



Community Action of South Eastern West Virginia (CASEWV), Inc.

Head Start · Pre-Kindergarten

Early Head Start · Childcare Partnership

PARENT HANDBOOK



"We envision safe, healthy, inclusive communities to support individuals and families in reaching their full potential."

Welcome to CASEWV Head Start and Early Head Start!

We are so excited that you have enrolled into our program and that you're taking such positive steps early in your child's life. Our programs seek to provide comprehensive school-readiness services for children and families. Programs are designed to foster intellectual, physical, social, and emotional growth through site- and home-based services and activities.

Because our programs are so comprehensive in nature, this Parent Handbook will help you understand what we do, why we do it, and why it's so important for you to be involved every step of the way.

We stand firm on the fact that you – parents – are your child's first and most important educator. Our purpose is to walk hand-in-hand with you to assure that you and your child(ren) possess the skills, knowledge, and attitudes necessary for success in school and for later learning in life (to be life-long learners).

If I can ever assist or support you and your family in any way, please know that my door is open, and I welcome you to stop by anytime.

As our mascot, Journey the Bee, says...

Be safe! Be kind! Be helpful!

Sincerely,

Suzette Parks, Program Director

CASEWV ADMINISTRATION OFFICE

**355 Bluefield Avenue • Bluefield, West Virginia 24701
(304) 327-3506 • www.casewv.org**

TABLE OF CONTENTS

Agency Overview	4
<i>About CASEWV</i>	4
Program Overview	6
<i>Introduction & Program Benefits</i>	6
<i>Child Care Licensing</i>	8
<i>Pre-Kindergarten</i>	8
<i>Goals</i>	9
<i>Staff</i>	10
Important Program Information for Parents	10
<i>Administration</i>	11
<i>Education</i>	13
<i>Health & Nutrition</i>	15
<i>ERSEA & Family Service</i>	18
<i>Transportation</i>	21
<i>Emergency & Evacuation Plan</i>	23
<i>Serious Occurrence Communications Plan</i>	25
Important Contact Information	32

This Parent Handbook was updated August 2022.

Information is subject to change.

AGENCY OVERVIEW



Community Action of South Eastern West Virginia (CASEWV), Inc. was chartered in 1964 as one of sixteen community action agencies in the Mountain State to promote safe, healthy, inclusive communities to support individuals and families in reaching their full potential.

CASEWV works with families in a myriad of realms to support the realization of self-sufficiency.

CASEWV is dedicated to the removal of obstacles that impede the progress of families in our community. From prenatal through seniors, CASEWV programs focus on the entire family unit. Samples of programs offered include, but are not limited to:

- The *Weatherization Program* provides support to qualifying families to ensure their homes remain energy efficient.
- The *Family Day Care Food Program* offers a food cost reimbursement for qualified home-based day care centers, helping these centers remain in business by assisting with food costs as well as meeting a lack of nutritional meal options for youth.
- The *Housing Program* offers a vast array of options related to the provision of safe residence for qualifying families.
- The *Job Training Program* meets the need of families that require further training and education for better employment but cannot commit the time for a traditional college education.
- A *Micro Loan Program* is available for aspiring entrepreneurs to aid in acquiring capital for starting a business. Not only are funds made available through this

program, but also valuable business education is supplied as well, giving a much better chance for new business to flourish.

- The *Right From the Start Program* is offered to expecting mothers, offering many vital health services that might be otherwise lacking or difficult to attain.
- *CASEWV Commission on Aging* offers a variety of services geared towards senior citizens, helping them overcome the hardships of navigating complicated insurance issues as well as offering many activities, nutritious meals and transportation assistance.
- *Project YES (Youth Enrichment Services)* targets middle and high school youth, giving guidance and resources to make healthy choices.
- The *Volunteer Income Tax Assistance Program* assists low-income families to regain as much of their tax return as possible, assuring more income for families that take part in the initiative.
- *Highland House* offers a substance recovery residence, taking clients referred by Day Report Centers. This facility is designed to give women with drug related offences the resources and knowledge to be able to transition to a sober and self-sufficient life upon exiting from the program.
- The *Maternal, Infant, Early Childhood Home Visitation (MIECHV) Program* provides Early Head Start services to children and families in Mercer County.

For more information, visit <http://www.casewv.org> and visit us on Facebook!

PROGRAM OVERVIEW

INTRODUCTION & PROGRAM BENEFITS

CASEWV is federally-funded through the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Head Start to provide comprehensive school-readiness services for low-income children and families in Mercer and Summers counties, southern West Virginia.



Founded in 1965 as part of President Lyndon B. Johnson’s War on Poverty, Head Start has served over 30 million children and families – delivered through 1,700 agencies in local communities – in urban and rural areas in all 50 states, the District of Columbia, Puerto Rico, the U.S. territories, in farmworker camps, and in over 155 tribal communities. Head Start is responsible to the ethnic, cultural, and linguistic heritage of each child and family. For more information, visit <https://www.acf.hhs.gov/ohs>.

The program utilizes an individualized, data-driven, and family-focused approach to providing high-quality school-readiness. “School-Readiness” is a comprehensive term that involves a vast array of strategies and practices targeted towards children and families. CASEWV defines school-readiness as the assurance that children possess the skills, knowledge, and attitudes necessary for success in school and for later learning in life (to be life-long learners). Physical, cognitive, social, and emotional development are all essential ingredients to school-readiness.

In addition to early childhood education, the program follows the Head Start Family and Community Engagement Framework (FCEF) to ensure parents remain the child’s first and most important educator and advocate. A network of Family Service Advocates provides in-home engagement opportunities, group socializations, and implements a proven-effective parenting curriculum.

In an effort to service the entire child, the program also provides comprehensive health services – including the assurance of age-appropriate screenings, physician visits, and

vaccinations; support in securing a medical and dental home; and services related to mental health and disabilities.

