

2025-2026

# Lower Columbia College Early Head Start Home-Based

Part 1 Book



*The LCC EHS program provides innovative educational services that support low-income children, including children with special needs, and their families in our community.*

# Important Information

Your Home Visitor: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Barnes Center at 401 Barnes Street, Building B, Kelso  
Early Head Start Area Manager; Kristine Langley 360-578-6711

**Lower Columbia College, Head Start/EHS/ECEAP  
Administrative Office  
1600 Maple Street – PO Box 3010 – Longview, WA 98632  
360-442-2800 – Fax: 360-442-2819**

**Website:** [www.lowercolumbia.edu/head-start](http://www.lowercolumbia.edu/head-start)

**Facebook:** [facebook.com/LCC-Head-Start](https://facebook.com/LCC-Head-Start)

*(For more detailed information about policies and procedures refer to the website above and click on staff resources.)*

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## SECTION (1) Early Head Start Home Based Program

### Early Head Start Program

Lower Columbia College Early Head Start (EHS) is a federally funded free program that serves pregnant women, infants, and toddlers through three (3) years old. It promotes healthy pre-natal care, healthy attachments, and development for children from the earliest stages. The programs offered are:

- Early Head Start Home-Based: Helping families all year long. Home visits in your home every week. Fun group activities in the community twice a month. This is for families, pregnancy through 3 years old.
- Early Head Start Teen Parent Pathway: Assist young parents getting their high school diploma or GED while caring for their babies and toddlers (infant-3 years old) at our center. Follows parent's

schedule. WCCC (Working Connections Child Care) subsidy eligibility required (*go to [washingtonconnection.org](http://washingtonconnection.org) to apply*).

- Head Start/ECEAP Part-Day Programs: Children must be between the ages of 3 and 5 years old. Children attend school during a morning (8-11:30 am) or afternoon (12:30 -4:00 pm) session and classes are either 3 or 4 days per week depending on the location. Part day programs are offered at LCC campus (AM and PM), Memorial Park (AM and PM) and Barnes (AM only).
- School Day Program: Children must be between the ages of 3 and 5 years old. Class time is 8:00 to 2:00, early release on Wednesdays. School day programs are offered at LCC Campus, Memorial Park, Castle Rock, Wallace and Barnes North
- Working Day Program: Children must be between the ages of 3 and 5 years old and attend the school portion of the day for 6 hours. Care is offered Monday through Friday 7:30-8:00 and 2:00-5:30. WCCC (Working Connections Child Care) subsidy eligibility required (*go to [washingtonconnection.org](http://washingtonconnection.org) to apply*).

### **Our Philosophy**

At Lower Columbia College Early Head Start we provide strategies and activities to promote the capacity of infants and toddlers to experience, regulate, and express emotions, to form close relationships, to explore the environment and learn. We recognize and honor the importance of your relationship with your child and the impact it has on growth and development.

## **SECTION (2) Home Visits**

### **What to Expect**

Early Head Start staff will try to schedule the home visit for the same time and day each week. If you cancel, staff will offer you a make-up visit. Make up visits are designed to help our program maintain the attendance percentage that best serves your family and your child. It also helps us maintain the attendance percentage required by federal standards. If the home visits become difficult to complete, staff will ask you about roadblocks and make a plan for improved completion. If you must cancel a home visit, please give as much notice as possible.

Your home visitor will meet with you regularly, in your home, in the community, or at the center. Additional EHS staff members may join a home visit either to observe the home visitor or at the request of the home visitor and with your permission. Your home visitor may ask if a portion of your home visit may be videotaped to be used to improve their home visiting practices.

A home visitor will facilitate an activity for you and your child with materials provided by our program or using materials already in your home. You will receive activities, educational materials and developmental milestones assessments from the Parents as Teachers curriculum individualized for you and your child. Your home visitor will collaborate with you to develop and support health, development and family goals. Home visits must include a parent or primary caregiver and the child.

Home visitors will be unable to complete a home visit if a present member of the household is under the influence of drugs or alcohol, becomes aggressive or at his or her discretion.

Lower Columbia College Head Start/EHS/ECEAP staff members, program parents/guardians, and volunteers value a safe learning environment. Therefore, all program locations and activity sites are drug, drug paraphernalia, smoking, vaping, tobacco, alcohol, and weapon free zones.

## **SECTION (3) Mental Health Services**

## **Mental Health Services**

A mental health consultant is on staff to provide support to parents. You can contact them through your home visitor.

## **SECTION (4) Play and Learn (PAL) Socialization Groups**

### **What is PAL?**

The Early Head Start Play and Learn (PAL) playgroup is: A gathering of parents and children who get together regularly for play and interaction. This fun parent-child opportunity is available to all EHS families beginning at pregnancy. Play and Learn (PAL) groups are two (2) times a month for two (2) hours. The purpose of PAL is to offer a learning environment for you and your child to work on your child's goals for development and early literacy. Families have the opportunity to meet other families with infants and toddlers and your child can practice using his or her emerging social skills. PAL groups may take place at the Barnes Center classroom or in a community setting appropriate for infants and toddlers.

