

Community Action Team, Inc.

Head Start/Oregon Prenatal to Kindergarten (OPK)



2026-2027

Parent Handbook



**Community
Action Team**



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Program Overview

We are excited to welcome you to Community Action Team - Head Start/OPK program. The program is Federally and State funded to support prenatal to Kindergarten services to promote children's growth in all areas of development and strengthening families. Families are involved in every aspect of their child's development; including facilitating program involvement, accessing local resources, and collaborating with community partners.

Community Action Team is a self-sufficiency agency that provides a holistic approach for families.

The program promotes school readiness, supports parents as their child's first and most important teacher, and promotes family well-being.

Safety, Security, and Well-Being

The safety, security, and well-being of the children, families, staff, and community members in our care is always a top priority. As part of that commitment, cameras may be used in our facilities including classrooms, common areas, and outdoor spaces. These systems are in place to help strengthen safety and security within our program.

We want families to know that cameras are used for internal program purposes only. Recordings are intended to support safety, security, and compliance needs. They are not used for routine staff performance evaluations.

To protect privacy, cameras are not installed in areas where privacy is expected, including bathrooms, lactation spaces, private offices, or any other location where surveillance would violate privacy standards or legal requirements.

Recorded footage is stored securely, with access limited to authorized personnel only. In general, recordings are retained for 30 days, unless they must be kept longer in connection with a suspected incident and an accompanying incident report. Recordings may be reviewed only for approved reasons, such as safety or security incidents, suspected policy violations, licensing or compliance investigations, or when required by law.

Please also note that our program does not livestream classrooms to families or the public, and recordings will not be shared with unauthorized individuals.

Signage will be posted at our locations and staff have been trained to support the health and safety of your child.

Contact Information

Community Action Team, Inc. Head Start/OPK

PO Box 10, 108 W. B Street

Rainier, OR 97048

Phone: 503.556.3736 Fax: 503.556.0705

Warrenton/Astoria– Rebecca

Knoodle

200 SW 3rd

PO Box 1163

Warrenton, OR 97126

Phone: 503.861.9681

Fax: 503.861.9775

Astoria: 503-325-5421

rknoodle@nworheadstart.org

Seaside – Nancy Tinnes

1225 2nd Ave.

PO Box 362

Seaside, OR 97138

Phone: 503.738.0873

Fax: 503.738.5912

ntinnes@nworheadstart.org

Clatskanie/Rainier – Rochelle Karber

365 SW High School Drive

PO Box 2

Clatskanie, OR 97016

Phone: 503.728.2940

Fax: 503.728.2225

Rainier 503.369.7086

rkarber@nworheadstart.org

St. Helens/Scappoose – Dariynne Beggio

2750 Columbia Blvd.

PO Box 239

St. Helens, OR 97051

Phone: 503.397.4114

Fax: 503.397.0906

Scappoose 503.396.5631

dbeggio@nworheadstart.org

Vernonia – Jodi deSmet

500 California Way

PO Box 242

Vernonia, OR 97064

Phone: 503.429.9243

Fax: 503. 429.4103

jdesmet@nworheadstart.org

Tillamook –Hallie Edgmon

1100 Miller

PO Box 713

Tillamook, OR 97141

Phone: 503.842.5180

Fax: 503.842.2580

12th Street: 503.354.5360

hedgmon@nworheadstart.org

Oregon Prenatal-3 – Sherrie Frost

108 W. B Street, PO Box 10

Rainier, OR 97048

Phone: 503-556-3736

sfrost@nworheadstart.org



Community Action Team Mission & Vision

Connecting people with the resources they need to care for themselves and their families

Child and Family Development Programs

Vision

Children and families empowered to meet the challenges of a changing world.

Mission

We provide opportunities for children and families to succeed in school and life.



Values

1. To celebrate and honor families, staff and community strengths.
2. Promote excellence through communication and team work.
3. Maintain wellness and commitment to life-long learning.
4. Recognize and support holistic wellness in staff, families and children.

Philosophy

1. We believe that the family is the principle influence on the child's development.
2. We believe it is essential to support personal, holistic wellness and positive relationships among staff, in order to provide quality services.
3. We believe self-sufficiency, wellness and life-long learning are enhanced by establishing partnerships within our communities.
4. We believe the investment of family focused early childhood education through best practices strengthens our children to become leaders of the future.