The Head Start and Early Head Start models are well-evaluated to be effective, including the following:

- Head Start children score better in all measured domains of cognitive and social-emotional development.
- Head Start parents read more to their children, their homes have more books and educational materials, and parents are more positive in redirection.
- Head Start children are more likely to be healthier.
- Head Start children are more likely to graduate high school, attend college, and receive a post-secondary degree, license, or certification.
- Head Start graduates earn more money as adults.
- Head Start graduates provide more positive learning experiences to their children as parents.

CHILD CARE LICENSING

All buildings and classrooms operated by CASEWV for the provision of education services for children are licensed by the West Virginia Department of Health and Human Resources (DHHR), Bureau for Children and Families, Division of Early Care and Education as a child care facility. For more information, visit <https://dhhr.wv.gov/bcf>.

Every parent has the right to report any complaints related to compliance with WV Child Care Centers Licensing Regulations (78 CSR 1) to the WV DHHR Cabinet Secretary. The complaint should be addressed as follows:

*Cabinet Secretary, WV DHHR
One Davis Square, Suite 100 East
Charleston, WV 25301*

PRE-KINDERGARTEN

As made available through the WV Department of Education Policy 2525, CASEWV Head Start partners with the local Board of Education in Mercer County and Summers County to provide pre-kindergarten services to all enrolled four-year-old children and three-year-old children with IEPs.



Journey the Bee and Freddy the Frog
Ready Freddy Pre-kindergarten Enrollment (Mercer County)

GOALS



1. CASEWV Head Start and Early Head Start will empower families in understanding their role as their child’s first and most important educator and in promoting a stable, nurturing environment to promote their child’s resilience and school-readiness.
2. CASEWV Head Start and Early Head Start will maintain a well, strong, and empowered workforce with increasing capacity to provide high-quality services to children and families.
3. CASEWV will ensure children are well-equipped and prepared for school and for later learning in life and demonstrate the skills for success in kindergarten.
4. CASEWV Head Start and Early Head Start will facilitate all programs with child health and safety as a top priority – including safe environments, positive relationships with peers and adults, and standards to support comprehensive health and well-being.
5. CASEWV Head Start and Early Head Start will be recognized as a leader in the community for high-quality early childhood programs.

STAFF

CASEWV Head Start, Early Head Start, and Child Care Partnership programs employ approximately 110 full-time, regular part-time, and substitute staff. Positions include administrative professionals, teachers, assistant teachers, cooks, bus drivers, bus monitors, family service advocates, and other support staff. Staff have (or obtain after hire) a vast array of qualifications to meet the requirements of Head Start Program Performance Standards, WV Child Care Centers Licensing Regulations, and WV Board of Education Policy 2525.

CASEWV posts vacant positions on its website (www.casewv.org), on social media, and periodically via print media. Parents who meet qualifications are always encouraged to apply. CASEWV is an equal opportunity employer.



CASEWV Head Start, Early Head Start, Child Care Partnership Staff
2022 Pre-Service at the Karen Preservati Center

IMPORTANT INFORMATION FOR PARENTS

ADMINISTRATION

In-Kind Opportunities

All grant programs from the Administration for Children and Families, Office of Head Start require a 20% non-federal share to ensure the local community provides support for programs. Each year, CASEWV collects in-kind support from multiple avenues to make this possible. Families play an important role! You can support this effort by:

- Volunteering in your child's classroom;
- Participating in parent committees and Policy Council;
- Attending special events;
- Donating materials and supplies;
- Donating house or yard space for special activities; and
- Providing support on field trips.



Child Abuse and Neglect

All CASEWV staff are required by West Virginia law to report suspected child abuse and neglect to the proper authorities. CASEWV complies with all state and federal regulators, including the investigations of allegations made towards any child, parent, or staff.



Tobacco-Free Policy

Due to federal regulations, all CASEWV Head Start / Early Head Start centers and offsite activities are tobacco-free. Anyone wishing to quit using tobacco is encouraged to call the WV Tobacco Quitline for cessation services.

Dangerous Weapons

According to WV Code, the possession of firearms or other dangerous weapons on agency property (including buildings, playgrounds, vehicles, etc.) is not allowed.

Insurance

CASEWV has secured liability insurance through the WV Board of Risk as well as additional child accident insurance that provides coverage for children enrolled in its programs during its hours of operation.

Code of Ethics

Upon employment, all CASEWV Head Start / Early Head Start staff sign a statement affirming, but not limited to, the following:

- No child will be left unattended or unsupervised while under my care.
- I understand that two paid staff members must be with children at all times, including during times of transition, and must follow proper redundant procedures and chain-of-custody policies to ensure each child's safety and well-being.
- I understand that I have responsibility to immediately notify my supervisor or any management-level staff regarding any issues or concerns that could affect a child's safety and well-being and to not allow children out of my care if I am not fully comfortable nor fully understand the situation. I understand this to be without fear of retribution.
- I shall evidence a genuine interest in all my clients, and do hereby dedicate myself to the best interest of my clients and to helping them help themselves.
- I will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition, I will not employ methods of discipline that involve isolation, the use of food as punishment or reward, bind or tie a child to restrict movement, tape a child's mouth, or the denial of a basic need.
- I will not use any form of verbal abuse, including profane, sarcastic language, threats, or derogatory remarks about the child, child's family, or demographics.
- Staff will implement positive strategies to support children's well-being and prevent and address challenging behavior.
- CASEWV Head Start / Early Start will provide ERSEA Training annually at the Shared Governance Retreat. Family Service Advocates will provide training to

any new Policy Council member(s) and the Head Start Director will assure any new member(s) to the Board of Directors are trained.

- I understand that if I intentionally attempt to provide false information that my employment within this agency may be terminated, and I may be subjected to legal action. I also understand that the information on all applications will be held in strict confidence within the agency and is accessible to families during normal business hours.