### **What Happens at PAL?**

- Simple routines are used to help children know what to expect and when.
- Creative activities are provided for you and your child
- A snack is provided for you, your child and other family members.

### **What Should You Bring to PAL?**

- Bring yourself and your child!
- Bring a coat or a jacket as needed for outdoor play
- Dress for messy activities
- You may want a change of clothes
- You may want to use sunscreen on yourself and your child prior to arrival at PAL

### **What Will Early Head Start Staff Provide During PAL?**

- Parent Education
- A light snack with water or milk

### **Expectations**

- Stay with your child (children) at all times – Parents are responsible for their child (children). If you need to leave the room and are unable to take your child, please ask for assistance from the staff.
- Siblings of Early Head Start children are welcome at PAL if they are not scheduled to be in school.
- Outdoor play and/or gross motor play may be offered at each PAL. Please dress your children and yourself for going outside and for possible messy play.
- Cell phones – please keep all cell phones in your purse, bag or in a cubby.
- Coffee or other hot drinks cannot be in the classroom with the children.
- Cameras – We ask that you do not take pictures during PAL. The staff will have cameras and can take pictures to print out and share with you.
- Discipline – During PAL parents should only use positive methods of child guidance and will not engage in physical punishment, emotional or physical abuse or humiliation. Punishment should not include isolation, the use of food as a punishment or reward, or the denial of basic needs. Strategies for redirecting behavior are discussed individually and in groups. For more information on Conscious Discipline, visit their website at [consciousdiscipline.com](http://consciousdiscipline.com).

- Early Head Start is a no smoking, vaping, no alcohol, no weapons, and a drug-free zone.
- Parking lot safety – Do not allow your child to exit the building alone. Children must be supervised in the parking lot and preferably holding an adult's hand. If you need help getting your children to the car, please ask a staff member who will be happy to assist you. **Children should never be left alone in the car at any time.**

### **Health Policies**

#### **How do we keep everyone healthy?**

- ✓ Everyone washes their hands when they arrive, before meals, after diapering or using bathroom and after playtime in the gym or on the playground.
- ✓ There is a procedure for diaper changing that parents and staff will follow to avoid spreading germs.
- ✓ When children put toys in their mouths, the EHS staff will disinfect those toys prior to the next group.
- ✓ All toys and linens are washed regularly, and the floors are swept and mopped by the staff.

### **Please Keep Your Child Home from PAL If They, You, or a Sibling Have**

- **Fever** – Temperature of 100 or more (taken under the arm).
- **Vomiting** – Two or more times in 24 hours
- **Diarrhea** – Three or more watery stools in 24 hours.
- **Rash** – If undiagnosed and not released to return by a Physician.
- **Eye Infection** – Thick mucus or pus draining from eye.
- **Sore Throat** – If they have a fever or swollen glands
- **Skin Infections** – Impetigo, Scabies or other skin infection: The child may return 24 hours after starting treatment or when Physician has released them.
- **Sores** – Open and oozing sore that cannot be covered by bandage.
- **Pain** – If your child has pain such as earache, headache or other pain that keep them from being able to participate in typical daily activities.
- **Lice** – If your child has bugs.

As a parent, you know your child the best and know when they are not feeling well. When we all work together to keep children healthy then illnesses are stopped, and the spread of germs does not continue to others. If you think your child is coming down with an illness, do not bring your child (children) to PAL. If your child has been exposed to an illness at school, we will notify you. If you know that your child has been exposed to an illness outside of class, let your home visitor know. Your child must be symptom free for 24 hours before coming to PAL group. Thank you for working together to keep all children healthy.

### **Medications at School**

During Early Head Start Play and Learn (PAL) group, parents self-administer emergency medication to their own children.

## **SECTION (5) GENERAL POLICIES AND PROCEDURES**

### **Health and Nutrition**

Early Head Start supports families in meeting their child and family health needs and requires all children to have the following on file:



- Child's up-to-date immunization record, kept up to date following the EPSDT requirements
- Child's most current Well Child Exam and Dental Exam
- Hearing
- Vision
- Behavioral and Developmental Screenings
- Follow-up for all conditions discovered in exams or screenings

As part of the general assessments of the child, well child physical exams and dental exams are completed by community providers. Parents then schedule needed follow-up with their Primary Health Care Provider, Dentist, or as needed, work with staff to make the needed appointments.

### **Information Required for Child's Record**

Additional information needed for site files includes:

- Current Address and Telephone Number
- Emergency Contacts
- Child's Birth Date
- Current Parent Agreement Contract

Your child's records are available for you to review and the information is confidential and will not be released to anyone outside of this program without your written permission, per Family Educational Rights and Privacy Act (FERPA) and Individuals with Disabilities Education Act (IDEA). Contact staff to add/delete persons from your authorized persons and emergency contact list in order to keep information current.

