

HEAD START PARENT HANDBOOK

2019-2020





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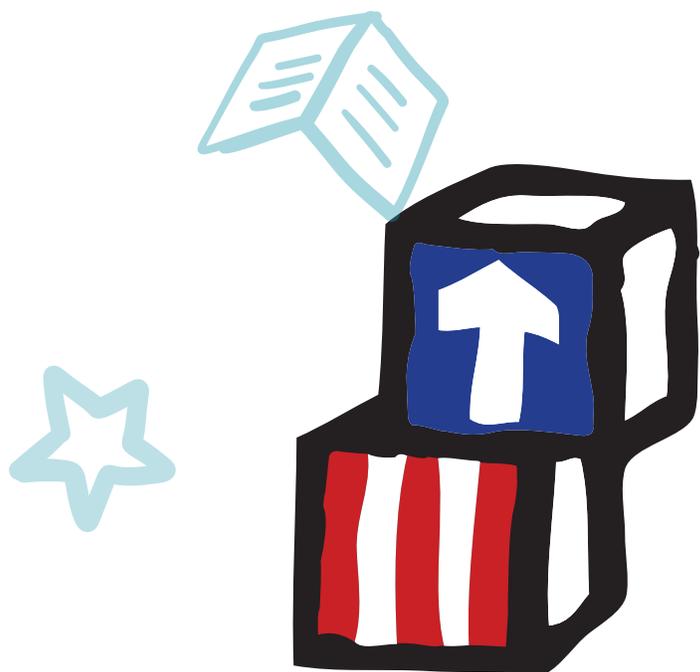
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Welcome to the Head Start Family!

We are happy to have you and your child in the City of San Antonio Department of Human Services Head Start Program. We hope your time with us is a rewarding experience for you and your family. This Head Start Parent Handbook is designed to provide you with information about Head Start and the Early Head Start-Child Care Partnership (EHS-CCP) Program and the important role you play in your child's experience. You are your child's first and most important teacher. Working together as a team, we will provide the support your child needs to succeed in school and in life.

Please read this handbook and become familiar with our policies and procedures. Keep this handbook in a safe place so that you can refer back to it as needed. Please let us know if you have any questions.

Sincerely,

Audrey K. Jackson
Head Start Administrator
City of San Antonio
Department of Human Services
210-206-5500

Our Mission

Preparing children and engaging families for school readiness and life-long success.

Our Vision

For every child and every family the best Head Start services every day.

DHS Mission

To strengthen the community through human services investments, resources, and partnerships.



About the Program

Program Information

The City of San Antonio Head Start Program provides comprehensive services, including full-day education services, to 3,236 children from 6 weeks to 5 years old and their families. Our schools and centers are located within Edgewood ISD and San Antonio ISD.

For more information regarding locations and program services, please visit saheadstart.org or call the City of San Antonio Head Start Program at **(210) 206-5500**.

Program Management

The City of San Antonio Head Start Program has a dual governance structure. Parents/guardians are encouraged to participate in policy making decisions. Governance includes the City of San Antonio City Council and the Head Start Policy Council. The majority of Head Start Policy Council members are current Head Start or EHS-CCP parents/guardians. All parents/guardians of currently enrolled children are eligible to participate in the Parent Connection Committee meetings at their site. These committees play a large role in ensuring program decisions are made with parent/guardian input. Talk to your Family Support Worker to learn more about participating in this process. Every parent/guardian's voice is important!