Important Resources

Here are a variety of resources you may find helpful:

- **Program Website** - www.nworheadstart.org
You can access all program policies, procedures, and other information here

- **Community Action Team** - www.cat-team.org
Connection to community resources and services



- **Head Start** - [Head Start | HeadStart.gov](http://HeadStart.gov)
Information on the Head Start program, Performance Standards, and resources and information for families and staff

- **National Head Start Association** - <http://www.nhsa.org/>



- **Oregon Head Start Association** - <http://www.ohsa.net/>
National and local information on Head Start legislation, advocacy, and scholarship information

- **Oregon Department of Early Learning and Care** - [Department of Early Learning and Care : Oregon Department of Early Learning and Care : State of Oregon](http://www.odelc.org/)

- **Center on the Social and Emotional Foundations of Early Learning** - <http://csefel.vanderbilt.edu/>

- **The National Center for Pyramid Model Innovations** - [National Center for Pyramid Model Innovations](http://www.nationalcenteronpyramidmodel.org/)
Information and ideas for positive solutions to challenging behaviors

- **Safe Kids Worldwide** - [Safe Kids Worldwide](http://www.safekids.org/) - Injury prevention education

- **Vroom** - [Boost your child's learning with free Vroom Tips](http://www.vroom.org/) - Daily brain building activities



Like us on Facebook! [Child and Family Development Programs | Rainier OR | Facebook](https://www.facebook.com/ChildandFamilyDevelopmentProgramsRainierOR/) We have a program page under Child & Family Development Programs. Many of our centers have their own pages as well! Check with your center to connect.



Goals and Objectives:

Goal 1: Our program will prepare all enrolled children to maximize their potential for school readiness.

- To support school readiness by ensuring your child has the developmental foundation for successful learning.
- To provide a window into the future on what to expect your child to learn next.
- To provide ways to expand your child's play, offering him/her new challenges and motivations to try new things.

Goal 2: Our program will promote positive family outcomes, through individualizing for each family.

- To support your child's overall development and philosophy that **YOU** are your child's first and most important teacher.
- To share activities with you that can be incorporated with your child during your normal everyday routines and play time.
- To offer you support and tools for family well-being and development centered parenting.

Goal 3: Our program will strengthen program systems and organizational culture to support and enhance delivery of services for children and families.

- To streamline program systems and strengthen organizational culture to support the program mission, vision and philosophy at all program levels.

Active Supervision

ACTIVE SUPERVISION is a set of strategies for supervising children in all aspects of the program. As a guardian/parent, you are important in the safety of your child. Active supervision is necessary upon arrival and departure especially in the parking lots, to and from the car to building and at sign in/out. To ensure all children are safe at all times, staff, volunteers and guardians/parents support the following:

1. Environments are set up to supervise children at all times. Daily classroom schedules are posted and reviewed with all staff, substitutes and volunteers. Classroom furniture and outdoor equipment allow for unobstructed monitoring and supervision of children at all times.
2. Staff, substitutes and volunteers are placed within sight and sound of children at all times.
3. Scanning and counting children is constant in all program aspects. Staff, volunteers and guardians/parents communicate with each other so everyone knows where each child is and what each one is doing. This is especially important in play areas and on the playground when children are constantly moving.

4. Listen closely to children and the environment to identify signs of potential dangers. Listen to and talk with team members, especially when a team member or a child has to leave the area, so that everyone knows where other team members are located.
5. Anticipate children's behavior to give children any needed additional support.
6. Engage and redirect children when they are unable to solve problems on their own. Offer different levels of assistance according to each individual child's needs.
7. Adult to child ratio will always maintain at 1:10 or less. Volunteers and guardians/parents do not count in the child ratio.



Program Responsibilities Are...

- Provide a program to meet emotional, social, academic and physical needs of children
- Individualize education programs in partnership with families to help children get ready for kindergarten
- Promote multicultural, multiethnic diversity awareness curriculum
- Promote healthy habits by preparing nutritious daily meals and sharing nutritional information
- Provide hearing, vision, and developmental screenings and follow-up
- Support families in establishing a medical home and maintaining routine care and follow-up
- Support families in establishing a dental home and maintaining routine care and follow-up
- Plan opportunities for the child to experience the community (field trips, etc.)
- Encourage parent engagement and offer parent training opportunities
- Support family wellness through social services/referrals
- Suggest resources to improve family literacy, including GED completion, and ESL classes
- Link families to special needs services and community resources
- Share community involvement opportunities
- Mandated reporters for child abuse and neglect

Parent/Guardian Responsibilities Are...