### **Changes of Information**

Please contact the Early Head Start staff **immediately** if there is a change in any of the following:

- Address – if you move
- Email address
- Changes in medical conditions and/or medications
- Phone Number
- Changes in health insurance
- Changes in health care provider
- Who to contact in an emergency when we are unable to reach you

### **Confidentiality**

All information concerning your child and family will remain confidential and kept in a locked file. Your written consent will be obtained before any information is forwarded or received from another agency. Discussions in the Play and Learn Groups or in class must remain confidential. Parents cannot share information learned about other children or families in an Early Head Start group or class. Keeping our discussions confidential will create an atmosphere of safety, trust and openness.

### **Pedestrian Safety**

Here are some facts you need to know:

- Children are quick and often unaware of danger.
- Each year, many children are injured or killed when they suddenly dart into the path of a car.
- Most children are injured near their home or on their own street.
- Most crashes involving children happen between 3pm and 6pm.
- Most crashes involving children occur in fair and warm weather.

This is how you can prevent these tragedies:

- Supervise children at all times. Children should not be allowed to cross the street alone.
- Teach them who can help them cross the street safely.



- Teach by explaining Say “When I cross a street, I always stop at the curb. I look for cars. I look left for any traffic coming and then I look right for traffic coming that way. Then I look left again, when it is clear, I cross the street and keep looking left and right.”

Teach by example: When you cross a street with your child, always:

1. Hold your child’s hand
2. Stop at the curb
3. Look left-right-left for traffic in all directions
4. Cross when it is clear
5. Keep looking for cars as you cross
6. Encourage your child. As you both safely cross the street together, praise him/her for copying your safe actions or words. Practice what you teach at all times.

### **Car Safety**

- Leaving a child unattended in a car – even for one second can result in tragedy, due to rapid temperature rises and other potential risks such as choking or car theft (with your child inside).
- Wearing seat belts saves lives in the event of a car accident.

### **Child Abuse Prevention**

All suspected cases of abuse/neglect must be reported to Child Protective Services (CPS) in accordance with the Washington State Child Abuse Law (RCW 26.44.030) that requires professionals to report cases of suspected abuse/neglect. Early Head Start staff will be available to support parents as needed.

### **Disabilities**

All children enrolled in Lower Columbia College Early Head Start will have a completed developmental screening. Areas specifically screened for will include problem solving, speech, social emotional, fine and gross motor and adaptive skills. If concerns are noted, a referral to Progress Center will be completed in conjunction with the family. Early Head Start services will continue to be offered and will be coordinated with special education or therapeutic services for children identified through the assessment process as having a developmental disability. Children with health or developmental needs that require accommodations will have a plan that will assist staff to individualize services to meet the child’s needs.

### **Family Engagement**

The Early Head Start program benefits each enrolled child by creating a partnership with families. Consistent and reliable participation of the family is essential in the success of the program. The Parent Agreement Contract outlines the expectations of the staff and the family. If you are experiencing circumstances that will limit your participation, please discuss it with the Early Head Start staff.

Early Head Start staff also assists parents by providing referrals and recommendations to community agencies. Each family will receive a resource list of community services. Early Head Start staff will also provide information in areas of interest or need of enrolled families.

After the enrollment process, the strengths and needs of the family are assessed with the parent. The identified strengths and goals are recorded with the parent during a home visit. Early Head Start staff provides ongoing support to families in reaching their goals.

### **Ways to Participate**

One of the goals of Lower Columbia College Head Start/EHS/ECEAP is to actively involve parents in all areas of the program. Every parent, caregiver, and every family who joins our school family brings unique and helpful skills that help our program grow, improve, and thrive. Our staff will partner with you

to learn about your areas of interest, experiences, and skills. We will use that information to suggest volunteer leadership positions for you. Our program relies on parent volunteers to help keep our program the highest quality.

Parent education meetings are scheduled throughout the year covering topics relating to children's growth and development and issues as noted in the parent survey as topics of interest.

**There are several ways to get involved in Head Start/EHS/ECEAP. These are a few:**

Parent Representatives – EHS families will elect up to three parents to represent families at the monthly policy council meeting. Called Classroom Representatives, they help to make suggestions for upcoming parent meetings, help to inform other parents about the upcoming parent meeting, and about any other upcoming events taking place at Head Start/EHS/ECEAP. Policy Council Officers are elected from Classroom Representatives that attend Policy Council.

Policy Council – The Policy Council is a group of elected parents (Parent Representatives) and Community Representatives who work together to plan and evaluate the Program's activities and make Program decisions. They also recommend and approve staff hiring. Meetings are held monthly. Contact your Early Head Start staff for more information on becoming a member of the Policy Council.

