The teacher, designated teacher or bus driver will sign his/her name in the appropriate space corresponding to each medication administration on the Prescription Medication Administration Log.
11. The teacher, designated teacher, bus driver or bus monitor will observe for medication side effects. The teacher, designated teacher or bus driver will record any changes in child's behavior on the Prescription Medication Administration Log, sign log and report the occurrence of such side effects to the Health Manager and contact the parent immediately.
12. Whenever the medication is not administered within 30 minutes of the scheduled time, the teacher or designated teacher will notify the parent and the Health Manager. The teacher or designated teacher will record the reason medication was not given on time on the Prescription Medication Administration Log and complete a Medication Error Report. Parent/guardian must be notified daily in writing, of medications administered to their child including medication name, dosage, date and time administered and teacher or designated teacher's signature.
13. When necessary, a Family Service Worker will assist the parent in communicating with the physician any changes in the child's behavior.
14. The Prescription Medication Administration Log and a COPY of the Authorization for Medication will be kept in the locked classroom or bus driver files near the medication storage container and maintained in a confidential manner.
15. After the course of medication administration has been completed, the Prescription Medication Administration Log will be placed in the child's Health Record located in the Master File at the Central Office. Any unused medication will be returned to the parent by the teacher or designated teacher within three working days. Parent signature and date must be documented on Medication Log when medication is returned. If parent fails to pick up medication within seven working days, medication will be returned to Health Manager. Health Manager will dispose of medication by contacting the sheriff's department or health department to obtain disposal bags and then follow the instructions

on the bag to ensure disposal of medication. All staff and volunteers assigned to a work site are required to keep personal medication in a locked and secure location away from the children. Teacher or designated teacher will inform all visitors, upon arrival to the classroom, to leave their medication in a locked and secure location away from the children.

16. Training for specialized medication will be on a case by case basis by a certified person.
17. Pertinent medical information will be communicated to appropriate staff.
18. In Pre-K classrooms, housed in Board of Education facilities, Board of Education will provide designated staff to administer medications.

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1114 Nutrition Policy

Effective Date: September 8, 2015

Approval Date: August 25, 2015

Policy

Upshur Human Resources, Inc. has a yearly written agreement with Child and Adult Food Program from the Office of Child Nutrition, Department of Education, Charleston, WV. Nutritionally balanced meals are served to your children because we believe it is important for your child's physical well-being.

UHR Inc. will maintain regular communication with parents regarding diet/nutrition information throughout the program year.

Procedures

1. In the centers children are served breakfast upon arrival, lunch 2 ½ hours later, and a snack 1 ½ hours later in all centers.
2. Nutritional guidelines must be observed at all times in the classroom by classroom staff, volunteers and substitutes in order to model good eating habits for children. No home prepared food will be allowed in the classroom or at other Head Start activities. Parents are not permitted to bring their child's food to the center without a physician's prescription. This procedure ensures a safe, sanitary and nutritional sound food supply for the children.
3. The Nutrition Manager plans well-balanced meals with input from Cooks, staff, and parents. The Nutrition Manager will introduce a variety of foods that are rich in vitamins, minerals and essential nutrients. Children are encouraged but never forced to eat their meals.
4. The children are weighed and measured in the fall and spring. Parents of any child not at an appropriate growth pattern will be contacted by the Nutrition Manager.
5. If you have any concerns about your child's eating habits or physical growth, the Nutrition Manager can help with menu ideas and individual nutritional counseling.
6. If your child has a food allergy a Child and Adult Food Program "Special Dietary Needs" form is to be completed by your physician before your child begins classes.

7. Nutrition education and information on community resources for family nutrition are presented by trainings. Information pamphlets will be sent home with children telling when and where.
8. Nutrition information is on the back of monthly menus sent home to parents. A monthly Nutrition Newsletter will be sent home with your child. Head Start will keep parents up to date on nutrition news.
9. A registered dietitian approves UHR monthly menus.
10. Send monthly nutrition newsletters and menus to parents.
11. Provide a UHR Inc. Nutrition Handbook to parents at orientation.
12. Invite parents to participate in nutrition training and committee meetings to have input in menu planning.
13. A nutrition form consisting of 13 questions is completed by the parent during enrollment.
14. If the form denotes they do not participate in WIC, a referral is made.
15. A special dietary form is utilized for children with food allergies. The form must be completed by a medical doctor (MD), doctor of osteopathic medicine (DO), registered nurse (RN), physician's assistant (PA), certified diabetes education (CDE), nurse practitioner (RNC) or registered dietitian (RD).
16. This form will also list diet restrictions, caloric requirements, carbohydrate counting, sodium restrictions, fat restriction, and cholesterol restriction. Texture consistencies are also included on the special dietary form.
17. A copy of the special dietary form is made for the appropriate cook and teacher. All center staff are aware of food allergies at their site. This information is also used for cooks' shopping needs.
18. The Nutrition Manager contacts the parents of the child who has food allergies. An appointment is made with the parents if allergies are severe enough to warrant consultation. The appropriate cook will attend the meeting along with the Nutrition Manager and parents.

