


Early Head Start-Child Care Partnership Policies Index		Description of Revisions Required	
Disabilities			
1	Individualized Education Program (IEP) for Children with Disabilities	New	Adjustment must be made to incorporate use of partners. IEP needs to be replaced with IFSP and revise" implementation as soon as possible after the ARD meeting."
2	Timely Referrals	New	Review language "Response to Intervention" process
3	Children With Developmental Delays Who Do Not Qualify for Special Education Services	New	Adjustment to language to include partners. Adding ECI and intervention services - including re-evaluation.
Education and Early Childhood Development			
1	Home Visits/Conferences	New	Adjustments needs to be made incorporate the use of partners and child care center. Modify process to document and share information regard transition into
2	School Readiness	New	Adjustments need to be made to incorporate the use of partners and child care center and working on a plan
3	Individualization	New	Language must be updated to include ASQ:SE update. ASQ:SE-2. Adjustment must be made to IEP for children with disabilities to IFSP for children with disabilities
4	Indoor Outdoor Environment	New	Adjustments must be made to incorporate partners and child care center
5	Development and Behavioral Screening	New	Language must be updated to include ASQ:SE update (ASQ:SE-2). Adjustment must be made to incorporate partners and child care center.
6	Curriculum/Daily Schedule	New	Adjustment must be made to incorporate partners and child care center, removal of Texas Prekindergarten Guidelines
7	Ongoing Assessment Data	New	Adjustment must be made to incorporate partners and child care center, removal of Texas Prekindergarten Guidelines
8	Child's Classroom File	New	Adjustment must be made to IEP for children with disabilities to IFSP for children with disabilities and to incorporate partners and child care center. Removal of
9	Multidisciplinary Staffing	New	Adjustment must be made to incorporate partners, child care center and director, changed mid point date from Dec. 31st to Feb. 1st.
10	Lesson Plans	New	Adjustment must be made to IEP for children with disabilities to IFSP for children with disabilities and to incorporate partners and child care center. Revise reference for Promoting Positive Outcomes in Early Childhood Programs serving children 3-5 years old. Align with Little Texans Big Futures
11	Discipline and Guidance	New	Revision must be made to: discipline and guidance policies and procedures appropriate for 3-5 years old. Adjustment must be made to incorporate partners and child care center and include infant/toddlers
12	Classroom Observations	New	Adjustment must be made to incoporate partners and TDFPS
13	Classroom Organization, Equipment and Materials	New	Adjustment must be made to incorporate partners, remove Texas Prekindergarten Guidelines and align with Little Texans Big Futures
14	Transitions	New	Adjustment must be made to incorporate partners. Change language "establish procedues for successful transition of childreninto Kindergarten."
15	Family Style Meal	New	Adjustment must be made to incorporate partners.
16	Child Arrival & Departure	New	Adjustment must be made to incorporate partners.
Environmental Health			
1	Safe Environment	New	Language: Insert Child Care Partnership. Reference to TDFPS, incorporated use of a maintenance log
2	Staffing and Class Size Requirements	New	Wks -36 Months age group. Verbage to include children may remain in program may remain in current classrooms until room becomes available in the next age appropriate classroom. Verbage from teacher/child to adult/child. RECOMMENDATION: Separate EHS policy from HS policy due to major
3	Hygiene and Hand Washing	New	Language: Insert Child Care Partnership. Reference to TDFPS
4	Conditions of Short Term Exclusion and Admittance	New	Language: Insert Child Care Partnership. Reference to TDFPS in regards to head lice
5	Healthy & Safety Emergency Procedures	New	Language: Insert Child Care Partnership
6	Medication Administration	New	Language: Insert Child Care Partnership
7	Diaper and Toilet Training	New	Language: Insert Child Care Partnership, Added additional language in regards to identifying a designated dipaer changing area and providing wipies in addition to diapers
8	Supervision	New	Language: Insert Child Care Partnership
9	Food Sanatation	New	Language: Insert Child Care Partnership

Early Head Start-Child Care Partnership Policies Index		Description of Revisions Required	
Family and Community Services			
1	Parent, Family, and Community Engagement Framework and Parent Activity Calendar	New	Adjustment must be made to incorporate partners.
2	Building Partnerships with Families	New	Adjustment must be made to incorporate partners.
3	Community Partnerships	New	Adjustment to made to incorporate partners and child care center
Health Services			
1	Immunization Requirements	New	Language: Needs to also include childcare center and include TDFPS requirements and removed responsibilite from campus nurse to Directors
2	Hemoglobin and Lead Screening	New	Policy Name Change: Incorporated Hemoglobin for EHS-CCP program. Removed responsibilities from Service Provider to City Staff
3	Preventative Health Visit Requirements and Documentation	New	Adjustments made to incorporate partners and removed some responsibilities from the Service Provider to City Staff
4	Parent Refusal of Health Services	New	Adjustment made to incorporate partners, minor changes include shared responsibilities between supervisors and management staff
5	Oral Health and Education	New	Languge: Cavity Free Kids(No EHS), included how to provide dental care for children with no teeth (wiping the gums)
Nutrition Services			
1	Identification of Nutritional Needs (formerly Health 8)	New	Language: Needs to also include childcare center and provisions for formula for all EHS-CCP children
2	Outside Food and Adult Meals	New	Language: Needs to also include childcare center also included adhering to TDFPS and USDA CACFP requirements
Program Design and Management (PDM)			
1	Program Monitoring	New	Insert Early Head Start - Child Care Partnership - redefine monitoring system - include TDFPS and Texas Rising Star
2	Policy Council Composition, Formation and Selection	New	Insert Early Head Start - Child Care Partnership
3	Standards of Conduct	New	Removed "school district" and "grantee" - insert Early Head Start - Child Care Partnership
4	Staff Performance Appraisals	New	Insert Early Head Start - Child Care Partnership
5	Training and Advancement Opportunities	New	Removed "grantee", added "city" - insert Early Head Start-Child Care Partnership
6	Sexual Harassment and Other Unlawful Harassment and Discrimination	New	Insert Early Head Start - Child Care Partnership
7	Qualifications of Education Staff	New	Isnert Early Head Start-Child Care Partnership - Added clarification to EHS teacher qualifications, taken directly out of the EHS Tip Sheets
8	Identification and Reporting of Child Abuse and Neglect	New	Insert Early Head Start-Child Care Partnership- Added language to incorporate TDFPS requirements
9	Communication with Head Start Program Providers and Governing Bodies	New	Insert Early Head Start - Child Care Partnership
10	Governing Body and Policy Council Responsibilities	New	
11	Community Complaint	New	Change campus to center
12	Critical Incident Protocol	New	Minor Changes - remove school and replace with "center", Include Service Providers. - include Early Head Start - Child Care Partnership
13	Personnel Policies, Hiring and Termination	New	Clarified requirement for background checks for EHS teachers to align with TDFPS
14	Shared Decision Making	New	
15	Employee Management Relations	New	Insert Early Head Start - Child Care Partnership
16	Registered Sex Offender	New	Add Early Head Start- Child Care Partnership (EHS-CCP) Service Providers. Reference TDFPS/Child Care Licensing
17	Internal Dispute Resolution	New	
18	Confidentiality	New	Insert - including the Early Head Start-Child Care Partnership Program
19	Research Study on Head Start Children	New	Insert - including the Early Head Start-Child Care Partnership Program
20	Staff and Regular Volunteer Initial Health Requirements	New	Insert - including the Early Head Start-Child Care Partnership Program
Wellness Support Services (Mental Health)			
1	Identification and Intervention of Child Wellness Support Services	New	Redefine system for timely identification and intervention an incorportated EHS-CCP Providers

Early Head Start-Child Care Partnership Policies Index		Description of Revisions Required	
Transportation			
1	General Requirements	New	Insert Early Head Start - Child Care (EHS-CCP) Partnership
2	Student Pedestrian and Bus Safety Training	New	Adjustment must be made to incorporate EHS-CCP Partnership, added language that training must be provided if center provides or contracts out for transportation
3	Child Restraint Systems	New	Insert Early Head Start - Child Care (EHS-CCP) Partnership
4	Children with Disabilities	New	Insert Early Head Start-Child Care Partnership Removed "school bus"
5	Transportation Information	New	Insert Early Head Start - Child Care (EHS-CCP) Partnership



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Disabilities Services

Policy ID: Disabilities 1

**Subject: Individualized Family Service Plan (IFSP) for Children with Delays/
Disabilities**

Policy:

The Individualization policy guidelines in Education and Early Child Development Policy and the information provided in the child's IFSP will be used when planning individualized strategies and activities for children with delays/disabilities. Every effort must be made to include children with delays/disabilities in all program activities.

Early Head Start-Child Care Partnership (EHS-CCP), Service Providers and City staff will coordinate to receive and review the IFSP as soon as possible after the Initial Assessment or Assessment meetings. If a child enters the EHS-CCP Program with an IFSP, City staff will coordinate with Service Providers to review the IFSP before the child's first day of attendance.


Service Providers must initiate the implementation of the IFSP immediately after the review by modifying the child's daily activities in accordance with the IFSP and arranging for the provision of related services to accommodate the unique strengths, needs, interests, learning style, and cultural and linguistic background of the child.

Copies of the IFSP will be maintained in the Child's Classroom File. Confidentiality of information will be maintained at all times. Individual child disability information and copies of additional required documents as noted on the City of San Antonio Data Entry and Benchmark Due Date Guide and the EHS-CCP Child File Scan Order and Attachment Guide.

Performance Standard:

1308.19; 1304.20 (f); 1304.51 (e)



	Policy Council Approval Date:	Policy Council Revision Date:
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Disabilities Services

Policy ID: Disabilities 2

Subject: Timely Referrals

Policy:

A child with a delay or a suspected delay in the areas of vision, hearing, cognitive development, motor development, language, speech and articulation, behavior, self-help, and social development may require a formal evaluation to determine if he or she needs intervention services. The Early Head Start – Child Care Partnership (EHS-CCP) Disabilities Management Analyst will collaborate with other program staff throughout the full referral process for each child, including screening, developmental assessment and formal evaluation.

The EHS-CCP Disabilities Management Analyst will collaborate with other program staff to facilitate the provision of support services, such as educational and behavioral services and supports, to meet the needs of children, prior to an eligibility determination under the Individuals with Disabilities Education Act (IDEA). Children who do not respond to support services and are potentially eligible for Part C services should be referred for evaluation as soon as the need becomes evident.

City staff will develop a system to ensure that referrals, follow-up and timelines are documented in Child Plus and in the Child's Classroom File and must adhere to the City of San Antonio Data Entry and Benchmark Due Date Guide and the EHS-CCP Program Child File Scan Order and Attachment Guide.


Performance Standard:

Part 1308 - 1308.6 (a); 1308.6 (b); 1308.6 (d); 1308.6 (e); 1308. (3)(1)

Other references:

Head Start Act, Section 640 (d) (1 – 3) and United States Department of Education, Office of Special Education and Rehabilitative Services letter dated January 21, 2010



	Policy Council Approval Date:	Policy Council Revision Date:
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Disabilities Services

Policy ID: Disabilities 3

Subject: Children with developmental delays who do not qualify for Part C Services

Policy:


Early Head Start – Child Care Partnership Program (EHS-CCP), Service Providers will serve children with suspected or diagnosed delays/disabilities who do not qualify for Part C services from the local Early Childhood Intervention Programs (ECI).

City Staff and teachers will work with parents to identify the child’s strengths and closely monitor the child’s progress. Each child will be provided with individually appropriate services. If a child is not exhibiting progress while in the EHS-CCP Program, a request will be made to an ECI Program for re-evaluation.

Performance Standard:

1304.20 (f); 1304.21 (c) (i)-(vii); 1304.21 (2); 1308.4 (h)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Education and Early Childhood Development

Policy ID: Education 1

Subject: Home Visits/Parent Conferences

Policy:

Early Head Start-Child Care Partnership (EHS-CCP) teachers must complete two Home Visits and no less than two Parent/Teacher Conferences each program year.