Parent Representatives – EHS families receiving home visits will elect three parents to represent families at a monthly policy council meeting. Classroom Representatives also help inform other parents about parent meetings, seminars, and any other upcoming events taking place at Head Start/EHS/ECEAP. Policy Council Officers are elected from classroom Representatives.

Center Parent Meetings – All parents of children enrolled in Head Start/EHS/ECEAP are members. These committees meet monthly and they are held at each program center. Provide input and feedback on services, PAL groups, and other program topics. Receive information on happenings across the program.

Health Services Advisory Committee – The membership of this committee shall consist of representatives of the various medical, dental, mental health, nutrition, and other health and social services professionals. This committee provides significant input into the comprehensive health care for Head Start/EHS/ECEAP children. Parents of enrolled children are asked to volunteer to be members of the committee. A minimum of three meetings per year will be held. The meetings will be for the purpose of evaluation, planning and reporting.

**Facts About Volunteering**

Parent participation is required to keep our funding to provide Early Head Start. Four major ways parents can complete their volunteer requirements are:

1. Support your child at home and keep track on the School Readiness Home Learning (In-Kind) form.
2. Participate in program events and sign-in every time.
3. Join a program committee or Policy Council. Parent leaders keep the program services relevant and meaningful to the families we serve.
4. Assist staff with preparing home visit packets, designing parent or information boards, planning parent meetings or PAL groups.

**Home Learning Teaching Guide**

Home Learning is an important way you can provide volunteer time to Early Head Start. Family members complete educational activities related to goals decided by you and the Early Head Start staff and turn in a monthly record of the time you spent. Each time you work with your child on the activities, you will log

your time and turn your sheet into Early Head Start staff. It is important to remember to keep learning a fun and positive experience for you and your child. Early Head Start staff wants to join with you to see what your child's abilities are and engage your child in learning activities during every day home routines.

### **Inclement Weather Policy**

In case of inclement weather (ice, snow, flooding, etc.) EHS staff will inform you of any changes to schedules. The program follows local school districts and college closures. A notice will also be on our Facebook page at [facebook.com/LCC-Head-Start](https://facebook.com/LCC-Head-Start).

### **Restraining Orders and Custody Arrangements**

If you have a restraining order, custody agreement or court order that specifies certain adults who cannot have contact with your child, notify the Early Head Start staff immediately so we can place a copy of the document in your child's file.

### **Safe Learning Environment**

Lower Columbia College Head Start/EHS/ECEAP staff members, program parents/guardians and volunteers value a safe learning environment. Therefore, all program locations and activity sites are drug, drug paraphernalia, tobacco, alcohol, and weapon free zones.

**Parking Lot Safety** – Do not allow your child to exit the building alone. Children must be supervised in the parking lot and preferably holding an adult's hand. If you need help getting your child/children to the car, please ask a staff member who will be happy to assist you. **Children should never be left alone in the car at any time!**

### **Smoke-Free Environment Policy**

Lower Columbia College Head Start/EHS/ECEAP recognizes the health risks of tobacco smoke to children and adults. Smoking or electronic cigarettes (vaping) is prohibited on campus property and in all spaces used by the program. This includes classrooms, staff offices, kitchens, restrooms, parent and staff meeting rooms (used in the evenings as well as during the day), hallways, outdoor play areas, and vehicles used for transporting children. We ask that parents refrain from smoking at bus stops, field trips and in the presence of children.

### **Product Recalls**

#### **Is your child in danger from a recalled product?**

Each year, more than 60,000 children in the U.S. are treated in emergency rooms for injuries caused by recalled products. Many recalled items are found at thrift stores, garage and yard sales, or are passed on from family members or friends. Before buying or using a second-hand product, check to be sure it is still safe and has not been recalled.

It's easy to check! Contact the CPSC (Consumer Product Safety Commission) or download their app at:

- Phone: 1-800-638-2772
- TTY: 1-800-638-8270
- Web Site: [cpsc.gov/recalls](https://cpsc.gov/recalls)

Many libraries have free internet access.

**Protect your child. Check for recalls first.**

### **Pesticide Procedure**

When we use pesticides at facilities, we will let you know beforehand. This includes telling you:

- What pesticide we are using.
- When and where we plan to use it.

- What pest we are trying to control.
- Who to contact if you have any questions.

### **Dual Language Learning**

Lower Columbia College Head Start/EHS/ECEAP will give children the opportunity to continue learning their home language as well as developing skills in English. We follow a planned language approach to children's language acquisition and recognize that children have individual rates of development as well as individual interests, temperaments, languages, cultural backgrounds and learning styles. Children whose home language is not English will receive extra support in Play and Learn socializations using visuals, accessing parents and staff who may know the child's language. Communication with families will be in the preferred language through bilingual staff or interpreters, who understand and support the family's culture.

### **School Readiness**

#### **What is School Readiness?**

Today we know more than ever before about how young children develop and about how to best support early learning. The first five years of life are critical to a child's lifelong development. Your child's earliest experiences and environments set the stage for future development and success in school and life.