Volunteers

Parents and other community members are encouraged and always welcomed to volunteer with CASEWV Head Start / Early Head Start. Volunteer opportunities include administrative areas, classroom support, transportation assistance, meal service, etc. Though, prior to a volunteer placement, the volunteer must adhere to and pass a comprehensive background check and TB risk assessment. The volunteer must also provide emergency contact information, provide his/her own transportation to the volunteer site (unless other arrangements are made), and sign agreeing to the CASEWV Code of Ethics. For additional information, see the Volunteer Handbook.



EDUCATION

Basic Education Principles

CASEWV Head Start / Early Head Start follows the Head Start Early Learning Outcomes Framework to set goals and direction for each child's individual learning and development. All children deserve the same opportunity for development during their primary learning years, and this is best accomplished through a comprehensive developmental program. Our basic principles are:

- All children can learn.
- Parents are their child's first and most important educators.
- Family engagement is essential.
- The well-being of children is inextricably linked to the well-being of the family.
- It is important that the entire community be involved in assisting to meet family needs.
- Ongoing staff development and continuous quality improvement (CQI) are keys to providing high-quality school-readiness services to children and families.

Curriculum Plan

The CASEWV Head Start / Early Head Start Curriculum Plan is a comprehensive document that outlines the program's plan to provide quality education and development services to children. The plan is available to families by speaking with the child's teacher or home visitor. It discusses the focus on the entire family, the classroom environment, curriculum implementation (Creative Curriculum), child outcomes, and individualized services.

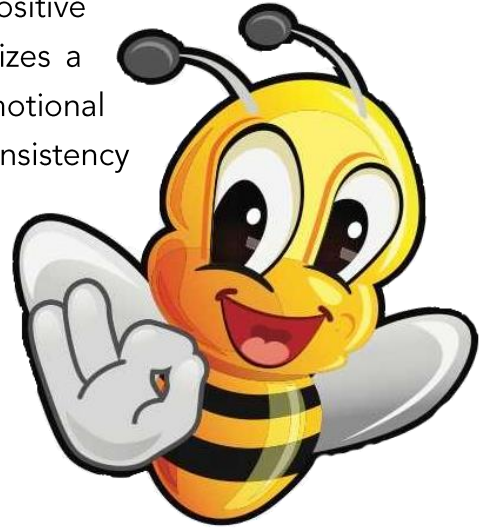
Center-Based Classroom Hours

Mercer County & Summers County	Head Start	Early Head Start
	Monday – Friday 8:00AM – 2:30PM	Monday – Friday 8:00AM – 2:30PM

Child Expectations (PBIS)

CASEWV Head Start / Early Head Start implements PBIS (Positive Behavior Interventions and Supports). The program utilizes a Pyramid Model approach for promoting social / emotional competencies in young children. The program supports consistency in daily routines, child expectations, and methodologies/strategies within all areas of the program. The program encourages families to implement the strategies in the child's home. Children are guided to form the following three rules:

1. Be safe!
2. Be kind!
3. Be helpful!



Student Support Team

Program staff work with the family very closely to ensure the best possible outcomes for the child. When challenges arise, a Student Support Team (SST) is formed (including staff, parents, and partners) to meet and focus only on the individual child and family. This allows for an individualized approach for every child, every family, and every situation.

HEALTH & NUTRITION

Child Health

The program follows health requirements dictated by the Head Start Program Performance Standards, WV Child Care Licensing, WV Department of Education Policy 2525, and the WV EPSDT (Early and Periodic Screening, Diagnosis, and Treatment) Program. These systems dictate requirements related to well-child checks (including dental), health screenings, and immunizations.

Medication Administration and Other Health Needs

To ensure the safety of children, prescribed medications should be brought to the center in the original, child resistant container labeled by the pharmacy with the child's first and

last names, name of medication, date the prescription was filled, name of health care provider who wrote the prescription, medication's expiration date, and the administration, storage, and the disposal instructions. Prescribed medications require an information sheet and/or health care provider's statement that describes possible side effects. (The Administration of Medication Form may be utilized for this purpose.) When medication needs to be administered, daily contact will be made with the parent to determine when the last dose was given and information will be logged on the Administration of Medication Log. If a child brings medication to school in a backpack without instructions, and/or the proper forms are not on file, the medication will be taken from the child's backpack. Contact will be made immediately with the parent/guardian. Medication will be labeled with child's name, secured, and returned to the child's parent at the end of the day. Medications administered on an "as needed" basis must be supplied with specific directions for administration, including minimum time between doses, maximum number of doses, criteria for administration, and possible side effects. The medication must be accompanied by a medical treatment plan written by the child's health care provider which describes the "as needed" condition.

Mental Health & Disabilities

The program supports the mental health of children and families. Early childhood mental health (including his/her emotional and social well-being) is a child's developing capacity to express and regulate emotions, form trusting relationships, explore, and learn – all in the cultural context of family and community. The mental health of children and the adults that care for them is essential for school-readiness. Children are screened utilizing the e-DECA (Devereux Early Childhood Assessment) tool from Devereux's Center for Resilient Children. Concerns are addressed utilizing best-practice strategies on an individualized basis. Children vary in their skills, knowledge, backgrounds, and abilities. Effective teaching requires individualized teaching and chances to learn for all children to access, participate, and thrive in early learning environments. Using children's Individualized Family Service Plan (IFSP) and Individualized Education Program (IEP) goals is part of effective teaching, individualizing, and creating inclusive environments to support children's positive outcomes.

Center-Based Meals

CASEWV Head Start / Early Head Start participates in the Child and Adult Care Food Program (CACFP) sponsored by USDA and administered through the Department of Education, Child Nutrition Division. The program provides breakfast and lunch to all center-based children at no cost to the family. All meals meet USDA requirements and meet two-thirds of the recommended daily nutritional intake for children. Any special dietary restrictions (including food allergies) should be communicated immediately and must be accompanied by the proper documentation from the child's physician. Food from home is never allowed at any CASEWV Head Start / Early Head Start centers.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint

form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Exclusionary Symptoms

Unless otherwise dictated by the child's health care provider, a child shall be excluded only if the child's temperature is above 101°F (orally) or 100°F (axillary/armpit) or has recurrent vomiting or diarrhea.