A system must be in place to ensure that completion dates of the Home Visits and Parent/Teacher Conferences are entered into Child Plus and meet the City of the San Antonio Data Entry and Benchmark Due Date Guide and the EHS-CCP File Scan Order and Attachment Guide. Documentation of the Home Visit and Parent/Teacher Conference must be maintained in the child's classroom file. If a Home Visit or Parent Conference did not occur, documentation regarding why the event did not occur must be noted in Child Plus.

The first Home Visit may be completed by the teacher no more than two weeks prior to the first day of a child's entry into the program. If a child enters the program after January 31st, a minimum of one home visit and one Parent/Teacher Conference must be completed by the last day of the program year.

Home Visits and Parent/Teacher Conferences will be conducted in the family's home language and, when necessary, using the services of an interpreter. The Home Visits and Parent/Teacher Conferences should be scheduled at the parent's convenience and if necessary, at a neutral location.


Home Visits and Parent/Teacher Conferences offer opportunities for parents to enhance observational skills, knowledge, and understanding of the educational and developmental needs and activities of their child and to share concerns about their child with program staff. The teacher will document and discuss with the parent the child's strengths, interests, and goals, as well as share with the parent work samples and educational assessment/screening information.

Service Providers should develop a process to document and share information regarding the transition into Head Start during the Home Visit or Parent/Teacher Conference.

Performance Standard:

1304.40 (e) (3) & (5); 1304.41 (c) (1) (i-iv); 1304.21 (2) (i & iii)



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 2

Subject: School Readiness

Policy:

The City of San Antonio Early Head Start- Child Care Partnership (EHS-CCP) Program will establish school readiness goals that include the following:

- Approaches to Learning
- Social and Emotional development
- Language & Literacy
- Cognition
- Perceptual, Motor, and Physical Development

School Readiness Goals will align with the Head Start Early Learning Outcomes Framework..

The City of San Antonio and Service Providers will develop a collaborative School Readiness Implementation Plan and work together to develop a system for tracking, using and reporting progress on School Readiness Goals to include integration of the Parent, Family and Community Engagement Framework and the Approach to School Readiness across all EHS-CCP services areas.


Performance Standard

1304.21 (c) (ii); 1307.3 (b) (1) (1-iii); 1307.3 (b) (2) (i-ii); ACF-PI-HS-11-04

Head Start Act:

Sec. 641 A. Standards; Monitoring of Head Start Agencies and Programs



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 3

Subject: Individualization

Policy:

The program will provide individualized instruction to meet each child's unique characteristics, strengths and needs, taking into consideration the cultural and linguistic background, pattern of development and learning. Classroom teachers must document individualized instruction and activities including large group, small group and one/one lessons and activities into lesson plans.

The City of San Antonio and Service Providers will work together to develop a system to ensure that the plan for individualized instruction for each child is reviewed and updated on a regular basis.

Information from the following will be used to plan individualized instruction and activities:

- Ongoing formal and informal child assessments
- Input from parents regarding each child's individual characteristics, interests, strengths and needs
- Developmental (ASQ-3), Behavioral (ASQ: SE-2) and Sensory (hearing and vision) screenings, medical/dental evaluations/treatments, and mental wellness referrals
- An Individualized Family Service Plan for children with delays/disabilities


Performance Standard:

1304.20 (f) (1)

Related Performance Standards:

1304.20 (f) (2)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Education and Early Childhood Development

Policy ID: Education 4

Subject Indoor and Outdoor Environment

Policy:

Early Head Start -Child Care Partnership (EHS-CCP), Service Providers will provide appropriate indoor and outdoor space, and sufficient equipment, materials, adult guidance, and time for active play and movement that supports growth, development, and participation of all children. The indoor and outdoor spaces should support and respect gender, cultural and linguistic background, and family composition. A variety of activities that include teacher directed and child initiated learning and play, large group, small group and one/one learning experiences should be offered.

Indoor and outdoor environments must be organized so that they are recognizable and accessible by children and allow for individual activities and social interactions that support positive behaviors.

Service Providers will establish a system to conduct and document daily safety inspections for indoor and outdoor spaces. Service Providers must establish a system to share the safety inspection system and information with teaching staff.

Performance Standard:

1304.21 (a) (5) (i) & (iii) (c); 1304.53



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 5

Subject: Development and Behavior Screening

Policy:

Service Providers must complete the Ages and Stages Questionnaire (ASQ-3) and Ages and Stages Questionnaire: Social and Emotional (ASQ: SE - 2) in collaboration with each child's parent/guardian on or before the 45th calendar day of the child's entry date. Developmental and behavioral screenings must be completed within the timeframe to identify early concerns regarding a child's developmental, sensory, behavioral, motor, language, social, cognitive, perceptual and emotional skills so timely referrals are made.

The ASQ-3 and ASQ: SE-2 should not be completed by the teacher. If the parent or guardian needs assistance completing the questionnaire, the teacher or other staff member may provide the most appropriate accommodation for completion. To the greatest extent possible, the screening procedures must be sensitive to the child's cultural background and home language. Referrals will be made in a timely manner. Each child will be screened annually.

The developmental and behavioral screenings may be distributed by the Service Provider no more than two weeks prior to the first day of a child's entry into the center. The screenings may not be distributed during Early Head Start – Child Care Partnership (EHS-CCP) enrollment, or family meetings.


City of San Antonio and Service Providers will work together to develop a comprehensive system to ensure proper training, administration and monitoring of the screening tools that includes, at a minimum, the following:

- Identifying appropriate staff responsible for administering, scoring, and follow-up and referrals.
- Ensuring the appropriate version is utilized for child's age and language
- Ensuring proper completion of the screening tool
- Ensuring accurate scoring of the screening tool
- Establishing timeframes to address follow-up and referrals
- Ensuring appropriate follow-up is documented into ChildPlus
- Following the City of the San Antonio Data Entry Benchmark and Due Date Guide and the EHS-CCP File Scan Order and Attachment Guide
- Completing routine internal monitoring of child files

Performance Standard:

1304.20 (b) (1); 1308.6 (b) (3)



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 6

Subject: Curriculum/Daily Schedule

Policy:

The curriculum is a planned management of time, materials and activities to guide children's individual pattern of learning and development. The curriculum helps children gain skills and confidence and should integrate Early Head Start – Child Care Partnership (EHS-CCP) components which form a foundation for school readiness. Service Providers will involve parents in the implementation of the program's curriculum and approaches to child development and education.

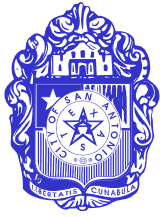
The curriculum must be research-based and align with the Head Start Early Learning Outcomes Framework. The curriculum will address the five Central Domains in an integrated approach, using intentional and individualized instruction to support children's learning and development.


The Service Providers will establish a daily schedule that meets the individual needs of children, provides a balance of teacher-directed and child initiated activities, and offers a variety of activities including large-group, small-group, individual, indoor and outdoor free play. The daily schedule will be posted for parents and other staff to review and must include the following:

- Child Care Center
- Teacher Name
- Room Number
- Designated Times

Performance Standard:

1304.21 (a) (2) (i); 1304.21 (c) (1) (i-vii); 1304.40 (e)



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 7

Subject: Ongoing Assessment Data

Policy:

Service Providers will administer ongoing formal assessments that are research based and aligned with the Head Start Early Learning Outcomes Framework. The assessment will be conducted three times during the year. The City of San Antonio and Service Providers will work together to aggregate, analyze and report child outcomes according to the City of the San Antonio Data Entry and Benchmark Due Date Guide. Service Providers will be responsible for submitting requested reports.

The City of San Antonio and Service Providers will work together to develop and utilize documented informal assessments conducted on an ongoing basis to inform instructional decision making.


Performance Standard:

1304.21 (c) (2); 1304.20 (b); 1304.20 (d); 1304.20 (e); 1307.3 (b) (2) (i-ii)

Head Start Act:

642 (f) (5) (c)



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 8

Subject: Child's Classroom File

Policy:

The City of San Antonio and Service Providers will work together to develop a system to ensure that each child has a Child Classroom File that organizes and contains multiple sources of information used for ongoing assessments.

The Child's Classroom File will contain the following:


- Parent/guardian input
- Home visits and parent conferences forms
- Ongoing informal assessments and may include observations, checklists, and anecdotal notes
- Work samples
- Developmental Screening
- Social and Emotional Screening
- Beginning, Middle and End of year formal assessment summary information
- Transition activities (if applicable)
- Other items pertaining to educational development (IFSP, if applicable)

The Service Providers must develop a system to ensure that the Child's Classroom File is located in the teacher's classroom, kept confidential, and available for parents to review upon request with the teacher. The file must also be accessible to monitors/reviewers upon request.

Performance Standard:

1304.21 (c) (2)



	Policy Council Approval Date:	Policy Council Revision Date:
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Education and Early Childhood Development

Policy ID: Education 9

Subject: Multidisciplinary Staffing

Policy:

The City of San Antonio and Service Providers will work together to develop a system in place for regular communication among program staff to facilitate quality outcomes for children and families. As a part of this system, Service Providers will schedule at least two Multidisciplinary Staffing (MDS) meetings annually for every enrolled child. If a child enters the program after February 1st, a minimum of one MDS meeting will be held before the last day of the program year.


The MDS meeting is a documented and planned communication tool utilized to create a cohesive team approach to discuss the needs of children and families. The Center Director or designee, Family Support Staff, and Teachers, are required to participate in the MDS. Content area coordinators responsible for Education, Health, ERSEA, Mental Health, Transportation, Nutrition, Disabilities and other related services may be required to attend based on the child/family needs. Community providers, such as Child Protective Services, can be invited if applicable.

The City of San Antonio and Service Providers will work to develop an efficient and effective record-keeping system to provide accurate and timely information regarding children, families, and staff and must ensure appropriate confidentiality of this information. A system must be in place to ensure that completion dates of the MDS are entered and the MDS document is scanned into Child Plus and meets the City of the San Antonio Data Entry and Benchmark Due Date Guide and the Early Head Start-Child Care Partnership File Scan Order and Attachment Guide.

Performance Standard:

1304.51 (e); 1304.51 (g); 1308.6



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Education and Early Childhood Development

Policy ID: Education 10

Subject: Lesson Plans

Policy:


Service Providers will develop lesson plan guidance and procedures for classroom teachers. Lesson plans should include teacher directed and child initiated activities, large group, small group and one/one individual lessons and activities that support social, emotional, cognitive, physical development, and language skills. Lesson plans should include alignment with the five Central Domains of the Head Start Early Learning Outcomes Framework and Little Texans Big Futures and documentation of individualized instruction, modifications, and accommodations for all children, including children with an IFSP.

Current lesson plans must be posted for parents and other staff to review.

Head Start Act:

Head Start Act Sec.641A. (a) (1)(B) (i) - (x)



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Education and Early Childhood Development

Policy ID: Education 11

Subject: Discipline and Guidance

Policy:

Service Providers must establish discipline and guidance policies and procedures appropriate for infants and toddlers. A copy must be provided to all parents, staff, volunteers, substitute teachers, and contractors. Documentation must be maintained showing receipt of the written discipline and guidance policies.

The discipline and guidance policies and procedures must include positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction such as:

- Praise and encouragement of good behavior instead of focusing only on the unacceptable behavior
- Frequent reminders of behavior expectations using clear and positive statements
- Redirection of behavior using positive statements

Discipline must be constructive, individualized, and consistent for each child, appropriate to the child's level of understanding, and directed toward teaching the child acceptable behavior.

When appropriate for the child's age and development, a brief supervised separation or time away from the group may be necessary, and should be limited to no more than one minute per year of the child's age. There must be no harsh, cruel or unusual treatment of any child. The following examples of discipline are prohibited:


- Corporal punishment or threats of corporal punishment
- Punishment associated with food, naps, toilet training
- Pinching, shaking or biting a child
- Hitting a child with hand or an object
- Putting anything in or on a child's mouth
- Humiliating, ridiculing, rejecting or yelling at a child
- Sarcastic or threatening tone
- Pointing a finger in a child's face
- Snapping fingers at a child

- Threatening phrases
- 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

Performance Standard(s):

1304.21 (a) (3) (i) (c); 1304.52 (i) (1) (iv); 1304.23 (c) (2)



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Education and Early Childhood Development

Policy ID: Education 12

Subject: Classroom Observations

Policy:

The Early Head Start – Child Care Partnership (EHS-CCP) Program, City Staff and Service Providers will work together to develop and implement a system for conducting monthly classroom observations. Service Providers will review (at a minimum) the following areas:

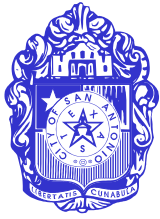
- Indoor classroom environment
- Outdoor classroom environment
- Health & Safety
- Curriculum / lesson plans / daily schedule
- Teacher / child interactions and relationships
- Nutrition
- Individualization
- Family Engagement


All areas listed above must be reviewed at least once every six months (Aug-Jan and Feb- July) in each classroom. Service Providers must also ensure that all classrooms are in compliance with Head Start, City of San Antonio, and Department of Family and Protective Services Child Care Licensing Minimum Standards, policies, and guidance.