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1114 a. UHR Inc. Meal Policy

Effective Date: September 8, 2015

Approval Date: August 25, 2015

Policy

The following Upshur Human Resources, Inc. Nutrition Policy for Head Start Centers activities will be implemented as follows: All children and adults will be served and eat the same meal in the classroom.

Procedures

Free meals will be provided and limited to the following:

1. One adult is required to eat and share the meal and snack with the children at each table (e.g., Teacher, Teacher Assistant, lunch Substitute, Cook and foster grandparent with exception of another adult for special needs child.) In their absence a substitute, CWEP employee, parent or volunteer will eat at the table with the children sharing breakfast, lunch and snack. Volunteers will not be charged for meals and/or snacks.
2. UHR is required to furnish breakfast, lunch and snack for foster grandparents.
3. Medical documentation provided by a licensed physician is needed to make any dietary changes in a child's menu. These changes are posted in the kitchen.
4. Adult shall not have any other food or beverage in the classroom when children are present. Hot beverages are not permitted in the classroom with children.
5. Field trips for children with meals included must be submitted two weeks in advance and has the approval of the Education/Pre-K Collaboration Manager, Transportation Manager and Nutrition Manager. All Child Care Food Program Guidelines must be followed for classroom and field trips.
6. Parent groups are encouraged to provide nutritional foods at social gatherings. Ideas include exchanging potato chips for popcorn without hulls or pretzels, or to have 100% fruit/vegetable juice instead of soft drinks or coffee. A vegetable or fruit tray with dip can be enjoyed. Ask and be respectful of known allergies in the classroom i.e. peanut allergies.
7. Homemade food or beverages are not to be brought into the centers or classrooms. In accordance with USDA and health department regulations approved by the WV State Department of Education, foods for special events must be store bought. The following activities are considered as special events: Birthday Bashes, Fall Fest, Thanksgiving, Winter Celebration, Valentine's Day, St. Patrick's Day, End of Year Celebration, and Spring Fling. For all other events, Cooks will prepare cookies, cupcakes or sheet cakes.

Adult foods or drinks are to be stored in separate refrigeration spaces from the foods served to the children.

8. Two volunteers/CWEP will be permitted to work with the Cook in the kitchen as needed. A goal will be to have one volunteer working with the Cook at all times.
9. It will be the responsibility of the Cook to enforce this policy at the centers.
10. In the best interest of the children and in the event of an emergency, when current Cooks and Substitute Cooks are unavailable for work and all attempts have been made to fill Cook's positions by full-time, part-time or substitute workers, the employer will sub-contract meals. Should this occur, Educational Staff will assist in serving breakfast, lunch and snack.

Upshur Human Resources, Inc.
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1115 Parent Policies/Basic Rights

Effective Date: October 1, 2007

Approval Date: August 2007

Policy

1. The parent/legal guardian has a right to access and/or volunteer at the center where his/her child is attending.
2. A parent/legal guardian has the right to have access to Day Care Center Licensing Regulations and HHS Performance Standards.
3. A parent/legal guardian has the right to report to Day Care Specialist any complaints related to the compliance with the provisions of West Virginia Code 49-2B-1 et seq. And the requirements of this rule.
4. A parent/legal guardian and his/her family has the right to access the program regardless of race, religion, color, national origin, ancestry, sex, age (40 or above), blindness, disability, or familial status.
5. A parent/legal guardian has the right to express concerns or make complaints without fear of retaliation.
6. A parent/legal guardian has the right to access information about their child in accordance with UHR data management procedures Policy 802.

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1115 a. Parent Reimbursement Policy

Effective Date: March 11, 2009

Approval Date: February 2009

Policy

To encourage parent participation in Head Start activities/trainings, mileage incurred in private vehicles may be reimbursed at the current federal rate if requested.

Childcare will be provided by UHRI if possible. If UHRI provides childcare and the parent chooses not to utilize the service, other childcare will not be reimbursed. If childcare is not provided by UHRI, childcare will be reimbursed at the rate of a UHRI Substitute Teacher Assistant and childcare must be provided by an established childcare provider.