Surgery & Invasive Procedures

Any child returning to school after surgery or an invasive procedure must provide a return to school release order from their healthcare provider. Any limitations or precautions must be included on the release order.

ERSEA & FAMILY SERVICE

Eligibility

Head Start / Early Head Start is designed to provide services to the community's families with the highest need – those living in poverty, homeless, families receiving public assistance, and children in foster care. Families must be residents of Mercer or Summers counties, and programs are designed for prenatal to age five-years-old. The program serves at least 10% children with disabilities and can accept up to 10% over-income families.

Recruitment

The program utilizes a vast array of recruitment efforts to educate the community on the services provided and to recruit children and families. The following items are required for all children:

- Enrollment Application (Paper or Online)
- Birth Certificate
- Proof of Residency
- Proof of Income
- Current Well-Child Check
- Up-to-Date Immunizations
- Proof of Dental Home
- Other Items, as dictated by the ERSEA Process

Selection

The program utilizes a numerical point system based on numerous factors to dictate the children and families with the highest need. Those with the highest need are served first.

Enrollment

The program strives to remain at full-enrollment at all times. This is accomplished through a systematic approach to recruitment and selection as well as a focus on child transitions. All vacancies are filled within 30 days.

Attendance

Child attendance is critically important for the child's education and development. Upon enrollment, parents are notified of the program's Attendance Policy, and families are encouraged to strictly adhere to its standards. The program strives to maintain a 90+% attendance rate at all times. If a child ceases to attend, the program puts effort into reengaging the family, and – if not improved – the slot will be considered vacant.

Family Engagement

The program operates within seven family engagement outcomes:

Family Well-Being	Parents and families are safe, healthy, and have increased financial security.
Positive Parent-Child Relationships	Parents and families develop warm relationships that nurture their child's learning and development.
Family Support of Education	Parents and families observe, guide, promote, and participate in the everyday learning of their children at home, school, and in the community.
Families as Life-Long Learners	Parents and families advance their own learning interests through education, training, and other experiences that support their parenting, careers, and life goals.
Family Engagement	Parents and families support and advocate for their child's learning and development as they participate in learning environments and transition to new learning environments.
Family Connections to Peers and the Community	Parents and families form connections with peers and mentors in formal and informal social networks that are supportive and/or educational and that enhance social well-being and community life.
Families as Advocates and Leaders	Parents and families participate in leadership development, decision-making, program policy development, and in other activities to improve children's development and learning experiences.

Parent Curriculum

The program utilizes Ready Rosie as its parenting curriculum, giving families a hands-on approach to ensuring strong education at home as an extension of the classroom. Additional information will be provided by the FSA or Home Visitor.

Policy Council & Parent Committees

As dictated by the Head Start Program Performance Standards, CASEWV has an established Policy Council (made up of parents of currently-enrolled children, parents of former students, and community members) that sets direction for all aspects of its Head Start and Early Head Start programs. Parents are elected at the local, center level to participate.



The CASEWV Policy Council typically meets on the third Tuesday of every month, 10:00AM, at CASEWV's Administrative Building (located at 355 Bluefield Avenue, Bluefield, WV). Call-in options are also available for members who cannot attend in-person.

Parent Committees meet at every Center each month, and all parents are encouraged to participate.

For additional information, contact the Program Director at (304) 487-5631.

TRANSPORTATION

Transportation

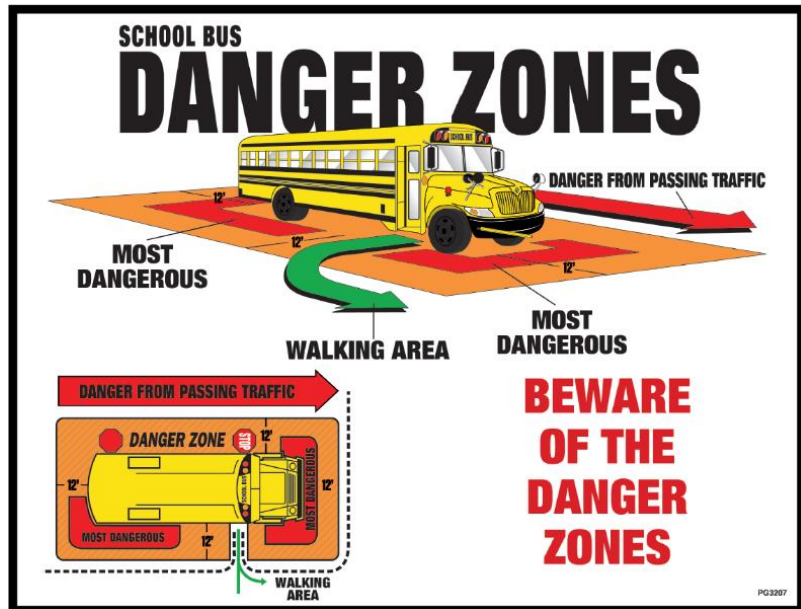
Transportation services are provided to Head Start children in Mercer and Summers counties. The program operates nine routes and also provides transportation to all Head Start children for field trips. Transportation is not provided for Early Head Start children. CASEWV buses are equipped with state-of-the-art safety equipment, including five-point restraint systems for children, and include a bus driver and bus monitor. Before a child is provided transportation services, a transportation agreement must be completed to ensure the child's safety and effective transportation service.

Reinforcing bus safety rules – and explaining to your child(ren) the importance of the rules – is an important part of protecting your child(ren) from possible accidents and injuries. Please take time to regularly review these guidelines:

- Always obey the bus driver.
- Stand off the roadway while waiting for the bus.
- Be at the bus stop at least five minutes prior to a scheduled stop time.
- Cross the roadway several steps in front of the bus.
- Act appropriately while waiting for the bus.
- Give your proper name when requested by the bus driver or monitor.
- Board and depart only at the assigned bus stop, and always use handrails.
- Always remain seated when the bus is moving.
- Remain silent when the dome lights are on.
- Remain silent when the bus is backing up.
- Remain silent at railroad crossings.
- Refrain from bringing food or drink on the bus.
- Refrain from throwing objects from the windows of the bus.
- Never put your hands or arms outside of the window.
- Refrain from conduct or behavior that interferes with orderly, safe, and expeditious transportation.
- Refrain from using cellular telephones and other electronic devices while on the bus.