We have written six school readiness goals for our program and want you to work with us on these goals at home. The six goals are as follows:

1. Children will have healthy, positive interactions to develop secure relationships with adults and children.
2. Children will develop curiosity about the world around them and increase their ability to problem solve.
3. Children will explore pre-math activities including counting, patterning, shapes and measurement.
4. Children will increase their communication skills
5. Children will develop fine motor, gross motor and adaptive motor skills.
6. Children will engage with books, stories, fingerplays and songs

Lower Columbia College Head Start/Early Head Start/ECEAP in its effort to create an exceptional learning environment, has made it a practice to challenge children and provide experiences that are clean, safe, well-equipped, nurturing and are based upon children's interests and strengths. We always welcome your ideas for Play and Learn Socializations.

### **Curriculum Philosophy**

LCC Head Start/EHS/ECEAP has chosen curriculums that are research-based and will promote school readiness in the areas of language, cognitive, literacy, math, physical and social emotional development; and aligns with child development and assessment (EDUC 9b). Your home visitor will create a partnership with the family to meet each child's unique characteristics, strengths, patterns of development and learning, temperament, learning styles, culture and other information. Teachers will share information with parents based on ongoing developmental assessment, and other pertinent information to best meet the needs of your child. Staff will gather information about each child's preferences and interests, developmental level, special needs, language, cultural background, learning style, temperament and other pertinent information using a variety of assessment tools and conversation. Information gathered about your child will be used to create a strategy that is individualized for you and your child.

## **Emergency Procedures and Disaster Preparedness**

In case of an emergency, crisis, or disaster, if you are incapacitated or unable to care for your child, a staff member will notify and seek assistance from an emergency contact you have designated, the school and community agencies and, if needed, the hospital. Complete written emergency procedures are available for you to read in all rooms of the center.

- Disaster Preparedness Plan
- Pesticide (schedule of application)
- Health Care Plan

## **Staff Procedures for Emergencies with Children**

### **Emergency Procedures for Accidents or Critically Ill Children**

#### **Severe Emergencies**

- Assess the situation for danger and mechanism of injury and then proceed accordingly. In the case of very serious emergencies, such as unconsciousness, severe bleeding, broken bones, severe burns, head injuries or if stops or has difficulty breathing, give IMMEDIATE first aid as spelled out in the first aid guide and call 911 and request an ambulance.
- For emergencies needing police, ambulance, fire department or poison control, call: 911, **Emergency Mental Health Services** at 425-6064, **Poison Control Center** at 1-800-222-1222.
- The staff will support the family before and during transportation to the hospital emergency department.

#### **Suspected Poisoning**

If a child swallows poison, call the Poison Control Center at 1-800-222-1222.

Give the following information immediately:

- Child's AGE
- Child's SEX
- Approximate WEIGHT (usually between 35-40 lbs.)
- WHAT he/she swallowed and WHEN
- Have SAMPLE of substance or the bottle available
- QUANTITY of substance ingested
- HISTORY of events and the child's present physical condition. THE Poison Control Center WILL TELL YOU WHAT ACTION TO TAKE.

**Dental Emergency Procedures:** In the event of an accident to the tongue, cheeks or teeth:

- Attempt to calm the child
- Check for bleeding.
- If child's tongue, cheeks and/or teeth are bleeding:
  - Put on gloves.
  - Apply direct pressure to the area or have child, if able to do so, bite firmly down onto a clean cloth towel too large to swallow.
  - Have the child stand or sit over a basin to allow blood to fall into it.
  - Recommend the parent or Alternate Care Provider take child to their primary health care provider or the hospital Emergency Department.
- If tooth is fractured or broken:
  - Staff can do little for a fractured tooth except calm the child.
  - Recommend the parent or Alternate Care Provider take child to their primary health care provider or the hospital Emergency Department. Child should be checked for other head, neck and facial trauma.
- If tooth is knocked out:
  - Place tooth in a clean and moistened cloth/paper towel and then into a new, clean plastic bag.
  - Recommend the parent or Alternate Care Provider take child to dentist for immediate treatment. It is most important that the tooth be replanted immediately.

- If a tooth is knocked into the gums:
  - Do not attempt to free or pull on the tooth.
  - Recommend the parent or Alternate Care Provider take child to a dentist for treatment. (If the child does not have a dentist, also contact the Health Specialist or Disabilities/Health Coordinator to arrange for the child to see a dentist.)

### **Bus/Van Accident Procedures**

In case of accident, follow the suggestions below:

- Children are your major priority! If needed, evacuate the bus/van. (When evacuating and if possible, take the cell phone, first aid kit and Family Information forms with you.) Take the children to a secure location that is a safe distance from the bus/van. Whether on the bus/van or at a secure location, check for injuries and apply first aid, if indicated. If there are serious injuries, use emergency first aid and try to get help without leaving the children unattended by using the cell phone to call 911, etc.
- Staff will complete a police report.
- If another vehicle is involved, staff will be sure to get appropriate information, such as: license number, make and color of vehicles, name of driver, and name of insurance company.
- As soon as able, staff will call the main Head Start office at 442-2800, request any needed assistance and report the accident. All accidents/vehicle damage are to be reported in writing to the Director by the end of the same working day.