Procedure

1. The Parent Reimbursement Form must be completed and submitted to the Family and Community Engagement Manager three days after the qualifying event and prior to reimbursement.
2. Forward reimbursement request to Fiscal/Human Resources Manager for payment.
3. Check will be returned to Family and Community Engagement Manager to obtain two Policy Council signatures.
4. Check will be forwarded to Office Manager for remittance to parent.

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1116 Pest Control Policy

Effective Date: October 1, 2007

Approval Date: August 2007

Policy

It is the goal of Upshur Human Resources, Inc. to provide a clean, comfortable environment in their facility where children can play and learn, and staff can work. In providing this environment, attention will be given to pesticides and the hazards they may cause to people. It is therefore UHR policy to use Integrated Pest Management procedures to control pests in order to reduce the need for pesticide application.

Contained in the integrated pest management plan are procedures, which will determine the manner in which pests are controlled. Non-chemical pest management methods will be used whenever possible. The choice of using pesticides will be based on a review of all non-chemical options and a determination that such options alone are not acceptable or not feasible. If the use of pesticides is necessary, the least hazardous material will be chosen according to Section 7 of the West Virginia Department of Agriculture rules for Integrated Pest Management in Schools and Day Care Centers. All pesticide applications will be made by certified applicators or registered technicians in accordance with state law.

Mountain State Pest Guard will be responsible for the initial inspection. This inspection will include interior and exterior of the facility for pest activity and conditions that may attract pests. Information is recorded under pest activity and will include actual sightings of pests and such evidence to pests will include sanitation problems, moisture sources, and areas where pests may enter buildings. Follow-up inspections will be made by Mountain State Guard when necessary.

Procedures

1. Manage pests that may be found on site to prevent interference with work and learning, (centers will have monitor sticky cards placed in each room by Mountain State Pest Guard)
2. Protect the health of and eliminate possible injury to building occupants, and preserve the integrity of buildings or structures.
3. Pest control will be implemented and followed effectively, training will be provided to all staff, including food service personnel, maintenance staff and administrative personnel.

4. The training will include the basic purpose of the integrated pest management program. How this program will be implemented and monitored. How the behavior of the staff can affect pest problems and the staff's role in the program.
5. Staff should not bring in and use their own pesticides, move sticky traps or other pest monitoring devices or prop open windows or screens in kitchen. All pesticide products including those purchased at a retail store, will be applied only by certified pesticide applicators.
6. After the initial inspection has been conducted for those areas prone to pest infestation have been identified, monitoring for pests will begin in these pest-prone areas. Sticky traps designed for cockroaches and other crawling insects will be placed along wall/floor junctions, on vertical surfaces, behind appliances, in closets, cabinets and on shelves in pest prone areas of the facility. West Virginia law requires each IPM facility to conduct a monitoring program in suspect areas of their facility on an ongoing basis. Pest control representatives will be responsible for monitoring.
7. At the beginning of each school year, parents will be given the opportunity to be informed of the right to be notified of the application of pesticides. This notification will be provided at least 24 hours in advance of pesticide application. Employees will also be notified at least 24 hours in advance of application of pesticides.

**Upshur Human Resources, Inc.
Parent/Volunteer Handbook**



Attendance Policy

UHR Inc. Head Start collaborates with the Board of Education for Pre-K Services and follows the same guidelines for attendance.

All excuses are forwarded to the Board of Education each month. If your child has more than 3 unexcused absences, parents may be contacted by the attendance director. After 5 unexcused absences, parents may have to attend at conference to discuss and correct circumstances causing the unexcused absences. After 10 unexcused absences, the attendance director may make complaint against the parent, or guardian before a magistrate of the county.

For this reason, it is important to send a note to school with your child upon returning so that the absence may be excused. We can accept up to 10 parent written excuses per year, in addition to Doctor's excuses (Policy 4003).

Excused absences include:

- A – Illness/Injury in family
- B – Illness of student (verified by parent)
- C – Illness verified by physician
- D – Health Exclusion (Head lice, 2 days Excused)
- E – Funeral/Death in family
- F – Transportation Problem (bus failure to run)
- G – Religious Holiday
- H – Doctor/Dentist appointment
- I – Leave of Educational Value (pre-approved by BOE)

If you have any questions or concerns,
please contact me at 304-472-2014 ext. 122

Thank you,
Holly Anderson, ERSEA Manager

Upshur Human Resources, Inc.
Parent/Volunteer Handbook

Parent Policies

Effective Date: October 1, 2007

Approval Date: August 2007

Policy

Parent meeting dates are set by all parents, usually in the first meeting of the year. All parents will be notified in writing of all meetings.