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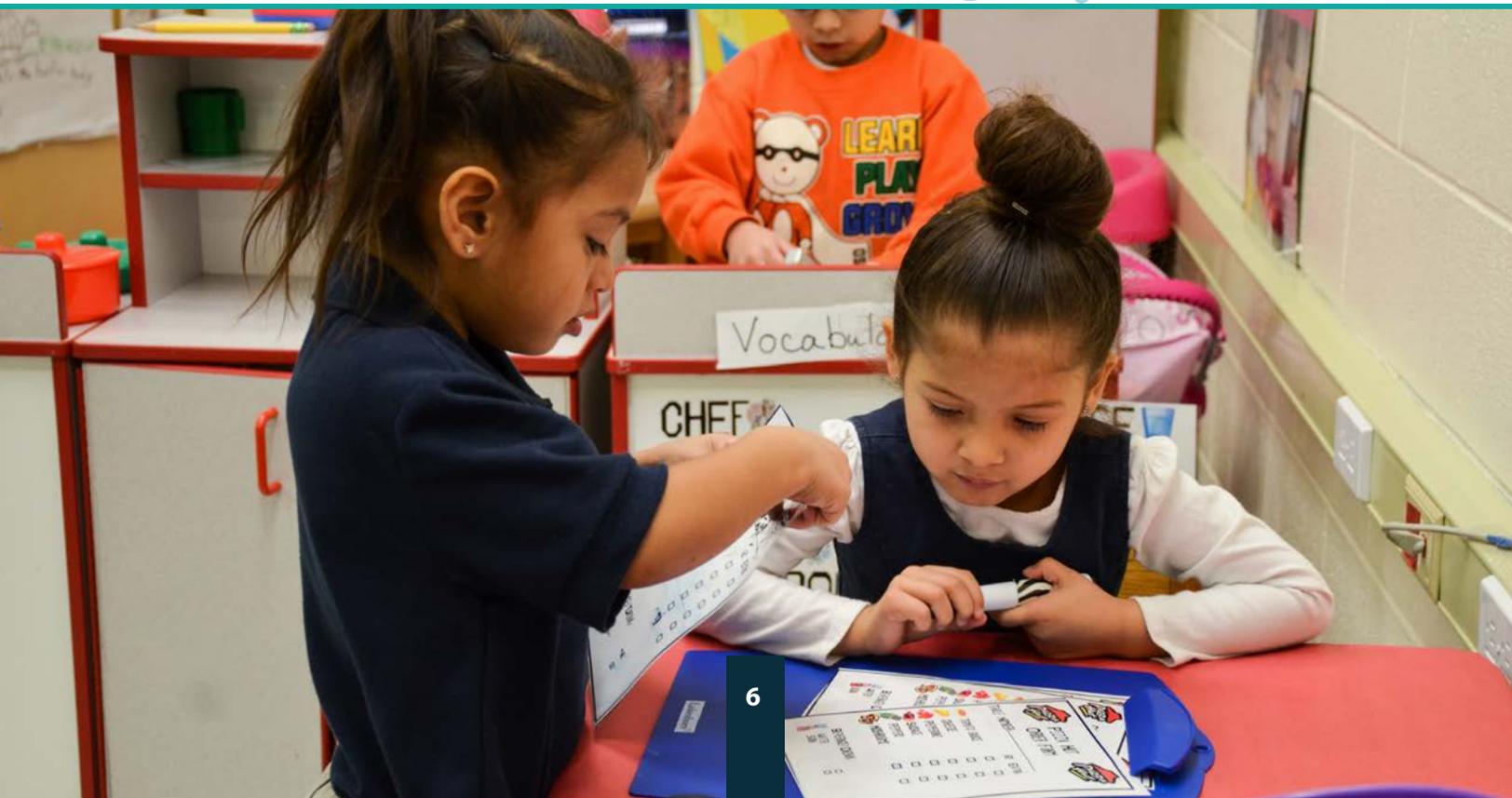
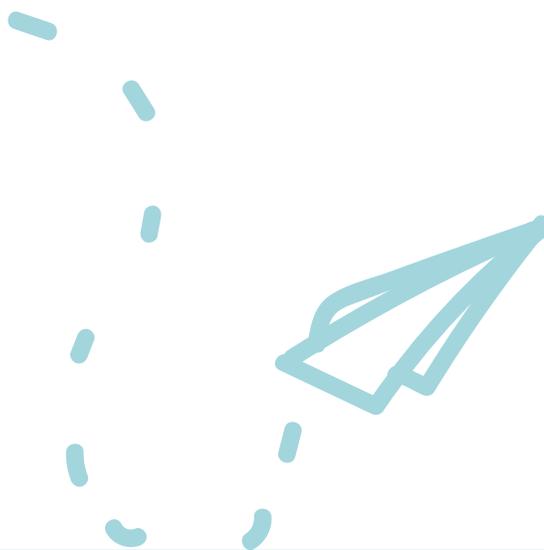
Enrollment Information

Program Enrollment

The City of San Antonio Head Start Program prohibits discrimination on the basis of age, gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition. Eligibility for the program is based partly on Federal Poverty Guidelines. Acceptance into the Head Start program is based on the child's age and the family's income. Other factors include if the family receives public assistance, is experiencing homelessness, or if the child is in foster care. Each family must meet the federal requirements for eligibility. This ensures that children and families with the greatest need benefit from our services. A child will not be denied enrollment into Head Start if he or she is not potty trained.

Enrollment of Children with Disabilities

Our program serves children with disabilities. Our team recruits and enrolls children with disabilities. Working with Edgewood ISD, San Antonio ISD, and our child care partners, Head Start is able to provide quality services to all children in an inclusive environment.



Attendance

Head Start is a school readiness program, so it is important to establish a regular routine of attendance. Parents/guardians must bring their children to school on time every day.

If your child is absent or going to be absent for any reason, please notify your child's teacher, the assigned Family Support Worker, or the school director/principal within one hour of the program's start time. When reporting a child's absence, please let staff know the reason for the absence and possible date the child will return to class. If the child is not able to return by that date, please contact our staff. You will be contacted if your child's absence has not been reported within one hour.

If a child is absent for two (2) consecutive days without notification, or has a pattern of irregular attendance, contact will be made by telephone, email, or in person by a Head Start staff member to discuss absences and offer assistance to ensure that any attendance challenges are addressed. If your child stops attending the program, we will work with you to get your child back in school. If your child does not return to school, then the program will consider the spot vacant.

The City Head Start Program partners with San Antonio ISD and Edgewood ISD to provide full-day educational services for prekindergarten aged children. Your child is also enrolled in the school district's prekindergarten program. Once enrolled in the school district, by law your child must attend daily. This law is called compulsory attendance. When your child has multiple and/or prolonged absences, Head Start and the school district will work with you to help remove barriers.

Too many absences from school may cause the school district to take action with a family. This may include a court referral and/or hearing for truancy. Communication between parents/guardians and staff is important!

Confidentiality

The City of San Antonio Head Start Program is committed to ensuring the security of personal, child, and family information. Confidentiality requirements include, but are not limited to:

- Physical and electronic records/files are secured.
- Only authorized staff may access child and family files.
- Staff members only share child information on a need-to-know basis.
- Written consent is required from parents/guardians prior to any release of individual child or family records.
- Staff is trained on how to keep information confidential.
- Only information that is essential to provide services will be recorded and maintained.
- Our program follows HIPAA, Head Start, and school district privacy guidelines.