The program has the right to cancel transportation services if any activity hinders the safety of children, families, or staff.

Be aware of the school bus danger zones.



EMERGENCY & EVACUATION PLAN

Purpose

The safety and well-being of children and staff at CASEWV Head Start / Early Head Start is the highest priority. The purpose of this plan is to provide procedures to be followed by staff members to ensure the safety of children in the event of an emergency. Emergencies include – but are not limited to – fire, bomb threats, explosion, flood, severe weather, toxic fumes, electrical failure, structural failure, lost or kidnapped child, situation involving non-custodial parents, or hostage situation.

In situations that merit an evacuation, CASEWV Head Start / Early Head Start recognizes three types:

1. The first is an in-place evacuation or keeping children and staff in a secure location within the facility;
2. The second is an on-site evacuation where children and staff are relocated outside the building to a safe location; and
3. The third is an off-site evacuation where children and staff are relocated to a designated area located off facility property.

Management Responsibilities

During an emergency, the Head Start Director is responsible for managing all aspects of the situation. In the event that the Head Start Director is unavailable, the following chain-of-command will be followed:

1. Assistant Director & CAS:
Administration
2. Site Coordinator
3. CAS: Health & Nutrition
4. CAS: ERSEA & Family Service
5. CAS: EHS Education
6. CAS: HS Education
7. Assets Manager
8. Data & Systems Analyst
9. MHDT Assistant
10. Transportation Coordinator
11. Administrative Assistant
12. Cook
13. Family Service Advocate
14. Bus Driver

This list in no way dictates supervision or responsibility during daily routines or performance of typical daily responsibilities. The list considers the role of each individual during an emergency situation, taking special consideration in the ultimate care of children and notification of families.

Additional responsibilities:

Assets Manager

This position will monitor weather and news outlets for any updates on occurring situations. This position will also establish contact with the evacuation sites and all appropriate outside agencies involved. In tandem with the Transportation Coordinator, this position will coordinate transportation between the centers and the evacuation sites. This position will coordinate with staff to ensure that evacuation supplies are taken to the evacuation site. In the event that the Assets Manager is not available, these responsibilities will be given to the Site Coordinator or Administrative Assistant.

CAS: ERSEA & Family Service

This position will coordinate with Family Service Advocates to ensure that all parents are contacted regarding the need for evacuation and information on reuniting with their children.

CAS: Health & Nutrition

This position will coordinate with kitchen and teaching staff to ensure that any medication located on-site is also transported to the evacuation site and to assist with the evacuation of needed emergency supplies.

CAS: Head Start Education and CAS: Early Head Start Education

It is the responsibility of these positions to ensure that all education staff is aware of the need to evacuate. They are to coordinate with staff to ensure that all children are evacuated safely and timely.

Procedures for Notifying Parents of Emergency Situation

Parents will receive a copy of this plan during their child's enrollment. They will be given time to review the plan, ask questions, and share concerns or comments that they may have. At any time this plan is updated, parents will receive a new copy during parent meetings or through the mail for parents that do not attend the parent meeting. Parents will receive notification a week prior to any pre-planned emergency evacuation drill to an off-site location.

For serious occurrences, parents should expect communication as noted in the CASEWV Head Start / Early Head Start Serious Occurrence Communications Plan.

Procedures for Notifying Parents and Reunification

During an emergency, parents will be notified by their Family Service Advocate (FSA) or other available staff that an evacuation of their child's center was required. Parents will be informed of the situation, what evacuation site children were taken to, and the

steps for reuniting with their children. Teachers, along with transportation staff, will ensure that emergency contact information for each child is taken to the evacuation site.

Parents will only be reunited with their children once emergency officials have deemed that the surrounding areas are safe. Once notification is received that travel is safe, parents will receive information regarding picking-up their children via phone calls (if phones are available), or through the area’s emergency alert system. Head Start will make accommodations for families that do not have available transportation.

Evacuation and Relocation Sites

CASEWV Head Start / Early Head Start currently operates four (4) centers. Each center has its own site-specific emergency/disaster plan. Each plan consists of procedures for evacuating the facility due to emergency, the location of the alternate site, location of first-aid kits, location of children’s emergency contact information, means for transportation to the relocation site, and telephone numbers for emergency transportation. The plan also includes assignments during an emergency situation for each staff member located at that center.

Each center has two pre-determined alternate sites:

Center	1st Alternate Site	2nd Alternate Site
Cumberland Heights Center <i>(5 classrooms)</i>	CASEWV Administration Building 355 Bluefield Ave., Bluefield	CASEWV New Hope Center 153 Maple Acres Rd., Princeton
New Hope Center <i>(6 classrooms)</i>	CASEWV Administration Building 355 Bluefield Ave., Bluefield	CASEWV Thorn Center 215 Thorn St., Princeton
Thorn Center <i>(6 classrooms)</i>	CASEWV Commission on Aging 600 Trent St., Princeton	CASEWV New Hope Center 153 Maple Acres Rd., Princeton
Summers County Center <i>(3 classrooms)</i>	Summers County Middle School 400 Temple St., Hinton	Memorial Building 97 Park Ave., Hinton

Children with Disabilities or Special Needs

The CAS: Health & Nutrition will ensure that specialized needs of all children are met. In the event that a child has a physical disability that would require a bus with a wheel chair lift, arrangements will be made to ensure a bus is always located at the center in which the child is enrolled.

All arrangements will be made during the enrollment process.