Classroom observation documentation will be shared and used to guide professional development.

Performance Standards:

1304.21



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Education and Early Childhood Development

Policy ID: Education 13

Subject: Classroom Organization, Equipment and Materials

Policy:


Service Providers must provide sufficient age appropriate equipment, toys, materials, and furniture to promote learning in the five Central Domains in the Head Start Early Learning Outcomes Framework and Little Texans Big Futures. There should be intentional and purposeful activities for all children. The classroom space will be arranged into learning interest centers. The centers must be labeled, organized, and clutter free. The following should be taken into consideration:

- Separate noisy activities from quiet activities as much as space allows;
- Support the cultural and ethnic backgrounds of all children;
- Provide adequate space for activities;
- Provide unobstructed supervision;
- Provide comfortable and quiet space;
- Provide a variety of learning experiences and encourage each child to experiment and explore

Performance Standard:

1304.21 (E) (5) (i) (ii) (iii)



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Education and Early Childhood Development

Policy ID: Education 14

Subject: Transitions

Policy:

The City of San Antonio Early Head Start- Child Care Partnership (EHS-CCP) City staff and Service Providers will work together to establish procedures to support successful transitions for children and families that outline outreach, coordination, and communication with other Head Start and Early Head Start Programs, school districts, child care centers, and other community organizations/agencies, as applicable-

The City of San Antonio and Service Providers will work together to promote the continued involvement of parents/guardians in the transition process.

To ensure the most appropriate placement and services following participation in the EHS-CCP Program, city staff will work collaboratively with Head Start providers to facilitate transition planning for prospective Head Start eligible children and their families.

The City of San Antonio and Service Providers will work together to develop an annual transition plan, document all transition activities and develop a system to meet the City of San Antonio Data Entry and Benchmark Due Date Guide.


Performance Standard(s):

1304.40 (h) (1-4); 1304.41 (c) (1) (i-iv); 1308.21 (a-c)

Head Start Act:

642 (b) (13-15); 642 (e); 642 A (a) (1-14)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Education Services

Policy ID: Education 15

Subject: Family Style Meals

Policy:

The City of San Antonio recognizes the importance of Family Style Meals during breakfast and lunch in supporting social, emotional, gross and fine motor learning and development. Food must be available to any adult participating in Family Style Meals. To the best extent possible, any adults participating with the class during Family Style Meals should share the same food as the children, free of charge, including during field trips and other Early Head Start – Child Care (EHS-CCP) Partnership related activities. Any adult receiving food, paid for by the Program, must be involved in the meal with the students at some point during the scheduled meal service.

Ratio must be maintained during Family Style Meals and at a minimum, one adult should sit with the children during the majority of the meal service.

Children are not required to sit at one table or all at the same table. However, children must not be isolated or sit alone during Family Style Meals.

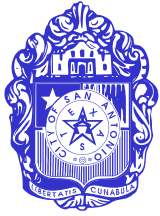
The current daily menu must be posted and made available to parents.


The City of San Antonio and Service Provider will work together to establish a system to address Family Style Meals that includes the following:

- Role of the adult, including teacher, teaching assistants, floaters, substitute, volunteers, and parents
- Role of the children, including setting the table, passing out food, and helping with clean up
- Training on Family Style Meals

Performance Standard:

1304.23(c)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Early Childhood Education

Policy ID: Education 16

Subject: Child Arrival & Departure

Policy:

Service Providers will establish and implement ongoing procedures for child arrival and departure that includes observations and documentation of each child's physical and mental well being. In addition to identification and documentation, procedures should include process for appropriate and timely follow up and referral.

A daily visual health check should be completed in front of a parent/guardian when possible. Information for documenting concerns should include at a minimum:


Arrival and departure:

- Site name
- Date
- Teacher name
- Child's name
- Arrival time/Departure Time
- Physical/mental condition
- Parent notification

Performance Standard:

1304.20 (d)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 1

Subject: Safe Environments

Policy:


Early Head Start Child Care Partnership (EHS-CCP) Program, Service Providers will ensure and monitor the safety of indoor and outdoor environments so that they are free of unsafe and hazardous materials, facilities, furniture, and equipment. Service Providers will maintain group size, ratios, sanitation and hygiene practices according to Head Start Performance Standards. In addition Service Providers will maintain compliance with state/local certification, licensing requirements per Texas Department of Family and Protective Services, Service Providers will also be responsible for safety drills, maintenance of first aid kits, training of staff, accommodation of children with disabilities and food safety and sanitation.

Service Providers will ensure maintenance log are current and safety concerns are addressed within 24 hours.

Performance Standard:

1304.53 (9) (10) (viii)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: **Environmental Health and Safety 2**

Subject: **Staffing and Class Size Requirements**

Policy:

Early Head Start - Child Care Partnership (EHS-CCP) Program, Service Providers will ensure that EHS-CCP classes are staffed by two paid teachers. It is recommended, whenever possible, that a third person be in the classroom, such as a volunteer.

A 1:4 adult to child ratio is required.

- Two paid staff persons (teachers) must be in attendance for 2:8 not to exceed a group size indicated below.

Class Size

Ages	Class Size
6 Wks -36 Months	Maximum of 8 children enrolled per class.

Service Providers must ensure that each teacher working exclusively with infants and toddlers has responsibility for no more than four infants and toddlers and that no more than eight infants and toddlers are placed in any one group.

Class sizes will also be determined based on square footage, with a minimum of 35 square feet/child.

The City must also provide approval prior to any change to a classroom age group designation. As children age throughout the program they may remain in their current classrooms until room becomes available in the next age appropriate classroom.

All City of San Antonio EHS-CCP sites must comply with the above stated staffing and class size requirements.

Ratios must be maintained during EHS-CCP hours. Program hours vary by site and are set and approved at the beginning of the program year as part of the EHS-CCP Program Design.


Volunteers being counted in classroom ratios

A volunteer may be used to maintain the required adult/child ratio only for short periods of time. Volunteers may be used to accommodate for restroom breaks, children's needs and to cover lunch hours. A volunteer must never be left alone with a child or group of children and must remain with a qualified EHS-CCP teacher. All volunteers must sign the Head Start Standards of Conduct, pass a background check, and receive volunteer training. Service Providers must keep documentation of volunteer training.

Performance Standard:

1304.53 (a) (5); 1306.20 (c); 1306.32 (a)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 3

Subject: Hygiene and Hand Washing

Policy:

Early Head Start - Child Care Partnership (EHS-CCP) Program, Service Providers must create and implement procedures that promote hygiene and hand washing. Service Providers must ensure staff is trained on the procedures and documentation of training must be maintained.

Handwashing

- Staff, volunteers, and children must wash their hands with soap and running water at a minimum during the following times:
 - After diapering or toilet use
 - Before food preparation, handling, or any other food-related activity
 - Before and after eating
 - Whenever hands are contaminated with blood or other bodily fluids
 - After handling pets or other animals
 - After outdoor activities
 - Before and after playing in a water/sand play table
 - Any other time there is reason to believe the child has come in contact with substances that could be harmful to the child
- Staff and volunteers must also wash their hands with soap and running water:
 - Before and after giving medication
 - Treating or bandaging a wound
 - After assisting a child with toilet use


Hygiene

- Easily accessible nonporous gloves are to be worn by all staff when they are in contact with blood or bodily fluids
- Bodily fluids should be cleaned and disinfected immediately in keeping with Head Start Performance Standards and Texas Department of Family and Protective Services Child Care Licensing Minimum Standards.
- Any tools and equipment used to clean bodily fluids should be cleaned, disinfected immediately, and blood-contaminated materials must be disposed of properly
- Hand Sanitizers, pre-moisted towelettes, and waterless hand cleaners are not allowed to replace hand-washing, and should not be accessible or used on children

Performance Standard:

1304.22



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 4

Subject: Conditions of Short-Term Exclusion and Admittance

Policy:

The program does not deny program admission to any child, nor exclude any enrolled child from program participation for a long-term period, solely on the basis of his or her health care needs or medication requirements unless keeping the child in care poses a health risk for the child. Under no circumstances can a child be excluded, expelled or suspended from the program due to Early Periodic Screening, Diagnosis, and Treatment (EPSDT) status or behavior issues.

Early Head Start - Child Care Partnership (EHS-CCP) Program, Service Providers must temporarily exclude a child with a short-term injury or an acute or short-term contagious illness that cannot be readily accommodated, from program participation for a short-term period when keeping the child in care poses a significant risk to the health or safety of the child or anyone in contact with the child.

Service Providers will create and implement procedures to ensure that appropriate staff is informed and trained on any accommodations that must be made for children with specific health and safety needs. Information about any child's health or safety needs should be kept confidential.


Performance Standard:

1304.22 (b)

References:

Texas Department of State Health Services Communicable Disease Chart for Schools and Child-Care Centers



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 5

Subject: Environmental Health and Safety Emergency Procedures


Policy:

- Early Head Start-Child Care Partnership (EHS-CCP) Program, Service Providers must establish health emergency policies and procedures.
- Service Providers will train staff on Health Emergency Policies and Procedures and retain documentation of training.
- Policies, procedures, and plans of action for emergencies that require rapid response on the part of staff, including choking, dental emergencies, and CPR, must be posted in each area used by children.
- Locations and telephone numbers of emergency response systems must be posted in each room used by children, the main office and central locations and made available to all staff. If a site uses cordless or cell phones, all emergency numbers including police, fire, ambulance, poison control, Child Abuse Hotline, and the Center for Disease Control, must be immediately accessible.
- Up-to-date family contact information and authorization for emergency care for each child, including emergency transportation authorization must be readily available.
- Emergency evacuation routes and other safety procedures for emergencies, including fire, lockdown, and weather-related, must be posted in each room used by children, the main office and central locations, and made available to all staff.
- Emergency evacuation routes and other safety procedures for emergencies are practiced regularly, at a minimum, twice a year. Service Providers must retain documentation of these events and activities.

Performance Standard:

1304.22(a); 1304.53



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health & Safety

Policy ID: Environmental Health and Safety 6

Subject: Medication Administration

Policy:

Early Head Start-Child Care Partnership (EHS-CCP) Program, Service Providers will establish and maintain written procedures regarding the administration, handling, storage, and appropriate disposal of expired medications, for every child, staff, and volunteer.

A physician's instructions and written parent or guardian authorization is required for all medications administered by staff.


Service Providers will ensure that appropriate staff members can demonstrate proper techniques for administering, handling, and storing medication, including the use of any necessary equipment to administer medication. Service Providers must retain documentation of medication administration training.

All medication must be in the original labeled container and stored under lock and key, and refrigerated, if necessary, including those required for staff and volunteers. Rescue medications, including EpiPens, inhalers, and glucose, do not need to be locked up, however, they must be kept out of the children's reach and accessible to staff at all times. Any staff person administering rescue medications, whether in the classroom, on the bus, on the playground, or on field trips, must be trained in the administration of such medications.

Performance Standard:

1304.22 (c)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 7

Subject: Diapering and Toilet Training

Policy:

A child cannot be denied enrollment or removed from the program based on diaper use or toilet training. Early Head Start-Child Care Partnership Program, Service Providers must develop a system to address diapering and toilet training. At a minimum the system will include the following:


- Respect and dignity for the child
- Provision of diapers
- Sanitation and hygiene procedures for hand washing, diapering, and toilet training for children and staff
- Proper removal of soiled diapers
- Proper cleaning of potty chairs and/or toilets
- Posted procedures in areas used for diapering and toileting
- Regular internal monitoring of the system

Staff and families will work together according to developmentally appropriate practices regarding toilet training.