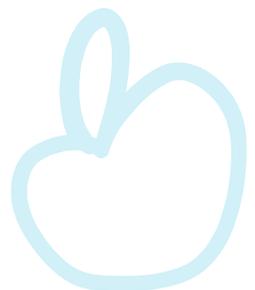


Standards of Conduct

In accordance with Federal Register Title 45, Subpart I – Human Resources Management, Section 1302.90(c) (1)(2), education service providers and agencies must ensure that all staff, consultants, contractors, and volunteers abide by the program’s standards of conduct that:

- (1) Ensure staff, consultants, contractors, and volunteers implement positive strategies to support children’s well-being and prevent and address challenging behavior;
- (2) Ensure staff, consultants, contractors, and volunteers do not maltreat or endanger the health or safety of children, including, at a minimum, that staff must not:
 - A. Use corporal punishment;
 - B. Use isolation to discipline a child;
 - C. Bind or tie a child to restrict movement or tape a child’s mouth;
 - D. Use or withhold food as a punishment or reward;
 - E. Use toilet learning/training methods that punish, demean, or humiliate a child;
 - F. Use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring, or corrupting a child;
 - G. Physically abuse a child;
 - H. Use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child or child’s family;
 - I. Use physical activity or outdoor time as a punishment or reward;
- (3) Ensure staff, consultants, contractors, and volunteers respect and promote the unique identity of each child and family and do not stereotype on any basis, including age, gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition;
- (4) Require staff, consultants, contractors, and volunteers to comply with program confidentiality policies concerning personally identifiable information about children, families, and other staff members in accordance with subpart C of part 1303 on the protections for the privacy of child records and applicable federal, state, local, and tribal laws; and
- (5) Ensure no child is left alone or unsupervised by staff, consultants, contractors, or volunteers while under their care.

Additionally, personnel policies and procedures include appropriate penalties for staff, consultants, and volunteers who violate the Standards of Conduct. Furthermore, all individual staff members are expected to adhere to the Standards of Conduct established by their respective agency.



Reporting Suspected Child Abuse and Neglect

All Head Start staff, contractors, and volunteers are required by law to report to the Texas Department of Family and Protective Services (TDFPS) if they suspect a child has been the victim of abuse or neglect. This report must be made whether the suspected abuse or neglect happened at or away from the school/center. Staff will follow state regulations regarding timeframes, information to be reported, and the confidentiality of reported information. If a report is made, the child and family will continue receiving Head Start services. A report to TDFPS or a family's involvement with TDFPS or law enforcement will never affect the participation of any child in the program.

Toilet Training

A child will not be denied enrollment into Head Start if he or she is not potty trained. Head Start staff will team with parents/guardians to teach toileting skills to children. Toileting skills will be based on individual needs and family customs and beliefs. Our schools and centers have limited laundry facilities, so soiled clothing will be sent home. Please talk with your child's teacher and Family Support Worker to share any questions or concerns related to potty training.



Community Complaint Procedure

Parents/guardians and community residents are encouraged to resolve complaints, problems, or concerns at the center/school level by talking to a teacher, Family Support Worker, center director, or principal.

Parents/guardians may, at any time, also talk directly to any Head Start staff member, including the Director or Head Start Administrator, about any issue or concerns. Concerns/complaints may also be forwarded to the City of San Antonio Head Start Administrator by using the comment section of the Head Start website at www.saheadstart.org. If attempts to informally resolve the concern/problem are not successful, the following formal steps may be taken:

- 1.** Call, email, meet with, or provide a written statement to the Head Start Director with the school district or the child care center. The director will provide the parent/guardian or community resident a recommendation for resolution of the concern/problem within five working days of receipt of the issue. The director may request additional time to resolve the concern/problem. If not resolved, you may proceed to step 2.
- 2.** Call, email, meet with, or provide a written statement to the City of San Antonio Head Start Program Administrator. The Head Start Administrator will have five working days to resolve the concern/problem. The Head Start Administrator may request additional time to resolve the concern/problem. If not resolved, you may proceed to step 3.



- 3.** Submit a signed, written statement to the City of San Antonio City Council's Governing Committee/ Representative.

The statement shall describe in detail the complaint, problem, or concern and steps taken to resolve the issue. The City of San Antonio City Council's Governing Committee/ Representative will provide a written response within 15 working days of receipt of the written statement. The City of San Antonio City Council's Governing Committee's resolution is final.





Nutrition & Health Information

Nutrition and Meal Service

All children receive a nutrition assessment at application and each new program year. Staff and families work together to identify the nutritional needs for each child. Parents/guardians are also provided information concerning diet and general nutrition. Special dietary needs, with documentation from the child's doctor, are considered when providing meals to children. Staff and families work together to identify the nutritional needs for each child. When appropriate, a Registered Dietitian or Nutritionist will provide nutrition consultations. Please communicate with staff if your child has any food allergies or intolerances, cultural/personal preferences, and any nutrition related health problems and feeding requirements throughout the year.

Head Start and EHS-CCP follow USDA standards. Foods served are high in nutrients and low in fat, sugar, and salt. All children are provided a nourishing breakfast, lunch and snack. Staff and children eat together and use mealtime to engage in conversation and social interaction. Regardless of the time of arrival, children will be served a nourishing breakfast. Food is never used as punishment or reward. Children are encouraged, but not forced, to eat or taste their food during meals and snack time.

For the health and safety of all children, only meals and snacks prepared at school will be served to children during the school day, including field trips. For birthday and holiday celebrations, please talk with your child's teacher about the best way to celebrate these events.

If you have any questions about snacks and meals, please talk with your child's teacher, Family Support Worker, or the site director/principal.