The Parent Committee Chairperson shall coordinate the Family and Community Engagement Manager to send notices of agency parent meetings at least 10 days in advance.

All decisions made in any parent meeting will stand unless another meeting is called.

Proper minutes of each meeting will be maintained in the central office. A copy will be provided to the Family and Community Engagement Manager.

All financial materials, including the checkbook for the parent activity fund will be maintained at the central office. No parent activity money can be expended for any reason unless voted on in a meeting and clearly stated in the minutes.

Staff will be notified of all decisions made in the parent meetings by minutes posted in the centers. Children will only be released to individuals on the release form with appropriate identification.

Qualified parents will receive preference for employment as nonprofessionals.

A classroom parent center committee will assist the Teacher with daily classroom activities and/or special events.

Teachers will be responsible for training parent center committee members and volunteers. An evaluation will be conducted by the Teacher on regular volunteers.

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Parent/Volunteer Handbook

Classroom Rules

- 1.No chewing gum or candy in the classroom.
- 2.Please see to it that your child's name is on all articles of clothing: example, gloves, boots, coats, sweaters or caps.
- 3.Please dress the child in comfortable play clothing: example no clogs, thongs, or high-heeled wedges.
- 4.We encourage parents to visit regularly. You are welcome to ride the bus with your child to and from the center when there is available room. Please contact the driver in advance.
- 5.Please dress the child in comfortable play clothing: example no clogs, thongs, or high-heeled wedges.

Birth	1 month	2 months	4 months	6 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years
HepB	HepB			HepB						
	RV	RV	RV							
	DTaP	DTaP	DTaP		DTaP			DTaP		
	Hib	Hib	Hib	Hib						
	PCV13	PCV13	PCV13	PCV13						
	IPV	IPV	IPV					IPV		
			Influenza (Yearly)* <u> </u>							
					MMR					MMR
					Varicella					Varicella
					HepA§					

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Field Trips

Permission for field trips will be given prior to the trip. Your child's Teacher will send home a permission form for each field trip. If you are not allowing your child to participate in a field trip, he/she must be kept home on that day.

When a parent is volunteering on a Head Start field trip, and it is necessary to bring a sibling, that parent is responsible for transportation, childcare, and any cost incurred during the field trip for that sibling.

Head Start buses will also be utilized for small frequent field trips during the Head Start year, but not to exceed a 50–60-mile radius.

Head Start children transported in Head Start buses on such trips shall, in addition to the Head Start bus operator, be supervised by at least one professional employee of Head Start who shall provide a list of Head Start children on the bus to the bus operator.

Gifts

All employees are prohibited from accepting gifts or any gratuities from any person who receives services from the Head Start program.

Leaving the Classroom

No child will be allowed to leave the classroom unless accompanied by a responsible adult. When a child is scheduled for a screening or diagnostic evaluation, an authorized person will escort him/her to the testing site.

If the site is away from the school and transportation is required, only Head Start buses will be utilized to transport the children. Parents will always be notified ahead of time when screenings are scheduled.

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Parent/Volunteer Handbook

Liability Insurance Coverage Statement

I understand Upshur Human Resources, Inc. has liability insurance coverage through WV State Board of Risk and Insurance Management.

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Responsibility of Parents/Volunteers

1. Parents shall provide Upshur Human Resources, Inc. with written documentation regarding any special care the child may need while on the bus.
2. Parents are responsible for having the child at the designated bus stop at the regularly scheduled time, and providing the necessary supervision until the bus arrives.
3. Parents are responsible for meeting the bus upon its return to the designated bus stop at the scheduled time.
4. If a child is unable to attend Head Start, the parents shall make a reasonable and timely effort to notify the Transportation Manager prior to the beginning of the morning bus schedule.

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Parent/Volunteer Handbook

TB & Food Handler's Card

As per Head Start Performance Standards 1304.52 (s) (2) regular volunteers must be screened for TB in accordance with State, Tribal, or local laws. In the absence of State, Tribal, or local law the Upshur Human Resources, Inc. Health Advisory Committee must be consulted regarding the need for such screening.

According to UHR Inc. Policies, new regular volunteers must have a TB skin test. Every year thereafter, the returning regular volunteers may fill out a TB Risk Assessment Form in place of undergoing another TB test unless they are at risk.