Emergency Supplies

Each center will have evacuation supplies that will be available during emergency situations. At minimum, these supplies will consist of the following items:

- Disposable cups
- Bottled water
- Child snacks (limited)
- First-aid kit
- Diapers
- Baby wipes
- Cell phone charger for commonly used types
- Latex gloves
- Flashlight
- Extra batteries
- Battery-operated radio
- Spray soap and bleach solution bottles
- Paper towels, toilet paper, and personal sanitation products
- Hand sanitizer
- Whistle to signal for help
- Games, books, etc. to keep children occupied
- Garbage bags for sanitation and disposal of diapers

All supplies will be kept in a clearly marked tote in the Site Coordinator's office. As supplies are purchased, expiration dates will be kept on file, and will be checked

quarterly by the Site Coordinator (or his/her designee) for any expired items. If items are found to have expired, they will be immediately replaced.

Each classroom has a Child Allergy / Medication / Plan of Care book. These books include the child's name, what allergy, medication, or special need they may have, and a plan of care for preventing and treating the need. This book must be taken to the evacuation site. Medications are kept in a locked box which will also be taken to the evacuation site. Teaching staff will be responsible for ensuring that their plan of care book and any medications are taken to the evacuation site.

Emergency Procedures

All pertinent Head Start / Early Head Start staff will obtain and maintain certification in CPR / First-Aid and Safety as outlined by the American Red Cross. Staff will be knowledgeable and well-trained in the agency Emergency Procedures in order to protect the children within their care. All program children will be taught the "stop, drop, and roll" burn prevention action. In addition, two fire drills will be conducted and documented at each center monthly. Safe place drills will be conducted twice annually.

Child Medical Emergency Procedures

In the event of an injury, classroom staff must determine the extent of the injury and notify the parents.

If an injury is minor:

1. Provide first-aid only.
2. Notify the child's parent, legal guardian, or person designated by the parent.
3. Notify your service area manager who will then notify the Director.
4. Complete the Accident/Incident Form, and forward to the Health Coordinator within 24 hours.

If an injury is serious:

NOTE: An injury should always be considered serious when the following signals are present: significant deformity, bruising, or swelling; inability to use the affected part normally; bone fragments sticking out of a wound; victim feels bones grating; felt or heard a snap or pop at the time of injury; the injured area is cold and numb. (Source: American Red Cross)

1. Call ambulance at 911. (If the child's condition changes, call 911 again.)
2. Contact child's parents, legal guardian, or person designated by the parent.
Stay with the child and monitor child's condition until emergency services arrive.
3. Notify your service area manager who will then notify the Director.
4. Complete the Accident/Incident Form, and forward to the CAS: Health & Nutrition as soon as possible.

Other pertinent information:

- If the injury warrants hospital emergency treatment, the nearest hospital will be used.
- The Emergency / Transportation Form will be taken with the child.
- An Accident/Incident form should be completed and forwarded to the CAS: Health & Nutrition as soon as possible.

Transportation of Ill or Injured Child or Adult

The policy of CASEWV Head Start is to assure that sudden illnesses and injuries are treated in a manner that prevents transmission of illness to others or further discomfort to the child.

Minor Injury/Illness

1. Contact the parent or emergency contact person to pick up the child and/or arrange for transportation of the child.
2. The parent is responsible for the transportation of the ill/injured child.

Serious Injury/Illness

1. The teacher is to call the ambulance (911) to transport the child to the nearest hospital. If the injury is too severe, the nearest hospital will be used.
2. Contact the parent or nearest relative and inform them of the hospital to which the child is being transported if the parent was not previously notified of the illness/injury.
3. If the parent requires transportation, Head Start personnel will transport the parent to the hospital.
4. The Emergency / transportation Form is to be taken with the child to the medical facility.
5. All emergencies are to be recorded on an Accident/Incident form and a copy forwarded to the CAS: Health & Nutrition.

Poisoning

The Head Start Center environment will be structured to prevent accidental poisonings. The Head Start staff will be knowledgeable of the Poison Control Center telephone number (1-800-222-1222). This number must be posted in each classroom.

Poison is any substance – a solid, liquid, or gas – that tends to impair health or cause death when introduced into the body or onto the skin surface.

1. Telephone the Poison Control Center or Emergency Medical System (EMS).
2. Follow the instructions provided by the Poison Control Center or EMS.
3. Do not make the child vomit without advice.
4. Attempt to identify the poisonous substance
5. If the poisonous substance is an inhaled poison (gases):
 - Move to fresh air.
 - Loosen tight clothing.
 - Check breathing, and open airway.
 - Administer rescue breathing, if necessary.
 - Get medical attention.

If, for any reason, a parent would refuse to sign the permission for medical treatment form, staff should following the following procedures in the event of an emergency:

1. Staff will call 911.
2. All information concerning the rejection for medical treatment will be provided to emergency staff upon arrival.
3. Parent/guardian or another person listed on the emergency contact form will be notified immediately.

Swallowed Objects

Care of swallowed objects will be managed according to the guidelines presented: Procedure for Airway Obstruction (Choking). All emergencies are to be recorded on an Accident/Incident report form and a copy forwarded to the CAS: Health & Nutrition.

Chemical and Bio-Hazardous Spills

If a chemical or bio-hazardous material is spilled and staff are not familiar with its properties, the staff should report immediately to the Facilities Coordinator. The Facilities Coordinator will report immediately to the Director and will notify local emergency services for guidance. Staff should make no attempt to contain or cleanup the spill unless they are familiar with the chemical or bio-hazardous material and its properties.

Emergency services personnel will make arrangements for cleanup of the spill and, dependent upon the nature of the chemical or bio-hazardous material involved, may order an evacuation of the site. Staff located in the affected area must heed any such order.