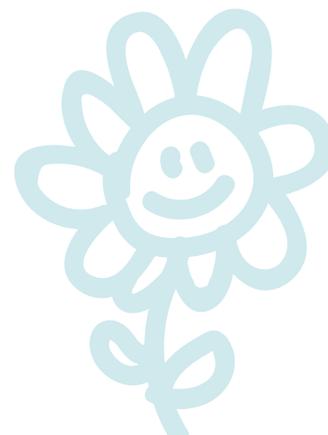
Health and Safety

Healthy habits are established in the classroom to help reduce the spread of germs and illnesses. Hand washing and tooth brushing are practiced in the classroom daily. Classrooms and outdoor spaces are inspected and cleaned daily. Playgrounds are age appropriate and the equipment is safe. Children are also taught the importance of pedestrian and bus safety. In addition, provisions and/or adjustments are made for children with disabilities to ensure their safety, comfort, and participation in all aspects of the Head Start Program

Dental Screenings

Regular dental care prevents tooth decay and disease and improves chewing, nutrition, language skills, and overall health. Our program, partners with Metro Health to provide a free on-site dental/oral screening and fluoride varnish, as appropriate, to all enrolled children. Dental/oral screenings are performed by a licensed dentist and occur in the fall and spring during the program year

Head Start standards require that all children six months and older have an established dental home where they receive ongoing routine preventive care and if needed, restorative treatment. If you prefer that Metro Health not provide dental services to your child, please inform the Head Start staff. You will be given a Private Dental Exam form to take to your child's dental provider.



Health Services

Health and school readiness begin long before a child enters the classroom. As your child gets older and grows, their needs change. Access to ongoing medical and dental care can help ensure your child is healthy and in school. An annual physical or well-child exam can help find health concerns that may affect your child's learning. Children with healthy teeth are better able to eat, speak, and focus on learning. Children who are healthy are more prepared for school.

Our program may identify health concerns when you complete an application. Physical exams or well-child visits will receive appropriate referral and follow-up. If needed, staff will work with you and your health care provider to develop a health care plan. Your Family Support Worker will work with you to complete/obtain the following:

- Current physical or well-child exam
- Copy of current immunization record
- Proof of current health insurance
- Medical and Dental Home information
- Care plans and medication instructions from a physician for health concerns, such as asthma, diabetes, allergies, etc. These forms must be updated each year
- Special Diet documentation from a child's doctor (if applicable)
- Allergy information with plan of action from a doctor (if applicable)
- Dental exam and dental referral of follow-up treatment (cleaning, filling, crowns, sealants, etc., if applicable)
- Lead screening results (usually done at 12 and 24 months of age). If your child's doctor does not have a screening result on file, then a blood lead screening should be completed as soon as possible. If your child is missing a lead screening, the program can provide the screening free of charge.
- Hemoglobin screening results. Hemoglobin screenings are required for children in EHS-CCP who are 12 months of age and older. If you child is missing a hemoglobin screening, the program can provide the screening free of charge.
- Hearing and Vision screenings
- Developmental and Social-emotional screenings (Ages & Stages Questionnaires: ASQ- 3 and ASQ-SE)
- Tuberculosis (TB) Questionnaire

Forms must be updated every year the child is enrolled in the program

Additional Tips and Information

- Be sure to update all contact information as it changes. It is important that all emergency contact telephone numbers are working at all times.
- Make sure your child is present for screenings and exams scheduled on site.
- Inform staff when your child's health status changes.
- Inform staff if your family is experiencing health-related issues or concerns.
- Early intervention or special education services are available for children. Diagnosis and/or referral documents must be on file. Contact your Family Support Worker, child's teacher, or other Head Start staff for any questions or concerns regarding services for children with special needs.



Education Information

School Readiness

School Readiness means that children are ready for school, families are ready to support their children's learning, and schools are ready for children. Head Start views school readiness as children possessing the skills, knowledge, and attitudes necessary for success in school and for later learning and life. Physical, cognitive, social, and emotional development are all essential ingredients of school readiness.

Head Start values the unique role families play in this process. Our program will provide opportunities for you to help prepare your child for kindergarten. Talk to your child's teacher and Family Support Worker to learn more about events, activities, and resources that can help you make connections with other parents, continue building a positive relationship with your child, learn about child development, and improve family well-being. School Readiness information is presented throughout the year during orientation, Policy Council meetings, Parent Connection Committee meetings, trainings and conferences, and in reference materials.

Our school readiness goals focus on the knowledge, skills, and abilities children should attain as a result of Head Start and EHS-CCP services. Our program identifies key School Readiness Goals within the five central domains of the Head Start Early Learning Outcomes Framework (HSELOF): Approaches to Learning, Social & Emotional Development, Language & Literacy, Cognition, and Perceptual, Motor, and Physical Development. The School Readiness Goals are linked to the Parent, Family & Community Engagement Framework (PFCE).

Approaches to Learning

- Child will become more independent in behavior, actions, and play while exploring and investigating their surroundings.

Social & Emotional Development

- Child will develop social and emotional skills that support on-going positive relationships with self and others.

Language & Literacy

- Child will develop skills in listening and understanding and using words/actions to respond to others.
- Child will understand and demonstrate the use of print, signs, and pictures.
- Child will develop knowledge of how sounds, letters, and words relate to one another and spoken language.

Cognition

- Child will develop skills for reasoning, memory, and problem solving.
- Child will use critical thinking to understand and organize their world.