This information will be maintained by the Family and Community Engagement Manager in the volunteer files.

Upshur Human Resources, Inc.
Parent/Volunteer Handbook

What is Policy Council?

The Policy Council is one part of the governing body of Head Start. It consists of the following representatives:

- One Parent from Buckhannon Center A
- One parent from Buckhannon Center B
- One Parent from Hinkle Drive 1-A
- One Parent from Hinkle Drive 1-B
- One parent from Hinkle Drive 2-A
- One Parent from Hinkle Drive 2-B
- One Parent from Tennerton A
- One Parent from Tennerton B
- One Parent from Rock Cave Pre-K
- One Parent from French Creek Pre-K
- One Parent from Union Pre-K
- One parent from BAES Pre-K
- One Parent from Hodgesville Pre-K
- One past Parent
- Two Parent Alternates
- Three Community Representatives
- One individual serving on the Board of Directors

The Policy Council meets monthly to conduct Head Start business and have input into issues concerning policies and procedures. Policy Council members are selected at the first parent meeting in September. If interested in serving on the Policy Council, please attend the first meeting.

What is a Parent Committee?

All parents who have children in Head Start are a part of the parent committee. The parent committee meets once a month. A special parent training is provided at the parent meetings. Parents have input into special activities such as the end of year field trip.

What is a Center Committee?

Parents from each classroom meet with the teaching staff to plan activities for the classroom. Teachers notify parents by calendar and weekly newsletters of the date and time. It is required that parents have input into the planning process for their child.

What is a Parent Resource Library?

All centers are equipped with a library. Children check out books or movies on a weekly basis. Center librarians are selected from parents to run the library once a week on a volunteer basis. Computers are available in the library for parents to come in and use.

Upshur Human Resources, Inc.
Parent/Volunteer Handbook

Expectations for Parent/Volunteer Engagement

Upshur Human Resources, Inc. Head Start receives funds from the United States Department of Health and Human Services to provide a preschool program for income illegible families in Upshur County.

Twenty-five percent (25%) of the money received from federal tax dollars must be matched by donation of goods, services, facilities and volunteer hours.

These are additional ways parents can participate in or assist with Head Start on a voluntary basis:

- Assist Teachers and Aides.
- Participate in health education activities for children.
- Help set tables and serve meals and snacks.
- Talk with the children.
- Assist with washing hands and brushing teeth.
- Read books to the children.
- Tell stories to the children.
- Assist in arranging the bulletin board.
- Participate in circle time.
- Communicate with children on a one-to-one level.
- Assist in preparing materials needed for the day's activities.
- Play games.
- Give children encouragement, friendship, and love.
- Help with art activities.
- Help children with their clothes (coats, boots, etc.)
- Join in singing and music.
- Give children encouragement, friendship, and love.
- Help with art activities.
- Help children with their clothes (coats, boots, etc.)
- Join in singing and music.
- Mend clothes.
- Give the children assistance on projects if needed.
- Help in various parts of the center (block corner, housekeeping corner, etc.).
- Greet children in the morning.

- Parents may volunteer for childcare for other parents that are volunteering if they do not receive payment.
- Participate in field trips.
- Participate as health aide to assist at dentals and physicals.
- Assist in recruiting other volunteers and encourage parent participation.
- Cut out or make materials for classroom use (pictures from magazines, etc.).
- Take pictures for program or center or center scrapbooks, etc.
- Help with the monthly newsletter, “Head Start Happenings”.
- Make phone calls to notify parents of meetings, to encourage parent participation.
- Repair toys, build shelves, etc.
- Assist with maintenance work.
- Decorate for parties on special occasions.
- Drive children to school or from school.
- Transport your child for medical services (only if the service is required by the Head Start Performance Standards).
- Assist with playground activities.
- Assist the Teacher with supervision for safety purposes only.
- Help in kitchen (must have a Food Handler’s Card and TB skin test).
- Attend parent meetings, Policy Council meetings, trainings and/or workshops.
- Aide on bus (must be 18).
- Assist Managers and Administrative Staff.

The following is a list of special and standing committees that parents also serve on voluntarily.