Performance Standard:

45 CFR 1035.6 (a-b) (d); 45 CFR 1304.22 (e) (5); 45 CFR 1308.4(c)
ACF-PI-HS-09-03



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 8

Subject: Supervision


Policy:

Early Head Start-Child Care Partnership (EHS-CCP) Program, Service Providers will establish procedures that ensure staff supervise the outdoor and indoor play areas at all times so that children's safety is consistently monitored. Service Providers must ensure no child is left alone or unsupervised.

Performance Standard:

1304.52 (g) (5); 1304.52. (i)(1)(iii)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Environmental Health and Safety

Policy ID: Environmental Health and Safety 9

Subject: Food Sanitation


Policy:

Early Head Start-Child Care Partnership (EHS-CCP) Program, Service Providers will comply with applicable Federal, State, Tribal, and local food safety and sanitation laws, including those related to the storage, preparation and service of food and the health of food handlers.

Performance Standards:

1304.23 (e)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Family and Community Support

Policy ID: Family 1

Subject: Parent, Family and Community Engagement Framework (PFCE) Plan of Action and Parent Activity Calendar

Policy:

The City of San Antonio Head Start Program will implement the Parent, Family and Community Engagement (PFCE) Framework through a plan of action that guides a comprehensive, systematic approach to integrating the PFCE and School Readiness across all Head Start and Early Head Start – Child Care Partnership (EHS-CCP) services.

The plan of action includes parent, family and community engagement outcomes, program impact areas, activities, community collaborations, persons responsible, timeframes for completion of activities, and measures of success.


A monthly Parent Activity Calendar with planned activities and trainings must be submitted according the City of San Antonio Data Entry & Benchmark Due Date Guide.

A monthly Parent Engagement Activity Report that includes all completed activities, trainings and number of attendees must be submitted according to the City of San Antonio Data Entry & Benchmark Due Date Guide.

Performance Standard:

1304.40 (a) (4); 1304.40 (d) (1); 1304.40 (e) (1-5); 1304.40 (f) (1); 1304.40 (g) (2); 1304.40 (h) (1-4); 1307.3 (b) (1) (1-3); ACF-IM-HS-11-06



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Family and Community Support

Policy ID: Family 2

Subject: Building Partnerships with Families

Policy:

The City of San Antonio Early Head Start- Child Care Partnership (EHS-CCP) Program engages in a process of collaborative and respectful partnership-building with parents/guardians to establish mutual trust and to identify family goals, strengths and necessary services and supports. This process must be initiated as early after enrollment as possible and must take into consideration each family's readiness and willingness to participate in the process.

EHS-CCP City staff will:

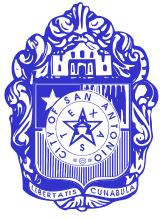
- Complete a ***Family Meeting/ Home Visit*** with each family whose child has been accepted into the program. The ***Family Meeting/ Home Visit*** should be scheduled at the parent's convenience, and if necessary, at a neutral location.
- Engage parents/guardians in a ***Family Partnership Agreement*** by orienting parents to the roles and responsibilities of Head Start parents and staff.
- Use a ***Family Assessment*** tool to identify each family's strengths, needs and interests.
- Work with families to develop family goals. The goal setting process must include: family goals, strategies for success, staff support to be provided, timeframes, and community resources that are available to assist families in meeting their goals. Families must be provided a copy of their ***Goal Setting*** forms.
- ***Refer*** families to community agencies that are able to meet their identified needs.
- At a minimum, contact families on a monthly basis. Contact must be documented in the appropriate ChildPlus module.
- Provide families with leadership and decision making activities through bi-monthly (every two months) ***Parent Connection Committees, parent meetings and other parent engagement opportunities.***
- Provide opportunities on the following topics:
 - School Readiness
 - Child development
 - Education and curriculum
 - Disabilities


- Transitions
- Health, Dental, and Nutrition
- Mental Wellness
- Family literacy
- Financial literacy
- Parenting skills and child abuse prevention
- Fatherhood involvement
- Adult education, including GED, ESL, and continuing education
- Home Visits
- Community advocacy

Staff must adhere to the City of San Antonio Data Entry & Benchmark Due Date Guide.

Performance Standard:

1304.40 (a) (1-5); 1304.51 (c) (1-2); 1304.40 (b) (1-2); 1304.50(a)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Family and Community Support

Policy ID: Family 3

Subject: Community Partnerships

Policy:

The City of San Antonio Early Head Start- Child Care Partnership (EHS-CCP) Program, and Grantee and Early Head Start-Child Care Partnership Service Providers (Providers) will collaborate with community agencies which support comprehensive services to children and families.

The staff must establish collaborative relationships with community organizations to promote access to community services and will include:

- Health Care Providers
- Mental Health Providers
- Nutritional Programs
- Disabilities and Special Services
- Family Preservation and Support Services
- Child Protective Services
- Local Educational Agencies
- Institutes of Higher Education
- Child Care Providers
- Organizations that may provide other supports or resources to EHS-CCP families

When possible, efforts will be made to enter into interagency agreements through MOUs with partnering agencies.

EHS-CCP City staff will recruit volunteers from the community to participate in EHS-CCP programs. Additionally, community agencies will be invited to present information and resources at various EHS-CCP meetings, parent meetings and other parent engagement events.

Community members will be invited to participate in the Head Start Health and Education Advisory Committees. Providers will be responsible for maintaining a Community Partnership list.

Performance Standard:

1304.41 (a) (1); 1304.41 (a) (2) (i); 1304.41 (a) (2) (ii); 1304.41 (a) (2) (iii); 1304.41 (a) (2) (iv);
1304.41 (a) (2) (vi); 1304.41 (a) (2) (vii); 1304.41 (a) (2) (viii); 1304.41 (a) (2) (ix);
1304.41 (a) (3); 1304.41 (a) (4); 1304.41 (b)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Comprehensive Health Services

Policy ID: Health 1

Subject: Immunization Requirements

Policy:

Early Head Start – Child Care Partnership Program Child Care Directors (Directors) and Family Support Workers (FSWs) will ensure that all children are up to date with the latest immunization recommendations issued by the Centers for Disease Control and Prevention, Department of Family and Protective Services – Child Care Licensing and in accordance with Head Start Performance Standards. If a child is not up-to-date with minimum immunization requirements, he or she may be excluded from attendance, but not unenrolled from the Early Head Start – Child Care Partnership (EHS-CCP) Program.

Any immunization records received by EHS-CCP City staff will be scanned into ChildPlus according to the City of San Antonio Data Entry and Benchmark Due Date Guide and the EHS-CCP Child File Scan Order and Attachment Guide. Current immunization records will be kept on file with the Directors.

Staff must work with the family to ensure that the child is up-to-date with the recommended immunization schedule and must document all efforts and outcomes in Child Plus.

Immunization Exemptions:

A Refusal of Health Services form will not be accepted as documentation for exemption from the immunization requirements.

Chapter §97.62 of the Texas Administrative Code (TAC) describes the conditions under which individuals can seek exemptions from Texas immunization requirements. Exemption information and instructions can be obtained through the Texas Department of State Health Services. <http://www.dshs.state.tx.us/immunize/school/default.shtm#exclusions>

Once State process for exemptions is followed, documentation must be attached in Child Plus and in the child file, if applicable.


Performance Standard:

1304.20 a-e

Reference:

TAC 97.62



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Comprehensive Health Services

Policy ID: Health 2

Subject: Hemoglobin and Lead Screenings

Policy:

Early Head Start- Child Care Partnership (EHS-CCP) Staff must ensure that all children are up-to- date with the requirements of Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).

EPSDT, Medicaid and the Children's Health Insurance Program require that all children receive a lead toxicity (blood finger prick test) at 12 months and 24 months of age. If a lead toxicity screening has not been previously conducted at 24 months EHS-CCP Staff will work with the family to bring the child up to date.

EPSDT, Medicaid and the Children's Health Insurance Program require that all children receive a hemoglobin screening at 12 months. If a hemoglobin screening has not been previously conducted at 12 months EHS-CCP Staff will work with the family to bring the child up to date.

Hemoglobin and lead toxicity must be documented in ChildPlus according to the City of San Antonio Data Entry and Benchmark Due Date Guide and EHS-CCP Child File Scan Order and Attachment Guide. The Grantee will provide onsite screening for any child with missing, expired, unobtainable, or abnormal hemoglobin and lead toxicity results. Family Support Workers (FSWs) will ensure that each child has a signed parent/guardian consent form before screenings occur.

FSWs will ensure that abnormal screening results are shared with and understood by parents. Referral forms to the child's primary care physician will be given to all children with abnormal hemoglobin and lead screening results. Children with elevated blood lead levels may be referred directly to San Antonio Green and Healthy Homes with parent/guardian consent.


Performance Standard:

1304.20(a)(1)(ii); 1304.20 (e); **ACF:** IM-HS-08-07

References:

Texas Health Steps Medical Checkup Periodicity Schedule for Infants, Children, and Adolescents



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Comprehensive Health Services

Policy ID: Health 3

Subject: Preventative Health Visit Requirements and Documentation

Policy:

Early Head Start – Child Care Partnership(EHS-CCP), City Staff, will ensure that all children are on a schedule of age-appropriate preventative and primary health care that meets the requirements of Texas Health Steps Early and Periodic, Screening, Diagnosis, and Treatment (THSteps EPSDT).

A system must be in place to meet the requirements of the City of the San Antonio Data Entry and Benchmark Due Date Guide:

45-Day Requirement:

Within 45 calendar days of a child’s entry into the program, a Vision and Hearing screening will be conducted according to EPSDT guidelines on all EHS-CCP children

90-Day Requirement:

- Within 90 calendar days of the child’s date of entry into the program, documentation of a current well child exam must be received.

Follow up, Tracking and Data Documentation

- City Staff will establish procedures for follow-up within 30 days for medical and dental concerns as indicated on screenings, health assessments, well child exams, and other health related concerns, including missing events.
- All health related contacts and follow-ups will be documented in ChildPlus.

Extended Follow up & Treatment

City staff will develop a communication system to inform the parents/guardians about their children's health needs in a timely manner

- City staff will provide information and community health resources to families.
- City staff will make every effort to provide resources to families in need of assistance with prescribed medications, aids or equipment for medical, dental, or mental health conditions.
- Head Start funds may be used for children's professional medical and/or dental services when other sources of funding are not available. In such cases, documentation of efforts to access other available sources of funding must be included in Child Plus.

Parent Involvement


City staff must have procedures addressing parent notification concerning the following:

- Written authorization to perform intrusive medical procedures/exams, such as unclothed physical exams, immunizations, and venous blood draws, must be obtained prior to the event.
- Results of abnormal medical and/or dental exam/screening administered through the program and ensure parental understanding of the services and referrals provided

Performance Standard:

1304.20 (a-e)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Comprehensive Health Services

Policy ID: Health 4

Subject: Parent Refusal of Health Services

Policy:

A written refusal is required when a parent/guardian refuses to allow their child to participate in or receive health services provided by the Early Head Start – Child Care Partnership (EHS-CCP) Program and/or outside health service providers.


City staff must obtain approval from their direct supervisor or management staff prior to requesting the Refusal of Health Services form. Staff will document in Child Plus efforts made and parent/guardian responses in obtaining health services requirements.

A completed Refusal of Health Services form must be scanned into Child Plus. The form must include parent/guardian and staff signatures. In place of the Refusal of Health Services form, a parent/guardian may submit a written statement, including signature and date, indicating which health service(s) he/she declines.

Performance Standard:

1304.20 (e)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Comprehensive Health Services

Policy ID: Health 5

Subject: Oral Health and Education

Policy:

Early Head Start – Child Care Partnership (EHS-CCP) Program, Service Providers must ensure that educational oral health activities are provided and tooth-brushing is included in the classroom daily schedule.

Tooth-Brushing:

Service Providers must promote effective dental hygiene among children in conjunction with at least one meal. After a breakfast or lunch meal service, staff or volunteers must assist children in brushing their teeth using a “pea-sized” amount of fluoride toothpaste. Service Providers will notify parents that fluoride toothpaste is used. Non-fluoride toothpaste may be used upon request due to medical or other personal reasons.