Important Telephone Numbers

Emergency	911
State Police – Hinton, WV	(304) 466-2800
State Police – Princeton, WV	(304) 425-2101
Mercer County Sheriff's Office	(304) 487-8364
Summers County Sheriff's Office	(304) 466-7111
Bluefield Police Department	(304) 327-6101
Princeton Police Department	(304) 487-5000
Hinton Police Department	(304) 466-4657
Bluefield Rescue and Ambulance Service	(304) 327-7171
Summers County EMS	(304) 466-0312
Princeton Rescue Squad	(304) 425-4077
Hinton City Fire Department	(304) 466-0360

General Emergency / Disaster Plan

Inclement Weather

- As a general rule, all Head Start / Early Head Start centers will typically be closed when the county schools in which they are located are closed due to acts of nature (heavy snow, ice storms, cold temperatures, etc.).
- In less severe incidents, the program may elect to operate on a two-hour delay in which classes will begin at 10:00AM. (Unless otherwise notified, transportation will operate normal routes on two-hour delayed schedule.) All staff are to report to their normal site at their normal hours, regardless of implementation of a delayed schedule.
- If weather worsens suddenly after children have arrived to the centers, classes may be dismissed early (at a time that is dependent upon the situation). Transportation services will be provided. However, if bus drivers deem it not safe to operate buses, staff will notify parents/guardians of the early dismissal and the cancelation of transportation services. Staff members will remain on duty to ensure the safety of all children until all children have been checked-out by a parent/guardian.
- In all cases, the program will attempt to provide both breakfast and lunch to students while they are in the center.
- Upon initiation of an inclement weather schedule, announcements will be made via social media, through WVVA Television, and other local media outlets.

Transportation

- All buses have cell phones for use by program staff.
- Drivers determine the safety of access roads to pick up/drop off sites of the children. If the driver determines the road is not safe, the parents/guardian will be contacted by telephone, and given information to reflect the situation. After the parent or guardian has been contacted, a report will be called in to the Transportation Coordinator. The Transportation Coordinator will notify the Director.
- If/when a bus has a mechanical or other failure, prior to the pick up/drop off of children, the parents/guardian will be notified of the problem and how it will impact transportation for the day.

- If/when a bus has a mechanical or other failure, during the actual transportation of children, the Transportation Coordinator should be immediately notified. The Transportation Coordinator will make arrangements for alternate transportation accommodations. At this point parents/guardians will be called, provided information regarding the location of the bus and the projected time for the arrival of assistance so that they may make an informed decision as to the appropriate transportation of their children. Parents may make arrangements to pick up their children or permit the responsible staff to arrange alternate transportation.
- If/when a bus is involved in a traffic or road accident the staff on board will call:
 - 911 for emergency response services. If/ when indicated children will be taken to the nearest hospital ER for evaluation and/or treatment.
 - The Director and Transportation Coordinator.
 - Parents/guardians to provide general and child specific information.

Facilities

- If/when facilities lose power, heat, water, or a combination of utilities for more than one (1) hour parents/guardians will be notified, by telephone, updated of the situation, and informed that the children will be placed on buses for transport home. Parents/guardians may pick-up their children at the center if they are able to reach the site prior to the departure of the buses.
- If/when the facilities experience other situations that may impact the health, safety, and/or well-being of children, parents/guardians will be called and informed of the nature of the situation, the processes being used to eliminate the problem, and be asked to pick-up their child or be available to receive them upon their arrival.

Floods

- In the event of flood warnings in specific areas of the county, the Transportation Coordinator will monitor the weather and call 1-877-982-7623 to monitor road conditions regarding potential hazards such as mud slides, fallen trees, and

water covered roads. The Director or his/her designee will contact center staff and provide information specific to their location.

- If/when center service areas are under flood waters, but centers are not affected, children will be cared for in the center until they can be transported safely to their homes.
- If/when centers become at-risk for flooding within two hours the following procedures will occur:
 - Director and/or the Facilities Coordinator will notify emergency response teams.
 - Center staff will notify parents/caregivers.
 - Center staff will prepare for evacuation to alternate sites or emergency shelters.

Fire

- If a fire should occur, the staff will follow the practices used in the fire drill evacuation.
- Notify 911 for emergency response assistance.
- Notify the Director.
- Notify parents of incident and if children are being moved to an alternate site.
- Transport children to alternate site if necessary.

Hostage Situations

- If a center should be involved in a hostage situation the following procedures will be implemented:
 - The staff member in charge of the center will listen to the hostage taker to determine his/her goals/objectives.
 - After the individual has made his requests/demands, place telephone calls to the appropriate individuals or offices, repeat the request/demands to the parties called.
 - Help children to remain as calm as possible.
 - As safely able, contact law enforcement (911) and the Director.

Non-Custodial Parental Situations

- If/when a child, who has a non-custodial parent, is enrolled in the Head Start / EHS program, the FSA will request a copy of the court order. The staff that works with the child will have a copy of the court order in the classroom. If/when a non-custodial parent requests a visit in the classroom, requests the child's release to him/her the teacher will call the custodial parent to confirm his/her wishes. If/when the custodial parent instructs the teacher to follow the court order, the non-custodial parent's request will be refused.
- If/when the non-custodial parent exhibits behavior that is frightening to children or staff, he/she will be asked to leave the premises.
- If/when the non-custodial parent threatens displays a weapon or exhibits abusive behavior toward the other staff, the following procedures will occur:
 - The teacher will again request that the individual leave the premises.
 - If/when the non-custodial parent refuses to leave, the teacher will release the child to the non-custodial parent.
 - The teacher will call the police (911), the custodial parent, and the Director.

Training of Staff

All staff will receive training during their pre-service training at the beginning of each school year. New staff will receive initial training during their orientation period. Staff will receive training regarding awareness of potential hazards and procedures to follow during those hazards. During this training, staff will also receive training on Licensing regulations, information regarding emergency procedures, and other staff responsibilities during emergencies. Training will be conducted by the CAS: Administration.

In addition to classroom training, staff will take part in exercises and drills. Drills will be conducted throughout the school year with two in-place evacuations and at least one off-site evacuation (staff only) to be conducted annually. Parents will receive notification to inform them as to when each drill will take place.