Perceptual, Motor, & Physical Development

- Child will demonstrate increasing Independence in motor skills, self-care, and safety.
- Child will use their senses to understand, organize, and explore their world.

Home Visits and Parent Conferences

Your child's teacher will schedule at least two home visits and two parent conferences during the year with you. The purpose of each home visit and parent conference is to learn about your child and family, discuss your child's development and progress, and share goals for your child. This is a chance for you to share your child's interests, strengths, and experiences. You are also welcome to ask questions about your child or the Head Start program. Parents may schedule an appointment with the principal/director or teacher at any time to address any questions or concerns.



Discipline and Guidance

Head Start promotes positive discipline and guidance that encourages building self-esteem and self-control. These methods include:

- Using praise and encouragement of appropriate behavior instead of focusing on the negative behavior
- Reminding a child of expectations throughout the day by using clear, positive statements
- Redirecting negative behavior using positive statements
- Using a brief supervised separation or break from the group, when appropriate, for the child's age and development. This is limited to no more than one minute per year of the child's age
- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps, or toilet training
- Pinching, shaking, or biting a child
- Hitting a child with a hand or object
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting, or yelling at a child
- Pointing a finger in a child's face
- Snapping fingers at a child
- Threatening phrases or sarcastic language
- Subjecting a child to harsh, abusive, or profane language
- Placing a child in a locked or dark room, bathroom or closet with the door closed
- Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age

Curriculum

The City of San Antonio Head Start Program uses research-based, state-adopted early childhood curricula to guide and plan instruction. Various curricula are used within the program. Preparing children for school is a primary focus in all of our classrooms. Each curriculum aligns with the Head Start Early Learning Outcomes Framework and the Texas Prekindergarten Guidelines or Little Texans Big Futures. Ask your child's teacher about the curriculum being used in the classroom.

Screenings and Assessments

All children receive a developmental and social/emotional screening within 45 days of entry into the program. The following areas are screened: gross and fine motor skills, cognitive, language, self-help, and social and emotional development. If further evaluation is needed, parents/guardians are notified and involved in the process to help their child achieve specific goals.

A vision and hearing screening may also be provided within 45 days of a child's entry into the program.

In addition to initial screenings, ongoing formal and informal assessments are conducted throughout the program year. Information from assessments, parent input, classroom observations, and work samples is gathered and used to plan activities to support learning.

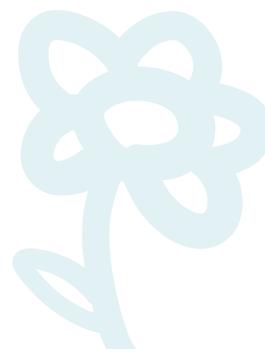
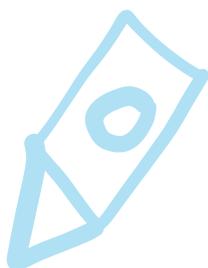
Ready Rosie

The City of San Antonio Head Start Program provides the Ready Rosie Program to all families free of charge. Ready Rosie helps build language, reading, and math skills. Parents/guardians will receive emails with 2-minute videos in English and in Spanish that model fun and easy activities to do with children at home and in places like the grocery store, bus, car, or restaurants. Ready Rosie is available through text, email, and smart phone applications. Family Support Workers can assist parents/guardians who do not have an email address to sign up for a free email account.

Wellness Support Services

The City of San Antonio Head Start Program employs licensed mental health professionals who complete consultations and may suggest interventions. They may also refer families in need to community providers to meet the social, emotional and behavioral needs of children and family members. These staff members may visit homes and classrooms, attend school events, and work with parents, teachers and other Head Start staff to develop strategies to ensure the needs of each family is met.

For questions or concerns about social and emotional development and/or mental health, contact your child's teacher or your Family Support Worker. If needed, staff will set up individual meetings to discuss wellness support for your family.





Parent Engagement



Policy Council

The Head Start Policy Council is a governing body that includes Head Start and EHS-CCP program parents/guardians and community members. The Policy Council is responsible for program decisions, including recruitment and selection policies, program funding, and budgets. Representatives are elected by Head Start parents/guardians. It is the responsibility of elected Policy Council members to remain informed of issues facing the Head Start Program and share the information with other Head Start parents. Policy Council members regularly attend meetings and trainings and advocate for the best interest of the entire program. The Policy Council meets once a month. Meetings are open to anyone who would like to attend.

Parent Connection Committee

Parents/guardians have a role in the operation of the Head Start program. Parent Connection Committee Meetings are held throughout the school year at each center/school. During these meetings, parents are encouraged to advocate and make recommendations for program improvements. Head Start and EHS-CCP program staff, including principals/center directors, teachers, and Family Support Workers attend the meetings and advise parents of center/school activities. Parents are also updated on Policy Council activities and Head Start requirements and regulations. Guest speakers and other activities may also be planned during these meetings. Parent Connection Committee meetings are a great place to network and have fun. All Head Start parents/guardians are invited and encouraged to attend.

Opportunities for Parent Engagement

Parent engagement is an interactive process where staff, families, and children build positive and goal-oriented relationships. Parent engagement is a shared responsibility of families and staff. It requires mutual respect for the roles and strengths each has to offer. Head Start supports opportunities that increase achievement of seven family outcomes:

- Family Well-being
- Positive Parent-Child Relationships
- Families as Lifelong Educators
- Families as Learners
- Family Engagement in Transitions
- Family Connections to Peers and Community
- Families as Advocates and Leaders

Parent engagement opportunities are offered throughout the year at various times and locations. You will be notified ahead of time. Parent/guardians are also encouraged to volunteer. Volunteering in Head Start provides parents/guardians the opportunity to build new skills that encourage the development of nurturing relationships with both their children and teachers. Research shows that parent participation in a child's preschool program positively impacts children socially, emotionally, and academically.