1. Board By-Laws/Legal Affairs
2. Credentials
3. Education/School Readiness
4. Disabilities and Mental Health
5. Equal Opportunity
6. Facilities and Safe Environments
7. Fiscal/Human Resources
8. Health and Safety
9. Internal Dispute
10. Nutrition
11. Family and Community Engagement
12. Personnel
13. Personnel Research and Outreach
14. Planning and Expansion
15. Policies and Procedures

16. Policy Council By-Laws
17. Policy Council Grievance
18. Self-Assessment and Evaluations
19. Enrollment, Recruitment, Selection, Attendance (ERSEA)

**Upshur Human Resources, Inc.
Parent/Volunteer Handbook**

Volunteer Incentive Program

**Volunteer Incentive Program
For
Upshur Human Resources, Inc.
WHO CAN VOLUNTEER?**

- Parents of Head Start Children
- High School and College Students
- Individuals over thirteen (13) and under eighteen (18) years of age may volunteer. Prior to permitting them direct contact with the children on a regular basis, Head Start shall have on file a signed affidavit from the individual's parent stating that his or her child has never been arrested or convicted of an offense against a person. (WV Day Care Regulation 8.4.h; a.11, a.11.a, 8.4.h)
- A student intern who is at least 17 years of age, a Youth Apprentice, and in the second year of classes in the Child Development Specialist program approved by the WV Department of Education may count in the staff: child ratio but may not work alone. (WV Day Care Regulation 10.4)
- Retired Teachers
- Senior Citizens
- Social and Religious Groups
- Members of Civic, Professional and Community Organizations; Girl Scouts, Boy Scouts, etc.
- Former Head Start Parents
- Family Members of Staff
- Any Person in the Community with an interest in Head Start

WHAT IS A VOLUNTEER AND WHAT DOES A VOLUNTEER DO?

A volunteer is an unpaid person who is trained to assist in implementing ongoing program activities.

As per day care regulation 3.68, a regular volunteer is an individual who provides a direct service to the center two (2) or more hours a week on a scheduled basis.

Volunteer Activity List:

- Assist Teachers, Teacher Assistants, Bus Drivers, Cooks, Custodians, and other Staff
- Participate in health education activities for children
- Help set tables and serve meals and snacks
- Talk with the children
- Assist with washing hands and brushing teeth
- Read books to the children
- Assist in arranging the bulletin board
- Participate in circle time
- Communicate with children on a one-to-one level
- Assist in preparing materials needed for the day's activities.
- Play games with the children
- Give children encouragement, friendship, and love
- Help with art activities
- Help children with their clothes (coats, boots, etc.)
- Join in singing and music
- Mending clothes
- Give the children assistance on projects if needed
- Help in various parts of the center (block corner, housekeeping corner, etc.)
- Greet children in the morning
- Parents may volunteer for other parents that are volunteering if they do not receive payment
- Participate in field trips
- Participate as health aide to assist at dentals and physicals.
- Assist at health screening
- Assist in recruiting other volunteers and encourage parent participation
- Cut out or make materials for classroom use (pictures from magazines, etc.)
- Take pictures for program or center or center scrapbooks, etc.
- Help with the monthly newsletter
- Volunteer in the office
- Make phone calls to notify parents of meetings, to encourage parent participation
- Repair toys, build shelves, etc.
- Maintenance work
- Decorate for parties on special occasions
- Assist with playground activities
- Assist the teacher with supervision for safety purposes
- Help in kitchen (must have a food handler's card and TB skin test)
- Attend parent meetings, policy council meetings, trainings and/or workshops as required
- Copy items as needed and prepare policy council packets for meetings
- Aide on the bus (must be 18)
- Assist coordinators and administrative staff as needed

WHEN CAN YOU BECOME A VOLUNTEER?

You may become a volunteer candidate immediately by calling the central office at 472-2016. The Family Community Engagement Manager will be glad to answer any questions and provide orientation to the Head Start Volunteer Program.

WHERE DO YOU VOLUNTEER?

You may volunteer your services at the center by aiding in the classroom, on the bus or in the kitchen. You may volunteer your services by serving on various committees such as the newsletter committee, policy council, or the board of directors.

THINGS FOR CENTER VOLUNTEERS TO REMEMBER

1. Volunteers are under the supervision of the Teacher.
2. In case of a discipline problem, do not discipline the child yourself, but bring it to the Teacher or other staff members' attention.
3. Volunteers may not attend to children in the restroom.
4. Volunteers may not be left alone with a child other than his/her own child.
5. Remember, you are there to work with the children. You will be given certain duties and responsibilities to perform. Have fun and enjoy the children.
6. Your hours are important to our program, so be sure and sign the volunteer in-kind sheet.
7. Notify the center staff in advance if you plan to volunteer or if you cannot make your scheduled time.
8. Volunteers should become familiar with the day's activities by talking with the Teacher.
9. Volunteers should know about the fire, emergency procedures, and other health and safety rules.
10. If you have something special you would like to do in the center, like playing the guitar, etc., plan ahead of time with the Teacher.
11. Volunteers must not bring other children with them when volunteering in the classroom. This hinders the volunteer from giving the center all of his/her attention and abilities in assisting with food preparation in the classroom.