- Read information sent home and ask questions
- Ensure your child attends school each day and actively participates in all required home visits and scheduled socializations
- Arrive on time for scheduled program functions
- For children attending class, arrive and depart on time
- Notify the program on the day of any absence or home visit cancellation
- Keep the program informed of any illnesses which may be spread to others
- To notify the program when there is a change in address, phone number, or change in authorized adult caregiver
- To make and keep routine medical and dental appointments
- Be an active part of education and partnership home visits and ensure a 100% completion rate for all home visits
- To see that food and/or toys are not brought to school or socializations unless it is a sharing day arranged by each teacher (toys that encourage violence such as guns, knives or swords are not allowed)
- To support and aid the program by participating in class, events, and special activities
- To attend each center's parent activities and events
- To attend parent-teacher conferences
- To maintain confidentiality of children, families and staff.

Head Start/OPK Services

Education

The program is designed to meet each child's individual needs. Teachers and Family Educators focus on how children learn. They address language, social-emotional, cognitive and physical development. Children learn through experiences in literacy, math, science, social studies, the arts and technology.

- The program has different models:
 - Locally Designed Option: Children attend two days a week with two educational home visits a month.
 - 3 1/2-hour/4-day: Children attend class four days per week. Teacher's meet with the family to complete two home visits and two parent teacher conferences during the year to share progress on education goals.
 - Duration: Children attend class four and five days per week. Teacher's meet with the family to complete two home visits and two parent teacher conferences during the year to share progress on education goals.
 - Home visit model: Families receive weekly home visits.

The program individualizes for all children, including children with special needs. We partner with NW Regional ESD.

Home Visiting

Home visits are an important part of our program. They provide an opportunity for families and staff to build strong partnerships that support each child's learning, development, and well-being. During a home visit, staff and families work together to celebrate your child's strengths, interests, and progress. This is a time to discuss ways to support learning and development at home. Home visitors support connecting families with community resources and services when needed, while strengthening the partnership between families and program staff. Home visit activities are planned with the family.



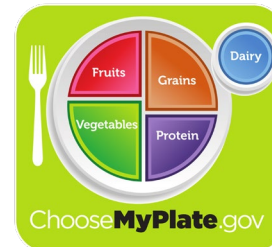
Health



Healthy habits are promoted daily and we are happy to share information and resources. Health and safety is taught in the classroom and on home visits.

- **Medical & Dental** ~ We support parents to locate a doctor and dentist and keep up-to-date with well-child and dental exams. We can help with a referral for treatment if there is a concern.
- **Health Insurance** ~ If you do not have health coverage, staff will assist you in finding options and making connections to available health care.
- **Immunizations** ~ Staff support families with immunization resources. For children to attend the program, they need to have at least one dose in each required category for the child's age or a signed exemption per Oregon State guidelines.
- **Medication** ~ All prescription and over the counter products to be administered at school will be in the original container and authorized with forms signed by the parent and the child's health care provider. If medication is given, staff will complete the medication log immediately after administration of the medication. Fever reducing medication cannot be given to children prior to class.

- **Injuries or Accidents** ~ Staff will provide basic first aid (TLC, ice packs, band aids, etc.) for minor bumps and bruises. Staff are trained in first aid/CPR and will notify 911 if needed. You will be notified if your child has an injury or accident.
- **Nutrition** ~ Well-balanced meals are served family style. The program follows USDA/CACFP rules. Nutrition education for children and parents is part of our program.
- **Mental Health** ~ A mental health consultant supports the staff, parents and children. The mental health consultant may provide parent training, help with ASQ-SE screenings, attend a socialization, and participate in family night events. Let staff know if you want to meet with the mental health consultant.



Disabilities ~ Our program supports positive and inclusive interactions. Head Start Program Performance Standards requires at least 10% of enrollment opportunities be made available to children with identified special needs. Our program partners with NW Regional ESD to provide individualized education plans.



Child and Adult Care Food Program (CACFP) ~ Morning classes serve breakfast and lunch and afternoon classes serve lunch and snack. Duration classrooms serve breakfast, lunch and snack. Menus are posted and sent home. Meals are nutritious and provide children with opportunities to try a variety of foods. Parents are encouraged to provide feedback and suggestions on the menu.