Infants, without teeth, will have their gums wiped appropriately with a clean soft cloth solely used for that infant and only for the purpose of dental hygiene.

Service Providers will comply with the following:

• Sanitation:

- Tables should be clean and free of food debris.
- Toothpaste should **not** be put directly on a toothbrush and/or a non-disposable surface, such as a table or tray unless toothpaste has been provided for the individual child and is clearly labeled with the child’s name
- Toothbrushes should be thoroughly rinsed after tooth brushing.
- Wiping cloths used should be washed after each use

• Measures to prevent cross contamination:

- Toothbrushes should be labeled with the child’s first and last name and stored covered, upright, in an air-dried position, and with no part of one toothbrush touching another toothbrush.
- Wiping cloths should be provided daily for each individual infant

• Additional guidelines:

- Children should spit out excess toothpaste after brushing. At least one staff member should supervise proper tooth brushing techniques.
- A child's toothbrush may be discarded and replaced when requested by a parent/guardian due to illness or other personal reasons. Toothbrushes should be replaced every 3 months or sooner if the bristles become splayed or worn.

Service Providers will use dental puppet(s) daily and read dental books with the children once a week to promote dental hygiene.


Performance Standard:

1304.23 (b) (3)

Reference:

<http://eclkc.ohs.acf.hhs.gov>, Recommendations for Oral Health: Tooth brushing protocol for preschool and child care settings serving children 3-5 years of age



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Nutrition Services

Policy ID: Nutrition 1

Subject: Identification of Nutritional Needs

Policy:

Early Head Start – Child Care Partnership (EHS-CCP), City staff will use the City of San Antonio EHS-CCP Program Nutrition Assessment Form to identify information on family eating patterns, including cultural, religious, ethnic, and personal food preferences, and special dietary requirements for each child with nutrition-related health problems.

- Food allergies and intolerances that require special dietary considerations must be diagnosed by a healthcare professional and documented on a signed statement.
- A parent's declaration of a food allergy will be accommodated by the Service Provider without menu substitution until a statement from a healthcare professional can be obtained.
- For individual children with special medical or dietary needs, substitutions/modifications can be made in meal patterns without approval from the USDA CACFP program if a supporting statement signed by a healthcare professional is on file. Supporting statement should specify how each child's diet is restricted and which foods provided by the program or the parents must be substituted.

EHS-CCP City staff in collaboration with the Service Providers will develop a system to:

- Identify and provide necessary substitutions for a child's meal once a doctor's note has been provided. All formula for infants/toddlers whether they require special dietary accommodation will be provided for all EHS-CCP families through the program.
- Identify and address major community nutritional issues, as indicated in the Community Assessment and parent survey and shared at the Health Advisory Committee or by the local health department.
- Identify and address any relevant nutrition-related child assessment data, including nutrition-related health problems such as obesity, iron deficiency, failure-to-thrive,


- food allergies and food intolerances and any other condition requiring special dietary considerations (e.g., diabetes).
- Share relevant individual child nutrition-related information with appropriate teaching staff.
 - Identify appropriate professionals, such as physical therapists, speech therapists, occupational therapists, nutritionists or dietitians for consultations on ways to assist staff and families, working with children with disabilities or nutrition related concerns.

The current weekly menu must be posted at all times on the parent board in the classrooms.

Performance Standard:

1304.2 (a); 1304.23; 1308.20



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Nutrition Services

Policy ID: Nutrition 2

Subject: Outside Food & Adult Meals

Policy:

To ensure the nutritional needs and safety of all Early Head Start – Child Care Partnership (EHS-CCP) Program children are met, any food not on the approved menu is not allowed during EHS-CCP meal service.

- Service Providers in collaboration with City staff will ensure meals and snacks provide the recommended 2/3 of each child's daily nutritional needs according to Head Start Performance Standards.
- Service Providers will ensure all children are given opportunities to try new, healthy, and culturally diverse foods.
- The only allowable exceptions to the approved menu are substitutions made due to medical or religious need and must have a doctor's note or parent note for religious preferences.

Due to food allergies and intolerances, Service Providers will ensure that each child's health and safety, is maintained during meal service.

Classroom Staff and Volunteers:

The Service Providers will develop a system to ensure that adults, including teachers, teacher substitutes, parents and/or volunteers, present during Family Style Meals, including breakfast, lunch, and snack, share the same meals as the children, free of charge. This includes field trips and other EHS-CCP related activities.

Class Parties and Celebrations:

Service providers will follow Texas Department of Family and Protective Services Child Care Licensing and USDA CACFP guidelines in regards to birthday celebrations and outside food. Staff should promote healthy eating habits, ensure that all children receive a nutritious and balanced diet, and accommodate children with food allergies and/or intolerances, and/or other dietary restrictions.


Performance Standard:

1304.2 (a); 1304.23; 1308.20

Related Policies:

Education 16 Family Style Meal



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 1

Subject: Program Monitoring

Policy:

The City of San Antonio Head Start (the City) and Early Head Start- Child Care Partnership (EHS-CCP) Program will establish a system to effectively monitor service delivery and program operations in its program service areas. The City and Early Head Start –Child Care Partnership Service Providers (Service Providers) will abide by all Local, State, and Federal regulations and share strategies and communicate plans for improvement, compliance and achievement of excellence in the Head Start Program.

The City will use the following monitoring systems:

- Service Provider level monitoring systems for ongoing monitoring efforts and activities to include regular site visits to all EHS-CCP Service Providers
- Service Provider level monitoring through the Texas Department of Family and Protective Services (TDFPS), child care licensing
- Service Provider level monitoring through the Texas Rising Star, Texas Workforce Commissions' Child Care Subsidy program
- Grantee level monitoring system that ensures that Service Providers are effective in their service delivery systems and remain in compliance with all local, state, and federal regulations to include site visits to all EHS-CCP child care centers
- Periodic collecting and reporting of program data to the grantee, the City, by Service Providers
- Utilization of data management system by the City to collect and record information about children & families in order to access information for analysis, evaluation and program improvement
- Collaborative review of program information for planning and future development decisions
- Annual Self-Assessment

I. The City's Responsibilities:

The City will establish a monitoring model that will help ensure timely and effective delivery of services by reviewing the progress of service delivery on an ongoing basis, while simultaneously providing content area expertise and support to the EHS-CCP Service Providers. The City's emphasis will be focused primarily on direct monitoring, reviewing and analyzing the results of Service Providers.

The City will monitor required program tasks and responsibilities to ensure that these tasks and responsibilities are completed within required timelines and according to guidelines provided in the Head Start Performance Standards, Federal and State regulations, and local laws and rules.

Monitoring of the EHS-CCP Program will be a continuous process throughout the program year. The results of reports and ongoing monitoring will be used by the Head Start Administrator and management to determine the level of compliance with Head Start Performance Standards, Federal, State and local laws and rules.

The City will follow-up on reported issues or concerns that arise from ongoing monitoring to ensure corrective action and implementation of improvement plans by the Service Providers. The City will provide the necessary training and technical assistance and resources available to assist the Service Providers in developing and implementing a quality corrective action or improvement plan.

The City will develop procedures for ongoing monitoring of the EHS-CCP Program and its Service Providers. These procedures will provide guidance and expectations of how The City will monitor internally and externally. These procedures will also include the requirements for reporting findings.

The City will establish an annual monitoring calendar/schedule of proposed monitoring activities and will share with the Service Providers.

The City will dedicate one staff position exclusively for monitoring
The City will lead the annual self assessment process by recruiting stakeholders to include parents, policy council members, governing body members, community members, and City and Service Providers staff; the City will also provide training for all participants; develop the approach, establish the timeline and format for the self- assessment; and ultimately ensure the successful completion of the self assessment process.

II. Provider's Responsibilities:

- d) -:

Three Tiered Approach

Ongoing monitoring for the EHS-CCP Program is a three-tiered approach.

- First - Monitoring is completed by the TDFPS for all Service Providers.
- Second - The City provides monitoring to ensure understanding and compliance with the Head Start Performance Standards and expectations.
- Third - The State of Texas Rising Star (TRS) system..

The City developed monitoring tools for all service areas. These tools measure compliance of the Head Start Performance Standards and protocols. Tools are introduced to the Service Providers via the program year monitoring calendar, and reporting expectations. Training and technical assistance is provided to assure understanding.

EHS staff continues to build respectful and responsive relationships with all Service Providers. Ongoing monitoring continues to provide recommendations to enhance the quality of care and services to children and to provide safe and healthy environments

- Environmental Health and Safety
- Education and Early Childhood Development
- Health /Dental Services
- Nutrition
- Disabilities / Mental Health

- Family & Community Partnerships
- ERSEA
- Human Resources
- Program Design and Management

The City will utilize the results of monitoring efforts and activities established by the Providers to further evaluate compliance with Head Start Performance Standards and regulations.


Provider Corrective Action:

- The provider will have no more than 10 business days to correct all findings of provider level monitoring.
- The provider will have no more than 10 business days to correct all findings of grantee level monitoring.
- The Provider will request in writing or email for an extension for any finding needing more time to correct. The Special Projects Manager over EHS-CCP Program or Head Start Administrator may give permission and add provisions to any agreements.

Performance Standard:

1304.51 (i)(1-3)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management: Program Governance

Policy ID: PDM 2

Subject: Policy Council Composition, Formation and Selection

Policy:

The City of San Antonio, in accordance with Head Start Performance Standards, has established a governance structure that includes the Governing Body, Head Start Policy Council, and Parent Connection Committees at each center.

The total size, composition and formation of the Head Start Policy Council and procedures for selection of parent and community representatives are approved by both the Head Start Policy Council and City Council Committee, acting on behalf of the Governing Body. The total number of representatives by school district is based on the number of children served. San Antonio Independent School District (SAISD) serves 2,243 children, will elect three Policy Council parent representatives and three alternate members. Edgewood Independent School District, serves 777 children, will elect two Policy Council representatives and two alternate members. Early Head Start – Child Care Partnership (EHS-CCP) Program serves 216 children, will elect two Policy Council representatives and two alternate members. At a minimum, 51% of the Policy Council is comprised of parents or guardians of currently enrolled children. Community member applicants are elected from the local community.


Policy Council members serve for a one year term (seated December – November). Members must be re-elected annually and cannot be elected for more than a combined total of three terms.

Grantee and Service Provider staff and members of their immediate family are prohibited from serving on the Head Start Policy Council.

Performance Standard:

1304.50 (a, b)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 3

Subject: Standards of Conduct

Policy:


The City of San Antonio Head Start Program and Early Head Start-Child Care Partnership Service Provider staff, including substitutes, interim staff, consultants, Head Start Policy Council members and volunteers will abide by the Head Start Program and their agency standards of conduct, if applicable. Standards of Conduct will follow Head Start regulations to ensure children and families are respected; confidentiality is followed; children are safe in care; and positive methods of guidance and discipline are used. Additionally, employees will uphold integrity and conflict of interest requirements.

Furthermore, all staff, including substitutes, interim staff, consultants and Head Start Policy Council members are required to sign Standards of Conduct Acknowledgement Form, in accordance with Head Start requirements.

Performance Standards:

1301.31 (a) (3); 1304.52 (i) (1-3)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management

Policy ID: PDM 4

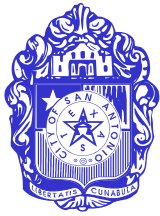
Subject: Staff Performance Appraisals


Policy:

The City of San Antonio Head Start Program and Service Providers will follow their agency guidelines concerning staff performance appraisals. At a minimum all Early Head Start – Child Care Partnership Program employees are required to have an annual performance review conducted and on file. The results of these reviews will be used to identify staff training and professional development needs, modify staff performance agreements, as necessary, and assist each staff member in improving his or her skills and professional competencies.

Performance Standards:

1301.31(a)(5); 1304.52 (j); 1310.17 (f)(1)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management; Human Resources Management

Policy ID: PDM 5

Subject: Training and Advancement Opportunities

Policy:

The City of San Antonio Head Start Program and Early Head Start- Child Care Partnership Service Providers will establish a training system that ensures all new staff, applicable consultants and volunteers receive, at a minimum, an orientation that includes the goals and underlying philosophy of Head Start and the ways in which they are implemented by the program.