Parent Training

The Head Start program offers a variety of trainings and learning opportunities for parents/guardians. Workshops, trainings, and seminars are offered throughout the year at various locations and are based on the interests and needs of parents.



Support and Community Referrals

Raising a family with young children is challenging. The City of San Antonio Head Start Program wants to help families grow and find the support and resources they need. Staff members build caring and respectful partnerships so every child has the best chance for success in school and life.

The following are examples of referrals that Head Start staff can provide:

- Housing assistance
- Homelessness prevention, intervention
- Utility assistance
- Alcohol or substance abuse services
- Domestic violence services
- Food and clothing assistance
- Parenting assistance
- Mental Wellness assistance
- Resources for grandparents raising grandchildren

Goal Setting

When parents/guardians think about what they would like to achieve for their child and family in one year, two years, or even five years, they are thinking about family goals. Staff can help families set goals and work towards making those goals a reality. Our team works collaboratively with each family to identify strengths and challenges, set goals for the future, and make plans to meet those goals. Goals may include reading with children every day, finding better housing, learning computer skills, creating a household spending plan, or cooking more nutritious meals at home. Head Start staff will support families to make plans to meet their goals and will check in with families throughout the year as they make progress toward completing their goals.



Head Start Family Partnership Agreement

As a Head Start Parent, I will:

Make sure that my child attends school every day and on time.

Provide my child a medical and dental home. If my child does not have a medical and/or dental home, I will work with the Head Start staff to find one.

Make sure that my child's immunizations and well-child visits with his/her primary care doctor are up-to-date.

Follow-up on any medical, dental, or other health concerns regarding my child.

Follow the health and well-child information guidelines listed on page 12 and 13 of this Parent Handbook.

Attend two parent conferences and two home visits and work with my child's teacher to develop and support my child's educational goals.

Participate in parent programs and educational activities offered at my child's school.

Work in partnership with my Family Support Worker to set goals for myself and my family.

Participate in leadership opportunities and Parent Connection Committee meetings.

When possible, I will volunteer and attend events at my child's school.

As a Head Start Staff member, I will:

Promote a welcoming and culturally sensitive environment that is respectful of your child and family.

Provide resources and information to help your family locate a medical and dental home.

Follow-up with you to ensure that your child receives appropriate health screenings. Work with you to ensure that your child's immunizations and well-child visits are up-to-date.

Follow-up on medical, dental, or other health concerns regarding your child.

Provide you with information and training opportunities related to healthy habits, screenings, and other health-related topics.

Collaborate with program staff to provide you information about your child's education.

Coordinate training and resources for you and your family.

Help you achieve your goals by providing referrals and support when you need social services and community resources.

Assist in organizing the Parent Connection Committee meetings and other activities.

Inform you regularly about volunteer opportunities and other events in the classroom and at school.



Safety & Transportation

Safety and Transportation Information

The Head Start program provides safety education information to all Head Start parents/guardians. Please review the following information.

Pedestrian Safety

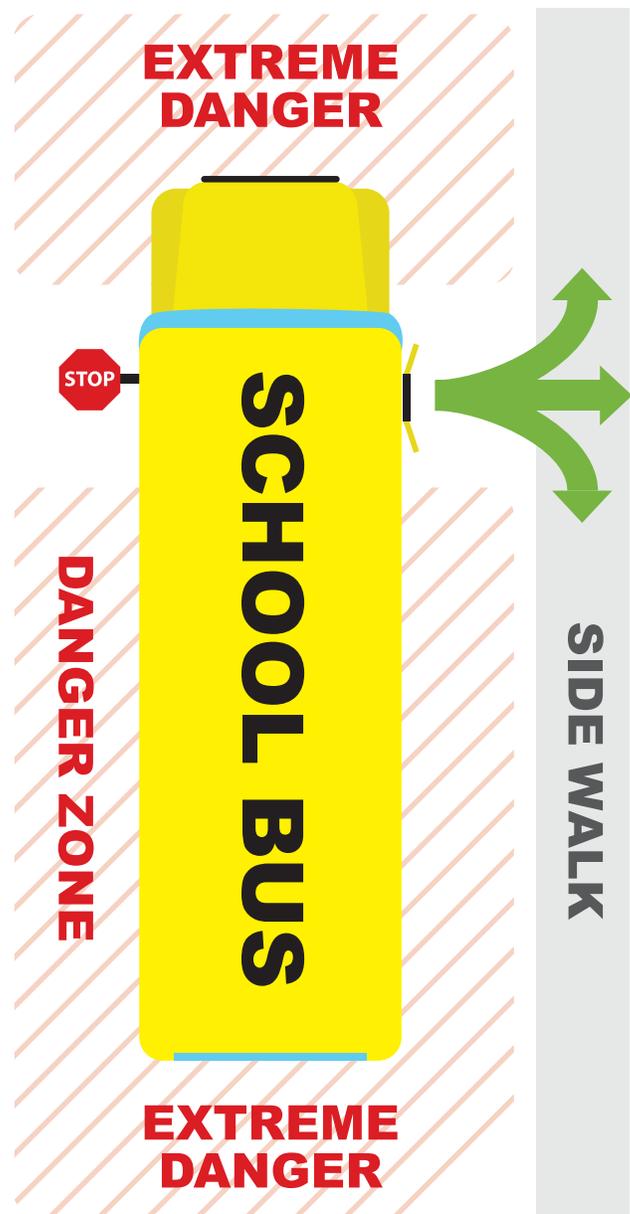
- Children should always be escorted by an adult when crossing the street, in a parking lot, and entering a Head Start facility.
- Children should hold hands with the adult and walk beside, not in front of or behind, the adult.
- When escorting children to school, position yourself between the traffic and the child.
- Teach children to look left-right-left when coming to the edge of the street to identify approaching vehicles.
- Always stop at the curb before crossing the street.
- Walk, don't run, across the street.
- Whenever possible, cross at corners with traffic signals and crosswalks.
- Walk facing traffic.
- Make sure that drivers see you by communicating with them verbally or through body language before crossing in front of them.
- Minimize loose clothing items, such as long drawstrings, that may become tangled or cause a child to trip.
- Wear reflectors or white clothing when walking during times of limited visibility, such as early in the morning or late in the afternoon or when rain or fog is in the forecast.
- Reinforce the meaning of the red, green, and yellow colors indicated on the traffic light.
- When picking-up or dropping-off your child, please should park in designated areas.
- Children should never be left unattended in vehicles.
- Always be alert and cautious when traveling near a school campus or child care center. Avoid rushing. Look out for other motorists who may be rushed or distracted.