UHR Inc. Emergency Procedures

FIRE EVACUATION PLANS

Refer to the UHR Inc. Emergency Preparedness Plan Policies and Procedures # 1123.

1. **Sound the Fire Alarm IMMEDIATELY.**
2. Evacuate the building according to the fire evacuation plan.
3. Notify the Facilities/Safety Manager or Executive/Head Start Director, if possible.
5. If a fire occurs near the facility, the Teacher will determine the course of action.
6. Children and staff members will be allowed to return to the building upon recommendation of the fire department.
7. Decisions regarding school dismissals or other actions are at the discretion of the Executive/Head Start Director/ Education/Pre-K Collaboration Manager.

In the event of a chemical and/or weather related emergency, children will be evacuated to the nearest shelter to be determined by the Upshur County Office of Management Emergency Services.

NO ONE HOME WHEN CHILD IS RETURNED HOME

1. Bus Driver contacts Transportation Manager by two-way radio.
2. Transportation Manager will call emergency release numbers.
3. Transportation Manager **contacts Bus Driver by two-way radio to let Bus Driver know where to take the child.**
4. If no contact can be made with any authorized person, the child will remain on the bus and the bus will continue its run.
5. If the child cannot be delivered at the designated stop or no one meets the bus, the child will be brought back to the bus garage. The child will remain with the bus driver and the bus monitor.
6. Parent or authorized individual will pick up child at the bus garage within a reasonable amount of time or the child will be released to the proper authorities.

EVACUATION SHELTERS/PHONE NUMBERS

Centers	Location	Address	Telephone
BU A&B	FETC	208 Morton Ave.	(304) 472-1259
HDI & HDII	Hinkle Drive Community Room	23 ½ Hinkle Dr.	(304) 472-1305
TC A&B	Cornerstone Church	73 Crescent Ave.	(304) 472-7754

Please note that in an actual emergency, parents/guardians will be contacted by telephone by education staff as appropriate. The management team will be responsible to contact the radio and TV Stations. Shelter locations may change

Shelter in Place

BU- A:	Bathroom between rooms A & B.
BU- B:	Bathroom between rooms B & C.
HDI - A:	Boys bathroom
HDI - B:	Girls bathroom
HDII - A:	Boys bathroom
HD II - B:	Girls bathroom
HD II - C:	Bathroom in classroom
TC - A:	Boys bathroom
TC - B:	Girls bathroom

CHILD ABUSE AND NEGLECT

ALL UHR EMPLOYEES ARE MANDATED BY LAW TO REPORT SUSPECTED CHILD ABUSE

Refer to the UHR Inc. Child Abuse Policy, Policies and Procedures # 1104.

STATEWIDE TOLL FREE CHILD PROTECTIVE SERVICES HOTLINE – 1-800-352-6513

IN-HOUSE REFERRAL/FOLLOW-UP PROCEDURES

1. All referrals will be given to the Family Service Worker (FSW) who is assigned to your center area (see In-House Referral Form.)
2. The FSW will follow-up or forward the referral to the appropriate person.
3. Behavior referrals will be forwarded to the Disabilities/Mental Health Manager.
4. Managers and FSWs are required to turn in ALL referrals with follow-up attached to the FCE Manager. The FCE Manager will maintain a record and document all services on computer (to be counted on the PIR.)

Note: In the event that a staff person, such as a Bus Driver, Teacher's Assistant, Cook, etc. feel that they need to make a referral to the FSW, they need to get approval from their immediate supervisor.

Note: Follow-up will be initiated within 3 days and completed within 10 days.

C:\Users\Natasha\Documents\Emergency Procedures (Evac., Safety, and Health)\UHR EMERGENCY PROCEDURES WITH EVACUATION SHELTERS WITH PHONE 09-2018.doc