Additionally, ongoing training opportunities will be provided for staff to acquire skills and knowledge needed to fulfill their job responsibilities and implement Performance Standards. This system will also ensure that the Head Start Policy Council and Governing Body receive orientation and training necessary to enable them to carry out the program's governance responsibilities.

Additionally, a pre-service and in-service training will be provided to staff annually.

Performance Standard:

1301.31(a)(4);1304.52 (1); 1306.23;



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 6

Subject: Sexual Harassment and Other Unlawful Harassment and Discrimination

Policy:


The City of San Antonio Head Start Program and Early Head Start- Child Care Partnership Service Providers (Service Providers) are committed to and will maintain a work environment that is free from sexual and other unlawful harassment and discrimination.

Additionally, the City and Service Providers will follow their agencies current policies prohibiting unlawful harassment, in any form (including sexual, verbal, physical and visual harassment) and discrimination on any basis protected by state and/or federal law.

Performance Standard:

1301.31(a)(6); 1301.10 CFR 45 Part 80



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management; Personnel Policies

Policy ID: PDM 7

Subject: Qualifications of Educational Staff

Policy:

The City of San Antonio Head Start Program and Early Head Start- Child Care Partnership Service Providers (Service Providers) provide educational services in compliance with Head Start Act requirements related to staff qualifications. Service Providers must ensure that Teachers, Teacher Assistants, and Education Coordinators meet the following requirements:

- I. Pre-K Teachers and Education Coordinators
 - a. Baccalaureate or advanced degree in Early Childhood Education (ECE); or
 - b. Baccalaureate or advanced degree with ECE coursework and experience teaching preschool age children
 - i. The Head Start Program will also recognize licenses or certifications that qualify teachers to teach pre-school aged children within the State of Texas if they have experience teaching preschool age children, and have ECE coursework
- II. Pre-K Teacher Assistants
 - a. Child development associate (CDA) credential; or
 - b. Technical Certificate in Early Childhood Studies or Early Childhood Development; or
 - c. Associate or baccalaureate degree (in any area).
- III. Infant and Toddler Teachers
 - a. Child development associate (CDA) credential, and have been trained (or have equivalent coursework) in early childhood development; or
 - b. Associates, Baccalaureate or advanced degree in early childhood education or a related field. A degree in a related field is defined as an Associate, Baccalaureate, or advanced degree in a field other than child development or early childhood education that either includes or is supplemented by six college courses (2-3 semester credits each) in child development or early childhood education focusing on children birth to age five.

Currently employed Head Start Teachers and Education Coordinators with a qualifying State of Texas license/certification who do not have degrees in ECE or coursework equivalent to such a degree, are encouraged to have 18 hours of ECE coursework.

Service Providers are responsible for ensuring all educational staff meets the qualification requirements at time of hiring. All teachers and teacher assistants (Pre-K and Infant/Toddler*) and Education Coordinators are responsible for taking an active role in continuing their education to provide optimal educational services. Limited Training and Technical Assistance funding is available for continuing education.

*Infants are defined as children between the ages of birth – 17 months and Toddlers are defined as children between the ages of 18 -36 months


Performance Standard:

1304.52 (f)(h)(1-6)

Head Start Act Requirements and Information Memorandum:

Sec 648 A (1-3); IM 10 -06; IM 08-12



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management: Personnel Policies

Policy ID: PDM 8

Subject: Identification and Reporting of Child Abuse and Neglect

Policy:

The City of San Antonio Early Head Start –Child Care Partnership (EHS-CCP) Program and Service Providers are responsible for developing a plan for responding to suspected or known child abuse cases as defined in 45 CFR 1340.2(d) whether it occurs inside or outside of the program.

Further, all Head Start staff including Grantee and Service Provider staff, as well as teachers, teacher assistants, floaters, substitutes, a site personnel, and volunteers must follow the Service Provider's policies and procedures regarding child abuse and neglect and report any suspected cases of child abuse or neglect to immediate supervisor and the center director.

The City of San Antonio Head Start Administrator must be notified within 24 hours of an incident that has occurred within the EHS-CCP Program. The Head Start Administrator must also be notified of any report that has been made for suspected child abuse or neglect occurring outside the EHS-CCP within 24 hours of notification. Such official incident reporting must be provided in writing.

Additionally, when any City of San Antonio Head Start Program Staff, Contractors, Service Providers or Child Care Center staff or Volunteers witness or suspect child abuse or neglect, Texas law states that he or she must make a report to Child Protective Services (CPS) within 48 hours. According to the State of Texas, Title 5, Chapter 261 of the Family Code, "child abuse is an act or omission that endangers or impairs a child's physical, mental or emotional health and development." Child abuse may take several forms including:

- Physical or emotional injury
- Sexual abuse
- Sexual exploitation
- Physical neglect
- Medical neglect
- Inadequate supervision

In filing a report, personnel will follow state regulations regarding the timeframes that reports must be submitted, the information that must be reported, and confidentiality of reported information.

Service Providers are also responsible for developing procedures to notify the parents/guardians of any suspected or known child abuse incidents which occur within the EHS-CCP Program. EHS-CCP City staff and Service Providers must also comply with Texas Department of Family and Protective Services

(TDFPS) Child Care Licensing Minimum Standards.

Should the Service Provider be informed that a report has been made for suspected child abuse occurring outside the Head Start Program, they must comply with notification requirements outlined in this policy.

Annually, EHS-CCP personnel, governing body and policy council members will receive training on procedures for identifying and reporting child abuse or neglect from a qualified individual with the knowledge, skills and experience in the field of child abuse and neglect. EHS-CCP staff are expected to fully cooperate with Child Protective Services, TDFPS Child Care Licensing and other applicable agency personnel to report any suspected or known incidents.


Performance Standard:

1301.31 e; 1304.2 d; 1304.22 (a)(5); 1304.52(1)(3)(i)

Office of the Texas Attorney General, "What Can We Do about Child Abuse Part 2":

https://www.texasattorneygeneral.gov/ag_publications/txts/childabuse2.shtml



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management

Policy ID: PDM 9

Subject: Communication with Head Start Program Providers and Governing Bodies


Policy:

The City of San Antonio Head Start Program will ensure that Early Head Start-Child Care Partnership Service Providers (Service Providers), Head Start Policy Council, Governing Body, and all staff receive pertinent regulations, policies, and other communications in a timely manner. The Service Providers are responsible for ensuring their governing bodies and EHS-CCP staff receive Head Start applicable communication.

Performance Standard:

1304.51(d- f)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management

Policy ID: PDM 10

Subject: Governing Body and Policy Council Responsibilities

Policy:

The City of San Antonio Head Start Program Policy Council shall participate in shared decision making with the Governing Body and City of San Antonio to provide leadership necessary to exercise its authority, as outlined in the Performance Standards.


The Governing Body and Policy Council will annually approve a Governing Body and Policy Council Roles and Responsibility Framework. The Framework outlines key Governing Body and Policy Council responsibilities related to legal, fiscal, administration and oversight, policy making, program planning, recruitment, selection and enrollment priorities, Policy Council reimbursement, personnel hiring and terminations, program annual assessment, grant applications, and other federally mandated requirements.

The City of San Antonio, Department of Human Services, Head Start Division, is responsible for ensuring that appropriate items are brought forward for approval and regular, ongoing program reporting and communication occurs to ensure Governing Body and Policy Council members are able to fulfill their responsibilities and necessary functions to implement a high quality program.

Head Start Act and Performance Standards:

Act 642 (c) (1) (E); Act 642(c)(2)D 1301.13; 1304.50(c-f); 1304.50 g (1)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 11



Subject: Community Complaint

Policy:

The City of San Antonio Head Start Program collaborates with the Head Start Policy Council to establish and maintain a procedure to resolve community complaints about the program in accordance with the performance standards. These procedures ensure that all complaints made by Head Start parents, guardians, and other members of the community are handled in an expedient and satisfactory manner.

Performance Standard:

1304.50 (d)(2)(v)

	City of San Antonio Head Start Procedure		
PDM 11	EFFECTIVE: April 13, 2010	REVISED: November 3, 2015	
SUBJECT: Community Complaints			
REFERENCE: Program Design and Management: Program Governance			
			PAGE: 1 of 2

Purpose:

To establish and maintain formal procedures to resolve parent, guardian or community complaints concerning implementation of the City of San Antonio Head Start Program policies, Head Start performance standards and regulations 1304.50(d)(2)(v).

Procedure:

The City of San Antonio Head Start Program encourages a climate of open communication between parents, program employees and community members. City of San Antonio and Service Providers staff members are available to provide support and to assist any parent or community resident who has a complaint, problem or concern regarding the program or Head Start services.

Resolution of Concerns

Parents, guardians or community residents are encouraged to attempt to resolve Head Start complaints, problems or concerns at the center level by talking to a teacher, family support worker, center director or any Head Start staff.

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

Head Start Service Provider Director

Parents, guardians or community residents can call, email, meet with, or provide a written statement to the center Director. The director will provide a recommendation for resolution of the concern or problem within five working days of receipt of the issue. The director may request additional time if required to resolve the concern or problem.

City of San Antonio Head Start Program Administrator

Parents, guardians or community residents can 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 days to resolve the concern or problem. The Head Start Administrator may also request additional time if required to resolve the concern or problem.

Head Start Policy Council


Parents, guardians or community residents can submit a signed, written statement to the Head Start Policy Council. The statement shall describe in detail the complaint, problem or concern and steps taken to resolve the issue. The Policy Council will provide a response within 15 working days of receipt of the written statement.

Governing Body

Parents, guardians or community residents can submit a signed, written statement to the Governing body the statement shall describe in detail the complaint, problem or concern and steps taken to resolve the issue. The Governing Body will provide a written response through a designated representative within 15 working days of receipt of the written statement.

The Governing Body is the City of San Antonio Head Start Program's last formal step in resolving parent/community resident complaints or concerns.



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 12

Subject: Critical Incident Report

Policy:

The City of San Antonio Early Head Start- Child Care Partnership (EHS-CCP) Program, City staff and Service Providers will work together to develop and implement a system for Critical Incident reporting. The system must include training for staff on critical incident reporting procedures notifying parents/ guardians and Grantee within 24 hours.

Critical incidents include, but are not limited to:


- Suspected child abuse which may or may not have occurred during service hours.
- Injury to a child due to lack of supervision or unacceptable methods of child guidance
- Incidents which may have placed a child, family member or staff in danger
- Any incident and or media inquiry which has the potential to generate negative media coverage
- Unplanned interruption in Head Start Program services
- Health incidents and illnesses, which include, but are not limited to:
 - Injuries that require urgent medical attention by a health-care professional
 - Child or staff member leaving by emergency medical transport
 - Contagious diseases that could lead to an outbreak
 - Child receiving outside medical attention at any point in time for an injury that occurred during service hours

In addition to notifying parents/guardians of critical incidents, Service Providers must also provide notification to the City of San Antonio's Head Start Administrator or designee. Official incident reporting must be provided in writing no later than 24 hours of the event. Failure to notify the City of San Antonio of incidents could lead to contract termination.

Performance Standards:

1301.31 (e); 1304.52(a)(1)(2); 1304.22 (a); 1304.53 and 45 CFR 1340.2 d (1-4)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management: Human Resources

Policy ID: PDM 13

Subject: Personnel Policies, Hiring and Termination

Policy:

The Early Head Start-Child Care Partnership (EHS-CCP) Program, City staff and Service Providers must establish and implement written personnel policies for all EHS-CCP staff. The City staff, and Service Providers will abide by their internal agency personnel policies. These policies must meet or exceed requirements of applicable Head Start regulations and address the following: descriptions of each job position; description of procedures for recruitment, selection and termination of staff; standards of conduct; description of methods to provide training and development opportunities for staff and volunteers; procedures for conducting staff performance appraisals; employee-management relation procedures and equal opportunity assurances.

The Head Start Policy Council (HSPC) and the Personnel Subcommittee of the HSPC will be involved in hiring and termination processes and decisions for any person who works primarily for the Head Start programs. Each Service Provider is responsible for establishing written personnel policies and establishing appropriate processes for recruitment, selection, hiring, and termination of Head Start staff that are in compliance with Head Start regulations.