Local Emergency Management Officials

CASEWV will coordinate with all local emergency officials in the event of an emergency or natural disaster. Those included – but not limited to – will be local/state police, fire and ambulance services, the Red Cross, and the local Health Departments. The Assets Manager will meet with and provide copies of this plan to the County Director of Emergency Services for both Mercer and Summers counties.

SERIOUS OCCURRENCE COMMUNICATIONS PLAN

Community Action of South Eastern West Virginia (CASEWV), Inc.'s Head Start / Early Head Start program has a vast array of stakeholders – including, but not limited to, children, parents, staff, community members, and the agency's Governing Bodies (Policy Council and Board of Directors). It is also accountable to multiple federal, state, and local regulations that affect its policies and procedures related to daily operations as well as the occurrence of serious incidents.

A serious occurrence is defined as an event that affects the health and safety of children, families, staff, or community partners visiting a Head Start Center or partaking in an activity sponsored by CASEWV Head Start / Early Head Start.

CASEWV takes great strides in alleviating the likelihood of serious, systemic failures in program operations by ensuring 1) policies and procedures are clearly written, 2) staff are well-trained in policies and procedures, and 3) staff activities are monitored on a regular basis.

However, in the event of a serious occurrence, the following communication steps shall be taken.

Note: In the event of an emergency, as outlined in the "CASEWV Head Start / Early Head Start Program Emergency & Evacuation Plan," 911 should be called immediately.

STEP 1: Upon the occurrence of a significant incident that has affected the health and safety of a child, family member, staff member, or other individual related to the program's activities, the staff person who is not physically incapacitated is to immediately inform his/her supervisor via telephone call. If the supervisor is unavailable, the staff person is to telephone the Program Director. It is a shared responsibility to make this initial contact, even if multiple staff members telephone their supervisor.

STEP 2: The supervisor is to immediately thereafter contact the Program Director via telephone call. The Program Director will provide initial direction as to handling the incident.

STEP 3: The Program Director will then contact the CASEWV Executive Director (or his/her supervisor) to inform him/her of the incident and to explain the initial response. The Program Director will take additional guidance as to incident response.

STEP 4: If the incident involves a child, the child's parent(s) will be notified by the Program Director or his/her designee immediately, or as soon as reasonably possible. The parent will be given contact information for the Program Director for follow-up. CASEWV Head Start / Early Head Start makes communicating with parents a top priority.

STEP 5: The Program Director will meet with the Content Area Specialists as soon as reasonably possible to discuss supports that are in place and any needed supports that are not in place – including staff responsibilities, timelines, and next steps.

STEP 6: Within 24 hours of the incident, the Program Director will verbally contact the Regional Office of Head Start. The first telephone call will be directly to the Program Specialist. If contact is not successful, the second contact will be to the Supervisory Program Specialist. If the contact is not successful, the call will be made to the general ACF Regional Office telephone number.

STEP 7: Within 24 hours of the incident, the Program Director will verbally contact the designated WV Child Care Licensing agent. (This will be followed-up with the required Serious Occurrence Incident Form.)

STEP 8: If deemed necessary, the Program Director will self-report the incident to the WV Department of Health and Human Resources (DHHR) via the Abuse and Neglect Hotline (1-800-352-6513).

STEP 9: Within three working days of the incident, the CASEWV Executive Director will notify (via email) the Board of Directors. Simultaneously, the Program Director will notify (via email) the Policy Council.

STEP 10: As necessary and appropriate, the CASEWV Executive Director or his/her designee will notify the agency's legal counsel and insurance agent of the incident and agency's initial response.

Beyond the aforementioned initial communication response, additional steps will be taken to continue to communicate with each of the stakeholders based on individual requests and needs.

IMPORTANT CONTACT INFORMATION

Main Number for CASEWV:

(304) 324-0450

Main Number for CASEWV Head Start:

(304) 487-5631

NAME	TITLE	TELEPHONE
Mary Turner	CASEWV CEO	(304) 324-0450, ext. 1313
Travis Helmondollar	CASEWV COO	(304) 920-9382
Suzette Parks	Head Start Director	(304) 320-2980
Michelle Buchanan	CAS: Admin/ Assistant Director	304-320-2855
Tamara Mitchell	CAS: EHS Education	(276) 701-2319
Shannon Green	CAS: Health & Nutrition	(304) 920-9854
Chris Shepherd	CAS: ERSEA & Family Service	(304) 888-1940
Jamie Campbell	Site Coordinator	(304) 890-1143
Jennifer Adkins	Site Coordinator	(304) 660-8831
Tammy Smith	Site Coordinator	(304) 888-4729
Amy Holdren	Transportation Coordinator	(304) 308-8105

CENTER	ADDRESS	TELEPHONE
Cumberland Heights Center	3318 E. Cumberland Road Bluefield, WV. 24701	TBD
New Hope Center	153 Maple Acres Road Princeton, WV 24740	(304) 487-5631
Summers County Center	101 2 nd Street Hinton, WV 25951	(304) 466-6016
Thorn Center	215 Thorn Street Princeton, WV 24740	(304) 431-2607
Jumping Branch Elementary School	6617 Beech Run Road Jumping Branch, WV 25969	(304) 466-6025
Hinton Area Elementary School	121 Park Avenue Hinton, WV 25951	(304) 466-6024
Talcott Elementary School	133 Talcott School Road Talcott, WV 24981	(304) 466-6029
Kidz at Hart Childcare	200 Mercer Street Princeton, WV. 24740	(304) 487-1222
Lifeline Childcare	250 Oakvale Road Princeton, WV 24740	(304) 425-6505

Our Basic Principles

All children can learn.

Parents are the primary educators of their children.

Parent involvement in their children's development and education is essential.

The well-being of children is inextricably linked to the well-being of the entire family. It is important that the entire community be involved in assisting us to meet family needs.

Ongoing staff development is the key to operating a quality program and providing quality services.

We must continually strive for perfection, as our children deserve no less.

YOUR FAMILY SERVICE ADVOCATE OR HOME VISITOR IS:



LIKE US ON FACEBOOK!

<https://www.facebook.com/CASEWVHeadStart>