Upshur Human Resources, Inc.
Transportation Manual

Parent Bus Rules

1. Head Start Children will be returned to the designated stop(s) that they were picked up. If there is to be a change in pick-up or delivery, WRITTEN NOTICE must be provided to the driver one day in advance.
2. Parents should notify the center and the Transportation Dept. when a child will not be attending class.
3. Parents should notify Head Start a week in advance of moving.
4. Children should be dressed and ready when the bus arrives. The driver will not go to the door. The bus driver will not wait any longer than traffic conditions allow or time permits. If the child misses the bus, it is the parents' responsibility to take the child to school.
5. When a child is delivered home the parent or designated person (16 years or older) needs to be there to receive the child. The Bus Driver will only release the child to the people listed on the emergency release form. A valid ID must be presented to the driver for release of the child.
6. In the event there is an emergency, the parent may deliver a note, by hand, to the driver when the child arrives at the bus, designating a person meeting the requirements in 5 above, to pick up the child. If an emergency arises during the day, a text on DOJO to your teacher or an email to your teacher will also do. If there is an emergency and the people listed are not available, this will be the time to add someone. Notes will not be accepted continuously, and this a help measure to get a person added to your list, so it will not become an emergency in the future.
7. The Bus Drivers are responsible for ensuring that children are returned home safely. Three people are needed on the emergency release form. Should no one be at home to receive the child at the designated time, the driver will contact the Transportation Manager, and the child will remain on the bus and the driver will continue his or her run. The Transportation Manager will contact the person listed on the Emergency Procedure Card to arrange for the child's pick up. If the child cannot be delivered at the designated stop or no one meets the bus, the child will be brought back to the bus garage for pick up. If no one is available, in a reasonable amount of time, the child will be released to the proper authorities.
8. If a child has to cross the street to get on or off the bus, he or she must be accompanied by an adult with child in hand. The child must cross in front of the bus.
9. Only Head Start children, Head Start families, or volunteers may ride the bus to and from the center.

10. Food, drink, and smoking are not permitted on the bus. UHR Inc. Head Start is a smoke-free environment.
11. Toys should not be sent to the center with the child.
12. There will be two adults on the bus at all times.
13. Bus passengers are required to wear seat belts.
14. If a child becomes ill after boarding the bus, the child will be transported to the center.
The sick child policy will then be followed.
15. If a parent has an emergency, call the bus garage at 304-472-7213 and the Bus Driver can be contacted by two-way radio.

School Readiness

All areas teach us Social/ Emotional, Social Studies, Math/Science, Language/ Literacy, Behavior Controls, and Physical/ Health skills. They enhance how and what we learn.

Puzzles, Games and Table –Top Toys: Cooperation Patterning Memory Visual discrimination Functional Counting Numerical Operation Solitaire/ Cooperative/ Parallel Play Investigation	Block Area: Perceptual skills Cooperation Cause/Effect Shape recognition Measurement Prediction Observation & Reporting Problem solving Solitaire/ Cooperative/ Parallel Play
Dramatic Play Area: Growing as imagination Measurement Roles in society, classroom and home Speaking Solitaire/ Cooperative/ Parallel Play Story Retelling Print knowledge/ Alphabetic awareness	Computer: Technology Prediction Adapted learning styles Investigation Solitaire/ Cooperative/ Parallel Play Early Reading/Writing skills Print knowledge/ Alphabetic awareness
Art Area: Vocabulary skills Manipulation Imagination Creative Thinkers Investigation Solitaire/ Cooperative/ Parallel Play	Sand/Water Play: Cooperation Cause/Effect Observation & Reporting Prediction Solitaire/ Cooperative/ Parallel Play Investigation
Book Area: Listening skills Attention Sequencing of events Thinking skills Complete tasks alone Story Retelling Sharing with friends Solitaire/ Cooperative/ Parallel Play Print knowledge/ Alphabetic awareness	Science and Math Area: Classification Algebraic Thinking Measurement Prediction Observation & Reporting Investigation Solitaire/ Cooperative/ Parallel Play Problem solving
Gross Motor Play: Prediction Cause/Effect Solitaire/ Cooperative/ Parallel Play Problem solving	Writing Area: Early Reading/Writing skills Letters Story Retelling Numbers Composition Production Solitaire/ Cooperative/ Parallel Play Print knowledge/ Alphabetic awareness

Watch us learn!

Upshur Human Resources, Inc.
Parent/Volunteer Handbook

Management and Administrative Staff

Brandi C. Workman	Executive Director/Head Start Director
Vicky Hawkins	Fiscal/Human Resources Manager
Donna Zirkle	Office Manager
Stephanie Workman	Secretary
Beth Minnick	Education/Pre-K Coll./Disabilities Manager
Holly Anderson	ERSEA/Health Manager
Sandy Tomey	Health/Mental Health Manager
Dave Sutherland	Transportation/Maintenance Manager
Miranda Osburn	Family & Community Engagement Manager

*Dave Sutherland is the only Manager not housed at the main office.
He is at the satellite office (bus garage).