Recruitment, Selection and Hiring

City staff and Service Provider staff recruitment and selection policies and procedures must be consistent with Head Start regulations as well as local, state and federal laws. This includes a review of each applicant's criminal history, qualifications, responsibilities, and job classification or position, including applicable statutory requirements. Employees must not be considered permanent or work within a classroom or with children until the clearance is received per Texas Department of Family and Protective Services Child Care Licensing Minimum Standards. In accordance with Head Start regulations, Head Start parents receive preference for employment vacancies for which they are qualified. All vacancies will be filled with the most qualified candidates.

The HSPC may participate in interviews for the Grantee Head Start staff candidates.

Termination

Termination/separation actions must be in accordance with Head Start Performance Standards, laws governing the Federal and State Equal Opportunity Employment Act, and other applicable agency rules and regulations. City of San Antonio management staff will keep the HSPC informed of adverse personnel actions that could lead to or include termination of Head Start employees. The Policy Council Personnel Subcommittee provides recommendations to the Policy Council, as appropriate, concerning personnel termination actions.

Policy Council Approval of Hiring and Termination Actions

In accordance with Head Start regulations, the HSPC must approve the hiring or termination of any person who works primarily for the Head Start programs, including the Grantee Head Start Administrator, who is the City of San Antonio Head Start Program's equivalent of a Head Start Director under the regulations. The following are exceptions to the general rule requiring HSPC approval:

Hiring of:

- (a) Interim staff
- (b) Staff used through a temporary services agency;
- (c) Staff within the Head Start program whose primary job functions/duties change when the change does not involve the hiring process; and
- (d) Key personnel critical to immediate service delivery and/or operations of the program. In such cases, the City's Head Start Administrator or Director of the Human Services Department may determine whether a delay caused by waiting for HSPC approval will be detrimental to the program. If such determination is made, the Head Start Administrator or Director of the Human Services Department will discuss the matter with the HSPC Chair for concurrence and will later inform the HSPC at the next regularly scheduled meeting of the immediate hire and request approval of the HSPC.

Termination of:


- (a) Staff used through a temporary services agency;
- (b) Probationary employees in accordance with the City's personnel policies and as authorized by HHS policy clarification.
- (c) Staff that, through their conduct, are a threat to the safety of children, parents, staff or the program and who, due to such conduct, must be immediately dismissed
- (d) Staff due to reduction in force and/or funding cuts

HSPC discussions regarding the hiring or termination of employees should take place in a closed session. All votes to approve or disapprove a recommendation to hire or terminate an employee will take place in an open session in accordance with the Texas State Open Meetings Act requirements.

Performance Standards:

1301.31 (a – c), 1304.50 (d)(1)(x-ix), 1304.52(d)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Program Design and Management: Program Governance

Policy ID: PDM 14

Subject: Shared Decision-making

Policy:


In accordance with Head Start Performance Standards, the City of San Antonio has established a formal structure of shared governance that includes the City of San Antonio City Council, committee and the Head Start Policy Council. The City Council committee is a subcommittee of City Council to which City Council has delegated oversight of key responsibilities related to program governance and improvements of the Head Start Program. This structure allows for parent participation in policy making and other decisions about the program, as required by Head Start Performance Standards.

To the extent permitted by federal regulations, the City's Charter and the City's governance structure, the City Council committee shall act on behalf of the City Council and jointly approve procedures related to shared decision-making with the Head Start Policy Council.

Performance Standard:

1304.50 (a-h); Sec. 642(c)(1)(E)(iv)(XI) and Sec. 642 (c) (2) of the Head Start Act



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management: Human Resources

Policy ID: PDM 15

Subject: Employee Management Relations


Policy:

The City of San Antonio Head Start Program and Early Head Start – Child Care Partnership Service Providers staff will adhere to its own organization and Head Start specific personnel policies. In compliance with Head Start regulations, the City of San Antonio and Service Providers must also have an established grievance process for resolving employee-management issues and adverse actions.

Performance Standard:

1301.31(a)(7)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management

Policy ID: PDM 16

Subject: Registered Sex Offenders

Policy:


The City of San Antonio Head Start Program and Early Head Start-Child Care Partnership Service Providers (Service Providers), in order to maintain the health, safety and welfare of participating children, will abide by Texas law, including restrictions imposed and permissions granted by parole and probationary boards to any persons who are registered sex offenders. This law includes center and other on/off site program events involving children. Access to center and other on/off site program events will be based on the legal restrictions and permissions placed on the individual, including those individuals that are Head Start parents or legal guardians.

Each Service Provider will follow their agency policies or procedures concerning registered sex offenders or will develop procedures to implement this policy. These policies or procedures shall be in compliance with Texas law. Additionally, Service Providers will ensure they do not knowingly employ or accept volunteer services from registered sex offenders when children are present. Each Service Provider must, at a minimum, ensure all employees receive a state or national criminal background check prior to being considered permanent and conduct background checks on volunteers when required by applicable regulations. Service Providers will follow Texas Department of Family and Protective Services Child Care Licensing Minimum Standards regarding background checks for employees. Service Providers should also check the Texas Department of Public Safety database if there are any questions concerning an individual who is, or is suspected as being, a registered sex offender.

Performance Standard:

1301.31 (b)(2)(i-iii)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management: Program Governance

Policy ID: PDM 17

Subject: Internal Dispute



Resolution Policy:

The City Council committee representing the governing body (City of San Antonio City Council) and the City of San Antonio Head Start Policy Council will approve procedures to resolve internal disputes between the City Council committee and the Head Start Policy Council, and between the Head Start Policy Council and Head Start Grantee management staff.

Whenever possible, the parties will attempt to resolve disagreements first through the process of negotiation, including discussion, compromise, and consensus seeking prior to mediation and arbitration. This policy, detailed further in the Internal Dispute Resolution Procedures, will ensure that matters of internal dispute are resolved in a respectful, professional and timely manner that will safeguard the integrity and continued funding and operation of the Head Start Program.

Performance Standards:

[1304.50 h](#)

	City of San Antonio Head Start Program Procedure	
PDM 17	EFFECTIVE: April 13, 2010	REVISED: November 3, 2015
SUBJECT: Internal Dispute Resolution		
REFERENCE: Program Design and Management: Program Governance		
PAGE: 1 of 6		

Purpose:

To establish procedures for resolving any dispute between the governing body (or its representatives) and the Head Start Policy Council (HSPC) and/or between the Head Start Policy Council and Head Start Grantee management staff.

I. Operational Procedures:

- 1.1 The procedures outlined below fall within two categories:

Category 1 - resolution of an impasse or disagreement between the Head Start Policy Council and the Governing Body) regarding issues related to planning and/or general operating procedures of the Head Start Program (including the termination or denial of refunding of the Head Start grant); and

Category 2 - resolution of an impasse or disagreement between the Head Start Policy Council and Head Start Program (City of San Antonio) management staff related to personnel and/or other matters requiring Head Start Policy Council approval.

- 1.2 New Policy Council and Governing Body members will be made aware of these procedures during Head Start program orientation sessions.
- 1.3 If the disagreement relates to disapproval of refunding application which could lead to termination or denial of refunding the Head Start Grant, the City's Department of Human Services (DHS) shall notify the U.S. Department of Health and Human Services (HHS) Regional Office within 10 working days. If the Head Start Policy Council is proposing to disapprove the refunding application, DHS shall notify the Regional Office immediately, at least 90 days prior to the refunding date.

II. Category Procedures:

- 2.1 Category 1 - Internal Dispute Procedures for Matters Related to Planning and/or General Operating Procedures

In the event of an internal dispute between the Head Start Policy Council (HSPC) and the Governing Body) related to planning and/or general operating procedures the following process will be followed:

Phase I - Negotiation:

1. When there is disapproval of any issue related to planning and/or general operating procedures between either the HSPC or the Governing Body, the disapproving group will provide a brief explanation of the reason for disapproval and a request for further documentation or information prior to consideration of the matter at the next regularly scheduled meeting for the disapproving group (unless time is of the essence, in which case, a special call meeting may be warranted). The issue, along with the additional documentation or information, will be presented to the disapproving group a second time for reconsideration.
2. If the matter is still unresolved, HSPC shall designate a subcommittee of no more than three members, and the Governing Body will identify no more than three representatives to meet for the purpose of voluntary negotiation. If the representatives for the two groups are able to develop a recommendation, which is supported by a majority of the representatives for each group (e.g., 2 of the 3 members of the HSPC and 2 of the 3 representatives of the Governing Body, the issue and recommendation will be brought back to the HSPC and Governing Body for consideration and approval, as appropriate.
3. If the voluntary negotiation process fails or the recommendation of the group is not accepted by either the HSPC and/or the Governing Body, then the parties will move to Phase II of this process.

Phase II - Mediation:

1. The HSPC and Governing Body shall each designate a subcommittee of no more than three members to participate in the mediation process, the authority to select a mediator prior to the scheduled date of mediation, and shall grant the subcommittee settlement authority. Either party may replace its representative(s) at any time.
2. The HSPC subcommittee and Governing Body representatives shall, at a joint meeting, select a mediator from the list of mediators provided by the City of San Antonio. The qualified mediator will not have any affiliation with the City of San Antonio.
3. The Head Start Policy Council subcommittee may hold as many meetings as necessary consistent with Open Meetings Act Guidelines to develop its mediation strategy.
4. The mediator fees may be charged to the Head Start grant in the amount equal to the usual and customary fee charged within the City of San Antonio market.
5. The parties shall schedule mediation at a mutually agreeable time and place as soon as possible. The mediation will follow standard and customary mediation rules.
6. Upon conclusion of the successful mediation, the parties will develop and execute a settlement agreement within three working days. The actual settlement agreement or the course of action set forth therein shall be subject to City Council approval, if such approval is required. The Parties will abide by the agreed upon resolution/agreement.
7. If a mediated agreement is not reached, then the Parties will move to Phase III of this process.

Phase III - Arbitration:

1. The HSPC and the Governing Body shall each designate a representative to participate in the arbitration process. Either party may replace its representative at any time.
2. Each party's designated representatives will select their respective legal counsel, if necessary, from a list of attorneys and an arbitrator from a list of arbitrators provided by the City of San Antonio. The arbitrator shall be mutually agreeable to both Parties.
3. Arbitrator and attorney fees will be charged to the Head Start grant in an amount equal to the usual and customary fees charged within the City of San Antonio market.
4. The arbitration shall be scheduled and completed within 90 days (unless an extension of time is mutually agreed to by the parties).
5. The arbitration shall be a *de novo* review (comprehensive review of all evidence, testimony and documentation) of the matter.
6. The party having disapproved the action subject to this impasse shall be considered the Defendant for purposes of the arbitration. The party recommending the action which was not approved shall be the Plaintiff for purposes of the arbitration and shall have the burden of proof.
7. The matter before the arbitrator shall be subject to a "preponderance of the evidence" burden of proof.
8. The arbitrator shall have the option of issuing a scheduling order directing the parties to submit information and documents by set dates.
9. If no scheduling order is issued:
 - a) The attorneys for the parties shall confer within 15 calendar days of the commencement of the arbitration process to discuss discovery and exchange of documents and evidence relevant to the arbitration;
 - b) The Plaintiff shall provide a position statement to the Defendant and arbitrator no later than 45 calendar days prior to the scheduled date of the arbitration;
 - c) The Defendant shall submit a response to the Plaintiff's position statement within 15 calendar days of the receipt of the Plaintiff's position statement;
 - d) The Plaintiff shall have the option of submitting a response to the Defendant's position statement within 10 calendar days of receipt of the Defendant's position statement;
 - e) The Plaintiff shall provide a witness list and exhibit list to the Defendant and the arbitrator no later than 30 calendar days prior to the scheduled date of the arbitration;
 - f) The Defendant shall submit a witness list and exhibit list to Plaintiff and arbitrator within 10 calendar days of the receipt of Plaintiff's witness list and exhibit list.
10. The arbitrator shall receive evidence and testimony as reasonably necessary to resolve the dispute in a timely manner.
11. Unless otherwise agreed to by both parties there shall be no record taken of the arbitration.
12. The decision of the arbitrator will be binding and final.