Safety and Transportation Information

School Bus Safety

- Escort children to and from the bus stop. This is an important transition from the home to the program.
- Teach children to look left-right-left when coming to the edge of the street.
- Ensure loose clothing items such as long drawstrings do not get tangled.
- Stand back at least 10 feet from where the bus stops.
- The bus should stop to the right of traffic lane when loading and unloading, about two feet from the road's edge.
- Stand still until the bus driver opens the door.
- Remind children to hold onto the handrail and walk one step at a time.
- The bus should stop to the right of traffic lane when loading and unloading, about two feet from the road's edge.
- The bus monitor or other adult needs to accompany preschool children while crossing the street.
- Reinforce the meaning of the red, green and yellow colors indicated on the traffic light.
- Talk to children about the danger zones around the bus. Use the diagram to the right:
 - **Front of the bus (extreme danger)**
 - **Back of the bus (extreme danger)**
 - **Standing, waiting, and leaving or entering the bus (walking area)**



Safe Riding Practices

- Children need to remain buckled in their seat until the driver says they can exit.
- Children need to remain seated while the bus is in motion.
- Only adults can open and close windows.
- Children should sit in the seat facing forward and keep all body parts away from the aisle and inside the vehicle.

Child Safety

- Children should remain buckled in their seat belts, harnesses, or car seats until the monitor or driver says they may unbuckle.
- Harnesses, car seats, and seat belts should always be tight.
- Children should be seated in height-weight appropriate child restraint seats.

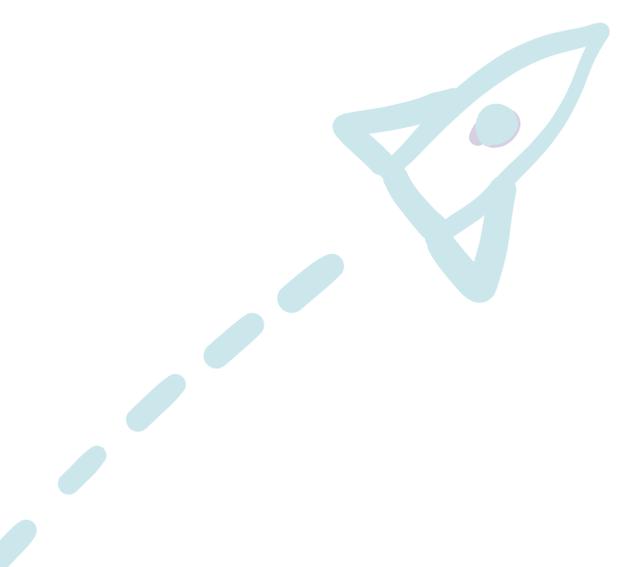
Railroad Crossing

- When approaching a railroad crossing, the driver should tell children that the bus is coming to a railroad crossing.
- The driver should instruct children to remain quiet until they are instructed they can talk again.
- The driver must stop at all railroad crossings, never closer than 15 feet from the nearest rail.
- The driver should open the driver's window and passenger door and look and listen for an approaching train.
- The driver must close the passenger door before driving across the tracks.
- The driver should let the children know when they may talk again, thank them for being quiet, and explain the importance of safety at railroad crossing.

Transportation Services

Transportation may be available upon request for Head Start children. Parents/guardians in need of transportation must meet the school district's policy and eligibility requirements. Currently, our EHS-CCP centers do not provide transportation services.

However, if you need transportation, please contact your Family Support Worker, teacher or other Head Start staff so that they may provide you with additional information or outside resources.



Head Start and EHS-CCP are school readiness programs that help children and families gain knowledge and skills for success in school and later learning in life. Please bring your child(ren) to the school or center on time every day.

I Understand That.....

- 1 My child must maintain regular attendance.
- 2 I will contact my child's teacher and/or Family Support Worker the day before and up to one hour before the start of the school day if my child will not be at school. If I do not contact Head Start staff within 1 hour, staff is required to contact me.
- 3 My Family Support Worker supports me and my family. When my child is absent, they will visit with me and offer support and possible ideas.
- 4 If my child is absent too many times, I may be placed on an attendance improvement plan.
- 5 If my child's chronic absenteeism continues, the program will work with me to resume attendance. If my child's attendance does not resume, then the program must consider my child's slot vacant.
- 6 If my child will be away from school for an extended period of time, I will discuss this with my child's teacher or Family Support Worker ahead of time.