### **Non-Discrimination and Anti-Harassment**

Lower Columbia College provides equal opportunity in education and employment and does not discriminate on the basis of race, color, national origin, citizenship or immigration status, age, perceived or actual physical or mental disability, pregnancy, genetic information, sex, sexual orientation, gender identity, marital status, creed, religion, honorably discharged veteran or military status, or use of a trained guide dog or service animal, as required by Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1964, Title IX of the Educational Amendments of 1972, Sections 504 and 508 of the Rehabilitation Act of 1973, the Americans with Disabilities Act and ADA Amendment Act, the Age Discrimination Act of 1975, the Violence Against Women Reauthorization Act and Washington State's Law Against Discrimination, Chapter 49.60 RCW and their implementing regulations.

Harassment is defined as a form of discrimination consisting of physical or verbal conduct that denigrates or shows hostility toward an individual because of their membership in a protected class or their perceived membership in a protected class. Harassment occurs when the conduct is sufficiently severe, persistent, or pervasive that it has the effect of altering the terms or conditions of employment or substantially limiting the ability of a student to participate in or benefit from the College's educational and/or social programs and/or student housing.

Sexual Harassment is defined as a form of discrimination consisting of unwelcome, gender-based verbal, written, electronic and/or physical conduct. Sexual harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person's gender. There are two types of sexual harassment:

- Hostile Environment Sexual Harassment occurs when the conduct is sufficiently severe, persistent, or pervasive that it has the effect of altering the terms or conditions of employment or substantially limiting the ability of a student to participate in or benefit from the College's educational and/or social programs and/or student housing.
- Quid Pro Quo Sexual Harassment occurs when an individual in a position of real or perceived authority, conditions the receipt of a benefit upon granting of sexual favors.

Sexual violence is a form of sexual discrimination and harassment. Nonconsensual sexual intercourse, nonconsensual sexual contact, incest, statutory rape, domestic violence, dating violence, and stalking are all types of sexual violence.

### **What to Do If You Have a Complaint**

It is the desire of the Head Start/Early Head Start/ECEAP program to encourage communication among parents, community members, and staff. The objective is to strengthen the quality of services and responsiveness to families and communities. The program intends to ensure all family and community concerns are addressed promptly, equitably and respectfully so that a resolution is reached at the program level whenever possible. You have several options to escalate a complaint if you don't find resolution with your child's teacher, family advocate or the center's Area Manager.

- Talk with the person directly, then if not resolved
- Contact the Area Manager \_\_\_\_\_, then if not resolved
- Contact the Assistant Director 360-442-2802 / [emattison@lowercolumbia.edu](mailto:emattison@lowercolumbia.edu) or request a Parent/Community Written Concern/Feedback Form (FS/PI 14k) from any staff member, then if not resolved
- Contact the Director 360-442-2801 / [mleasure@lowercolumbia.edu](mailto:mleasure@lowercolumbia.edu), then if not resolved
- Talk with the Vice President of Instruction 360-442-2501 / [kfinnel@lowercolumbia.edu](mailto:kfinnel@lowercolumbia.edu)
- Make a report to Department of Children Youth & Families ECEAP Office at [eceap@dcyf.wa.gov](mailto:eceap@dcyf.wa.gov)
- Make a report to Department of Children Youth & Families Child Care Licensing by calling Child Protective Services at 866-764-2233
- Make a report to Head Start at <https://eclkc.ohs.acf.hhs.gov/contact-us>

At no time will a complaint compromise a family's ability to access services or impact the staff/child or staff/family interactions negatively.

Please refer to our reports and handbooks online at <https://lowercolumbia.edu/head-start/index.php> for more information regarding our health policies, staff policies, consistent care policy, liability insurance, inspection reports and notices of enforcement actions, and all other program policies and procedures.

### **USDA Non-Discrimination Statement**

In accordance with federal civil rights and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

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

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



1. **mail:**

U.S. Department of Agriculture  
Office of the Asst. Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

2. **fax:**

833-256-1665 or 202-690-7442; or

3. **email:**

[Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.

**Lower Columbia College Head Start/EHS/ECEAP**  
**Parent/Community Written Concern/Feedback Form**

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

Site: \_\_\_\_\_

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

Date: \_\_\_\_\_

Email: \_\_\_\_\_

Description of Concern/Feedback:

(Please include date of incident, people involved and/or site concern).