2.2 Category 2 - Internal Dispute Procedures for Matters Related to Personnel and/or Other Matters Requiring Head Start Policy Council Approval

The City of San Antonio will comply with applicable Head Start regulations, policies approved by the Head Start Policy Council and the governing body, and City's policies and procedures as they relate to personnel actions. In the event of an internal dispute between the HSPC and Grantee management staff related to personnel and/or other matters the following process will be followed:

Phase I - Negotiation:

1. When there is disapproval by the HSPC on any issue related to personnel actions and/or other program actions recommended by Grantee management staff, the HSPC will provide Grantee management staff with a brief explanation of the reason for disapproval and a request for further documentation or information prior to consideration of the matter at the next regularly scheduled HSPC meeting. The issue, along with the additional documentation or information, will be presented to the HSPC a second time for reconsideration at their next regularly scheduled meeting (unless time is of the essence, in which case, a special call meeting may be warranted).
2. If the matter is still unresolved, the HSPC will identify a subcommittee of members (no more than three) to meet with Grantee management staff for the purpose of voluntary negotiation. If the representatives for the two groups are able to develop a recommendation, which is supported by a majority of the representatives for each group (e.g., 2 of the 3 members of the HSPC and 2 of the 3 representatives of the Grantee management staff), the issue and recommendation will be brought back to the HSPC and Grantee management staff for consideration and approval, as appropriate.
3. If the voluntary negotiation process fails or the recommendation of the group negotiation is not accepted by the HSPC and/or Grantee management the parties will move to Phase II of this process.


Phase II - Arbitration:

1. Each group shall designate a member to participate in the arbitration process. Either party may replace its representative at any time.
2. The HSPC and designated representative(s) for the Grantee management staff will select their respective legal counsel, if necessary, from a list of attorneys and an arbitrator from a list of arbitrators provided by the City of San Antonio. The arbitrator shall be mutually agreeable to both Parties.
3. Arbitrator and attorney fees will be charged to the Head Start grant in an amount equal to the usual and customary fees charged within the City of San Antonio market.
4. The arbitration shall be scheduled and completed within 90 days (unless an extension of time is mutually agreed to by the parties).
5. The arbitration shall be a *de novo* review (comprehensive review of all evidence, testimony and documentation) of the matter.
6. The party having disapproved the action subject to this impasse shall be considered the Defendant for purposes of the arbitration. The party recommending the action which was not approved shall be the Plaintiff for purposes of the arbitration and shall have the burden of proof.

7. The matter before the arbitrator shall be subject to a “preponderance of the evidence” burden of proof.
8. The arbitrator shall have the option of issuing a scheduling order directing the parties to submit information and documents by set dates.
9. If no scheduling order is issued:
 - a. the attorneys for the parties shall confer within 15 calendar days of the commencement of the arbitration process to discuss discovery and exchange of documents and evidence relevant to the arbitration;
 - b. the Plaintiff shall provide a position statement to the Defendant and arbitrator no later than 45 calendar days prior to the scheduled date of the arbitration; the Defendant shall submit a response to the Plaintiff’s position statement within 15 calendar days of the receipt of the Plaintiff’s position statement;
 - c. the Plaintiff shall have the option of submitting a response to the Defendant’s position statement within 10 calendar days of receipt of the Defendant’s position statement;
 - d. the Plaintiff shall provide a witness list and exhibit list to the Defendant and the arbitrator no later than 30 calendar days prior to the scheduled date of the arbitration;
 - e. The Defendant shall submit a witness list and exhibit list to Plaintiff and arbitrator within 10 calendar days of the receipt of Plaintiff’s witness list and exhibit list.
10. The arbitrator shall receive evidence and testimony as reasonably necessary to resolve the dispute in a timely manner.
11. Unless otherwise agreed to by both parties there shall be no record taken of the arbitration.
12. The decision of the arbitrator will be binding and final.

Related Regulations: [1304.50 h](#)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management; Personnel Policies

Policy ID: PDM 18

Subject: Confidentiality

Policy:

The City of San Antonio Head Start Program, including the Early Head Start – Child Care Partnership Program, is committed to ensure the security and confidentiality of personnel, children, and family files.

Confidentiality requirements include, but are not limited to, the following:

- a) Physical and electronic records/files are secured;
- b) Only authorized staff members may access personnel child and family files;
- c) Staff members share child information on a need-to-know basis;
- d) Parent/guardian's written consent is needed prior to release of any individual child or family records.
- e) Staff is trained immediately after their start date either through orientation or one-on-one training on how to maintain confidentiality;

Only information that is essential to provide services will be recorded and maintained on any Head Start child. Parents/ guardians will be the primary source of information about themselves, and information sought from them will be limited to that which is essential for service.


The sharing of information with Head Start community partners is encouraged if such improves service delivery and is done in accordance with this confidentiality policy. Sharing of information with outside agencies for purposes other than coordination of services must be pre-approved by the City of San Antonio Head Start Program Administrator.

Confidentiality must be maintained in accordance with this policy, local, state and federal requirements.

Performance Standard:

[1301.31](#); [1304.41 \(a\) \(1\)](#); 1304.51(g); [1304.52 \(i\) \(1\) \(ii\)](#);



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management; Human Resources Management

Policy ID: PDM 19

Subject: Research Studies with Head Start Families

Policy:

The City of San Antonio Head Start Program Grantee, including the Early Head Start-Child Care Partnership Program, and Service Providers must follow the established guidelines for research study requests involving Head Start children and families.

A written request must be provided to the City of San Antonio (grantee) for approval when a request to support a research study involves children and families enrolled in the Head Start program and/or involves secondary Head Start data (research collected by the Head Start program for another purpose). This request must include assurances that the study will be conducted in compliance with the City of San Antonio Head Start Program Confidentiality policy, 45 CFR 46 and 45 CFR 46 Subpart D (additional protections for children) and include the following basic elements:


- Person or entity conducting the study
- Type of research study
- Title of project
- Timeframe for study
- Proposed subjects
- Methodology and data collection
- Purpose of study and use of information collected
- Method to obtain parental permission and child's agreement (if applicable) unless a waiver has been granted by an Institutional Review Board (IRB) or other agency in accordance with section 46.116 (c) or 46.116 (d) of 45 CFR 46
- How anonymity and confidentiality of subjects will be maintained
- Documentation of agency approval and/or approval by an IRB, if applicable

At the conclusion of the project, anticipated dates of publication will be provided to the grantee as well as a copy of all published reports.

Related Regulations:

45 CFR 46 and 45 CFR 46 Subpart D



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Program Design and Management: Human Resources Management

Policy ID: PDM 20

Subject: Staff and Regular Volunteer Initial Health Requirements

Policy:


City of San Antonio Head Start, including the Early Head Start-Child Care Partnership Program staff and Service Providers must receive an initial health exam that includes screening for tuberculosis (TB) as well as a yearly TB screening and at a minimum a periodic health exam every 5 years.

- The TB screening may be completed through a questionnaire.
- Regular volunteers must receive a yearly TB screening.
- Documentation of initial health exams, re-examinations if applicable, and Staff/Volunteer TB Questionnaires must be kept on file.
- Grantee and Service Providers must make mental wellness information available to staff.

Performance Standard:

1304.52 (k) (1-3)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date

Mental Health

Policy ID: Wellness Support Services 1

Subject: Identification and Intervention through Wellness Support Services

Policy:

The Early Head Start –Child Care Partnership (EHS-CCP), Service Providers and City Staff will ensure the effective provision of mental health services by utilizing consultants who are licensed mental health professionals with experience and expertise in the provision of mental health services to young children and their families.

City staff, and contracted mental health professionals, will develop a system for the timely identification of children, families and teachers in need of the provision of behavioral supports and/or mental health services.

Service Providers will adhere to the process and procedures outlined by the City for Wellness Support Services.

Wellness Support Services will promote the social-emotional competence of children by providing education and services at the following levels:

- **Foundation - Effective Workforce**

The City will contract with qualified mental health professionals to provide direct services to children and families in need of assistance and together will develop mental health systems and policies using evidenced-based practices.

- **Tier I: Promotion - Nurturing and Responsive Relationships and High Quality Supportive Environments**

The EHS-CCP Program will promote the positive social-emotional development of children by implementing an approach that focuses on creating a nurturing environment that fosters positive relationships between staff, children and parents.

- **Tier II: Prevention - Targeted Social-Emotional Supports**

The EHS-CCP program will promote the positive social-emotional development of children through parent and teacher education, classroom observations and teacher consultation to identify strategies that promote wellness.

- **Tier III: Intensive Intervention**

The EHS-CCP program will respond to children and families in need of intensive interventions by providing consultation and referrals to community providers. Referrals will be documented in the mental health area of Child Plus.


The City's EHS-CCP program and Service Providers will obtain signed consent forms, authorizing services and written permission to release information from parents prior to the provision of services or referrals.

The City's EHS-CCP and Service Providers will ensure compliance with all HIPAA, PHI, FERPA and other confidentiality policies, as required by law, including when documenting services, referrals and follow-up provided in all data management systems utilized by the EHS-CCP Program.

All mental health documentation must be entered according the City of San Antonio Data Entry & Benchmark Due Date Guide.

Performance Standard:
1304.24



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Transportation

Policy ID: **Transportation 1**

Subject: **General Requirements**

Policy:

Early Head Start – Child Care Partnership Service Providers (Providers) must establish procedures that promote the safe operations of vehicles used to transport children, as applicable. These procedures must include:

- Emergency and safety equipment on board
- Vehicle maintenance
- Training of bus staff on emergency and safety procedures and documentation of training
- Trip routing


Safe transition of children to include:

- Pick up and drop off to and from the center
- Release of a child to designated adult

Performance Standards:

1310.10; 1310.15; 1310.17; 1310.20; 1310.13



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Transportation

Policy ID: **Transportation 2**

Subject: **Student Pedestrian and Bus Safety Training**

Policy:

Early Head Start-Child Care Partnership (EHS-CCP), Service Providers must develop a system to ensure that every child enrolled in the program receives Pedestrian and Bus Safety Training and Information according to the City of the San Antonio Data Entry and Benchmark Due Date Guide.


In addition, centers providing transportation services directly or through another organization must ensure that children are trained on emergency evacuation procedures and participate in an emergency evacuation drill.

Two additional evacuation drills must be conducted during the program year for any child receiving transportation services. The system must include procedures for documentation of the training.

Performance Standard:

1310.21(a); 1310.21 (a) (5) ;1310.21(b) (d)



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Transportation

Policy ID: **Transportation 3**

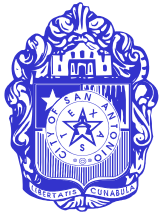
Subject: **Child Restraint Systems**


Policy:

Early Head Start – Child Care Partnership Program Service Providers offering transportation services must ensure that each vehicle used to transport children is equipped with height- and weight-appropriate child safety restraint systems.

Performance Standards:

1310.10; 1310.15; 1310.17



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Transportation

Policy ID: **Transportation 4**

Subject: **Children with Disabilities**


Policy:

Early Head Start – Child Care Partnership (EHS-CCP) Program, Service Providers must ensure that if transportation services are provided alternative vehicles must also be adapted or designed for transportation of children with disabilities enrolled in the program. Whenever possible, children with disabilities must be transported in the same vehicles used to transport other children enrolled in the (EHS-CCP) program and must ensure compliance with the Americans' with Disabilities Act, the HHS Regulations at 45 CFR part 84, implementing Section 504 of the Rehabilitation Act of 1973 and the Head Start Program Performance Standards on Services for Children with Disabilities as they apply to transportation services.

Performance Standard:

1310.22



	Policy Council Approval Date:	Policy Council Revision Date:
Effective Date:	Governing Body Approval Date:	Governing Body Revision Date:

Transportation

Policy ID: **Transportation 5**

Subject: **Transportation Information**

Policy:

Early Head Start – Child Care Partnership Program Service Providers must develop a system that identifies and tracks children receiving transportation services. Documentation of children who receive transportation services must be maintained in Child Plus according to the City of San Antonio Data Entry and Benchmark Due Date Guide.

Performance Standards:

1310.10 (a)