Head Start Family Partnership Agreement

Head Start Family Partnership Agreement City of San Antonio Head Start Community Complaint Procedure Procedure Pedestrian & Bus Safety Training

Family Name: _____ ChildPlus Family ID: _____

By enrolling your child in our program, you are joining us in focusing on positive child and family outcomes to build a better future for the children, families and communities served by the City of San Antonio Head Start and EHS-CCP program.

To reach this goal, we will work together as equal partners. Please join us by signing and following through on the Head Start Family Partnership Agreement.

I acknowledge the following:

- I have received a copy of the Parent Handbook. The program requirements were explained to me.
- I have read the Attendance Agreement and understand the importance of my child's daily attendance. I will make attendance a priority and work with my school/center, my child's teacher, and Family Support Worker if I need assistance. I understand that regular attendance will help my child have a successful year.
- I have received a copy of the Head Start Community Complaint Procedure.
- I have read and understand the safety and transportation information outlined in the Parent Handbook. I agree to share this important safety information with my child and follow all pedestrian and bus safety procedures.
- I have read the Head Start Family Partnership Agreement, and I agree to follow through on my responsibilities as a Head Start parent/guardian.

Parent/Guardian Signature

Date

Head Start Staff Signature

Date

Alamo Area Council of Governments (AACOG)

(210) 362-5200

- Weatherization program
- Intellectual and developmental disability services
- Senior Services

Any Baby Can

(210) 227-0170

- Family support groups
- Prescription assistance

Bexar County, Department of Community Resources

(210) 335-3666

- Utility assistance
- Veterans services
- Community health

Bexar County Family Justice Ctr.

(210) 631-0100

- Domestic violence support
- Legal assistance

Café College

(210) 207-4528

- Free assistance with college admission
- Financial aid support
- Test preparations

Catholic Charities

(210) 222-1294

- Utility assistance
- Immigration and refugee services
- Counseling services

Christian Assistance Ministry (CAM)

(210) 223-6648

- Utility and rental assistance
- Limited transportation assistance
- Food and clothing assistance

City of San Antonio Baby Café

(210) 207-8876

- Support for breastfeeding mothers and pregnant women

City of San Antonio Child Care Services

(210) 230-6300

- Subsidized child care

City of San Antonio Financial Assistance Division

(210) 207-7830

- Utility assistance
- Plumbers to People Program

City of San Antonio Financial Empowerment Center

(210) 431-4425

(210) 352-7087

- Financial counseling and resources

City of San Antonio Green and Healthy Homes

(210) 207-4444

- Lead inspection/risk assessment of home
- Lead hazard control work to home
- Remediation of asthma triggers in the home

City of San Antonio Head Start Program

(210) 206-5500

- Car Seat Inspections

City of San Antonio Neighborhood & Housing Services

(210) 207-5910

- Home buying and housing rights education
- Resolution of housing related discrimination
- Home foreclosure intervention and counseling

City of San Antonio Training for Job Success

(210) 207-5929

- Education assistance

Family Violence Prevention Services, Inc. (Women's/Children's Shelter)

(210) 733-8810

- Crisis hotline

(210) 930-3669

- Counseling, legal, and transitional housing assistance

Community Resources

Goodwill Industries

- (210) 924-8581
- Job training
 - Education assistance

Haven for Hope

- (210) 220-2100
- Shelter assistance
 - Case management services

Housing Authority of Bexar County

- (210) 225-0071
- Section 8 Housing Voucher Program
 - Public Housing

Planned Parenthood

- (210) 736-2262
- Health care services

Project Quest

- (210) 630-4690
- Educational opportunities

Rape Crisis Center

- (210) 521-7273
- Counseling services for victims of sexual assault

Roy Maas Youth Alternatives

- (210) 340-7971
- Child and family counseling
 - Parenting education

San Antonio Food Bank

- (210) 337-3663
- Food pantry
 - Food Stamps, TANF, CHIP, WIC
 - Women's Health Care application

San Antonio Metro Health

- (210) 207-8750
- Immunizations

Society of St. Vincent de Paul

- (210) 225-7837
- Food and clothing assistance
 - Rental & utility assistance
 - Furniture and appliances

St. Mary's University Civil Justice Clinic

- (210) 431-2596
- Legal aid

Texas Abuse Hotline

- 1-800-252-5400
- Abuse, neglect, and exploitation of children, adults with disabilities, or people who are elderly (65 years or older)

Texas Attorney General

- (210) 472-2185 —West Office
(210) 333-6011 —South Office
- Child support
 - Family initiatives

Texas Rio Grande Legal Aid

- 1-888-988-9996
- Legal Aid

The Arc of San Antonio

- (210) 490-4300
- Support services for people with developmental disabilities

The Children's Shelter

- (210) 212-2500
- Parent support and family strengthening services

United Way of San Antonio Help Line

- 2-1-1
- Hotline for connection to community resources

Workforce Solutions

- (210) 272-3260
- Job training
 - Career counseling
 - Job development and placement assistance

WIC

- (210) 207-4906
- Food benefits
 - Nutrition education
 - Counseling
 - Breastfeeding support







1227 Brady Blvd
San Antonio, TX 78207

210.206.5500
SaHeadStart.org

 @SanAntonioHeadStart

 @HeadStartSA

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HUMAN SERVICES
CITY OF SAN ANTONIO