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Possible Solutions to the Problem:

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Signature: \_\_\_\_\_

	Date Received	Signature
Area Manager		
Director / Assistant Director		
Meeting Date:		
Response Mailed: (Attached)		

**Transitioning Out of Early Head Start**

We plan for children and families to have a smooth transition into Head Start/ECEAP or an alternate placement from Early Head Start. When your child turns 2½ (30 months), your home visitor will meet with

you to complete a Transition Conference. If Head Start/ECEAP is determined to be the best option, a new application will be given to the family. If openings are not immediately available, and you continue to qualify for program services, you may be placed on the waitlist and will be contacted when a classroom placement is available. If eligible, the child will be placed on the waitlist.

### **Parent Agreement Contract**

We are committed to every parent and child having a successful and satisfying experience in Early Head Start. As we join in this partnership with you, it is important that we understand our roles and responsibilities as both parents/caregivers and program staff. Welcome and we look forward to getting to know you and your family.

#### **I understand that Early Head Start program staff will:**

1. **Respect**
  - Treat my family with kindness and dignity.
2. **Confidentiality**
  - Keep confidential all information I disclose (verbally and in writing). Consent to share information with other agencies, can be given by me in writing.
3. **Support**
  - Support and encourage my family in reaching our individual goals.
  - Assist me in accessing resources in the community.
4. **Home Visits**
  - Call me if they are going to be late or needs to reschedule.
  - Ask for my observations and ideas in order to plan activities for Home Visits.
  - Work as a team to support my family which may include a support staff scheduled to join a home visit.
5. **Play and Learn Groups (PAL/PACT)**
  - Ask for my suggestions for activities and foods to be served during Play and Learn Groups/Parent Child Time Together.
6. **Mandated Reporter**
  - Report any suspected incidents of child neglect or abuse as required by Washington State law.
7. **Observation Based Assessment/Early Achievers**
  - Participate in Early Achievers and use observation-based assessment to assess children's growth and development.
8. **Mental Health**
  - Consult with the program Mental Health Team related to program children and families for social/emotional development.

#### **I understand as an enrolled parent in the program I am expected to:**

1. **Respect**
  - Treat program staff, other parents and children in the program with kindness and dignity.
  - Not use or be under the influence of illegal drugs, cannabis, alcohol or tobacco during my scheduled home visit, parent/teacher conferences, during pick-up and drop-off of my child(ren), and all program activities including socializations (PAL/PACT).
2. **Confidentiality**
  - Keep discussions confidential to create an atmosphere of safety, trust and openness, including those at socializations.
  - Refrain from posting pictures of Head Start/Early Head Start/ECEAP children, other than my own, on social media.
3. **Participation**
  - Establish a regular Home Visit schedule with my home visitor and attend the required number of home visits per year to remain in the program.

- Call EHS staff to cancel and schedule a make-up Home Visit if I or my child/ren is ill or there is an emergency
- Make every effort to attend socializations unless I or my child/ren is ill.
- Share my observations of my child/ren and ideas for activities during Home Visits and socializations.
- Work with EHS staff to create goals for my child and family.
- I understand the importance of contributing my time as a volunteer, i.e. in the classroom, special projects, home activities (home learning/in-kind), etc. since this program is free.

#### 4. Healthy Child

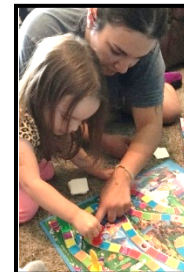
- Keep my child's immunizations current as mandated by Washington State requirements.
- Have my child stay on a schedule of well child care exams (WCE) as recommended by the state of Washington and to complete any needed medical follow up.
- Have my child, if over the age of one, complete a dental exam within 90 days of entering the program and complete any needed dental follow-up.

#### I give my permission for the following:

	(initial)	<u>Yes</u>	<u>No</u>
1. Staff to perform the following screenings: Hearing, Visual Acuity, Height/Weight, Dental, Development and Social/Emotional.		___	___
2. Photographs or videos may be taken of my child:			
2a. In the classroom to be used in classroom activities.		___	___
2b. To be used on social media, in newspapers, television, community bulletin boards, hallways, educational publications, or displays (we will attempt to give prior notification).			___
3. My child may go on program field trips provided I have received prior notification Which includes: destination, date, time, method of transportation, and educational objectives.		___	___
4. My name, address, and telephone number may be listed in the parent roster to be used by Parent Committee Leaders, Policy Council members or staff members so that I can be kept informed of up-coming program events (not to be released to anyone outside of the program without my prior written permission.		___	___
5. <b>If my child becomes injured or ill during an Early Head Start home visit or function, I understand that LCC Head Start/EHS/ECEAP staff will use their best judgement in performing CPR/First Aid and/or seeking emergency medical care.</b>		___	___
6. I give permission to receive program correspondence via text and/or email pertaining to my child.		___	___



#### Resources



Internet Service  
 Internet Essentials from Comcast – [www.internetessentials.com](http://www.internetessentials.com)  
 Free Phone Services – [www.freegovernmentcellphones.net](http://www.freegovernmentcellphones.net)  
Gas Assistance  
 Salvation Army 360-423-3992  
 FISH of Cowlitz County 360-636-1100  
 Washington 2-1-1 211

Food & Utilities  
 Community House 360-425-8679  
 Cowlitz Valley VFW Post 1045 360-577-6757  
 DHS Housing Assistance – [www.dshs.wa.gov/housing-assistance](http://www.dshs.wa.gov/housing-assistance)  
 Faithful Servants Transitional Housing 360-353-3521  
 Family Promise 360-703-3131  
 FISH of Cowlitz County 360-636-1100  
 Habitat for Humanity 360-425-6177

Housing Authority – City of Kalama	360-673-3444
Housing Authority – City of Kelso	360-423-3490
Housing Opportunities of SW WA	360-423-0140 ext. 81
Housing Resource Center	360-749-8056
Independent Associates	360-414-3233
Janus Youth	360-314-5716
Love Overwhelming	360-749-8056
Lower Columbia CAP	360-425-3430
Mountains Ministries Ranch	360-430-6803
Oxford House, Inc.	360-577-3921
Salvation Army	360-423-3990
WA Low Income Housing Alliance	206-442-9455
Washington Low Income Home Energy Assistance	360-725-2857

#### Free Laundry

Laundry Love	360-430-2146
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#### Shelters

Community House on Broadway	360-425-8679
Emergency Support Shelter	360-425-1176

#### Showers

Love Overwhelming	360-749-8056
Salvation Army	360-423-3990
YMCA	360-423-4770

#### Transportation Needs

Cowlitz Tribal Transit Services	360-232-8585
Kelso Train Station/Amtrak	800-872-7245
Lower Columbia CAP Transportation	360-200-4910
Mercy1	360-896-5156
RiverCities Transit	360-442-5663
Super Delivery Bros. LLC	1-833-360-BROS (2767)
VA Hospital Transportation Van	360-423-3125
WA Health Care Authority	800-752-9422
Wahkiakum on the Move	360-795-3101

### **CLOTHING, FURNITURE, FOOD**

#### Clothing Assistance/Furniture/Commodities

FISH	360-636-1100
Hearts for Homeless	360-270-7899
New Life Fellowship	360-423-0190
Northgate City Church	360-577-0620
St. Vincent de Paul Society	360-577-0662

#### Food Assistance

Castle Rock Lions Club	360-274-81
Community House on Broadway	360-425-86
DSHS – Food Stamps	360-501-24
First United Methodist Church	360-423-74
FISH of Cowlitz County	360-636-11
Kalama Helping Hand	360-673-28
Lower Columbia CAP	360-422-3430 ext. 2

Northgate City Church Food Bank	360-577-0620
Salvation Army	360-423-3990
St. Vincent de Paul	360-577-0662

### **EMERGENCY ASSISTANCE**

#### Crisis Helplines

Alcohol and Drug Hotline	800-562-1240
Cowlitz County 24-hour Crisis Response	360-425-6064
Crime Victims Advocacy Program	888-288-9221
Crisis Line 24/7	360-425-6064 or 800-888-8833
Crisis Support Network	360-875-6702
Domestic Violence Helpline	360-636-8741
Emergency Support Shelter	360-425-1176
Hearing Impaired	800-610-6868
National Suicide Prevention Lifeline	800-273-8255
Suicide Prevention	800-273-8255
Washington Poison Center	800-222-1222
Washington State Domestic Violence Line	800-562-6025

### **HEALTH & WELL-BEING**

#### Counseling & Behavioral Centers

A Child's Place Behavioral Health Services	360-414-2236
Cascade Psychological Services	360-423-2750
Columbia Wellness	360-423-0203
Compassionate Hope Counseling	360-423-3600
Core Health	360-200-5419
Counseling Services & Associates	360-577-8871
Cowlitz Indian Tribe	360-575-3318
Great Rivers Behavioral Health & Partners	360-795-5955
Lay Counseling Services	360-423-6380
PeaceHealth Behavioral Center	360-414-2236
Postpartum Support	800-944-4773
Riverview Psychiatric & Counseling	360-577-0266

#### Health Insurance, Prescription Coverage & Medical Coupons

Lions Sight & Hearing Foundation	360-578-1095
Washington Health Plan Finder	855-923-4633
Washington Prescription Drug Program	800-913-4146
Washington State Health Care Authority	877-562-3022

#### Help Lines & Links to Help

24hr Crisis Line	360-425-6064
Alcohol & Drug Help Line	800-562-1240
Drug Abuse Prevention	360-274-3262
Narcotics Anonymous	360-749-6965
WA Advocates for Mentally Ill	800-782-9264
WA State Quit Line	800-784-8669

For more resources:

[Cowlitz County](#) | [TakingChargeCowlitz](#) | [Washington](#)

## **Home Visitors**



**Heidi**



**Kristina**



**Irene**



**EHS Area Manager, Kristine**

**Chelsey**

**New Home Visitor coming soon!**