Special Diets and Food Allergies ~ Children with medically necessary special diets or food allergies will be given substitutions with a signed authorization form from their health care provider. If you have any questions about special diets, food substitutions, or food allergies please talk to the Center Manager.

Healthy Environment and Clean Air ~ The program promotes healthy environments by being a drug, alcohol, and smoke and vape free workplace. No one is allowed on the premises or at any program activity under the influence of or in the possession of drugs or alcohol. Smoking and vaping is prohibited at all times at all sites and any program activity.

Exclusion for sick children ~ Children will be excluded from attending all program activities if they are sick with fever of 100.4 degrees or higher or fever with diarrhea, vomiting, earache, headache, sore throat, and/or rash. Vomiting

or diarrhea 2 or more occasions within the past 24 hours. If your child has pinkeye or scabies, they may return to school 24 hours after starting treatment. Children will be excluded for reported communicable diseases.

Family Engagement

The whole family is involved when a child is enrolled in the program. You are already doing so many things to help your child be successful. Playing and having conversations with your child supports school readiness. So does reading and enjoying books together.

Parents can engage with the program in a variety of ways including: classroom, lesson planning, Program Training Assistant, socializations and going on field trips. All parents work together in planning monthly activities, serve on Policy Council and can go to workshops. Parent involvement is one of the most important things to help children succeed.

- **Policy Council** ~ This is part of our shared governance. Parents are elected to Policy Council. They help decide program policies, plan and help with the program budget. Policy Council members meet monthly with the program director and representatives from all program areas. The meeting is held in a location central to Columbia, Clatsop and Tillamook Counties.
- **PTA** (Program Training Assistant) ~ The program has an employment training program in which parents can learn job skills over a period of four months. Parents can participate in job training for the classroom, office or kitchen. Parents participating in the PTA program must be on the Central Background Registry.
- **Monthly Program Activities** ~ All parents belong to the parent committee. Parents participating in the P3 home visiting model are part of the parent committee at the Head Start/OPK Center in the community they live in. The group elect's officers for the parent committee. Once a month activities are scheduled. Parents decide what parent activities they want to do, focusing on family friendly events. Activities will include learning opportunities, a chance to connect with other families, and possible community connections. There will be a brief business portion where families give ideas on program policies, planning, parent budget, and activities. Parent activities and training topics are decided by parents annually.

Parent, Family and Community Engagement

Children are more successful in school and life when families receive the community services they need. We want to become partners with every family to celebrate strengths and support being empowered to face the challenges of an ever-changing world. We will work with families to meet their individual needs. Services may include housing, GED, public assistance, financial literacy

or budgeting, counseling, emergency assistance, SNAP, special education, parenting classes, and more.

School Record Policy

The program maintains school records for each child. The program has a Child Education Record Policy 1-19. You may request the policy from staff, or access it on our website

The Family Educational Rights and Privacy Act (FERPA) states:

- “Schools may disclose, without consent, "directory" information such as a student's name, address, telephone number, date and place of birth, honors and awards, and dates of attendance. However, schools must tell parents and eligible students about directory information and allow parents and eligible students a reasonable amount of time to request that the school not disclose directory information about them. Schools must notify parents and eligible students annually of their rights under FERPA. The actual means of notification (special letter, inclusion in a PTA bulletin, student handbook, or newspaper article) is left to the discretion of each school.”
- **The program will disclose directory information to the school your child will attend when they leave the program unless you tell us otherwise.**



Play = Learning!



Your Child's Classroom Day Includes:

- | | |
|----------------------------------|--------------------------------------|
| ✓ A friendly greeting each day | ✓ Science and discovery activities |
| ✓ Language & Literacy activities | ✓ Free choice activities |
| ✓ Personal hygiene | ✓ Art activities |
| ✓ Snack and lunch, or breakfast | ✓ Problem solving & self-help skills |
| lunch, and snack depending on | ✓ Outdoor fun |
| class times | ✓ Music |
| ✓ Manners at mealtime | ✓ Fun with Mathematics |
| ✓ Tooth brushing | ✓ Story time |

The children may take short field trips or have interesting guests come to school to show or tell them about new things. Daily activities will meet the developmental needs of individual children in all areas of growth.

Your Child's P3 Weekly Home Visit Includes:

- ✓ Weekly visit for up to 1 ½ hours
- ✓ The opportunity to actively engage in your child's learning experience
- ✓ Opportunity to discuss parenting concerns
- ✓ Building on the strengths of your family to provide a healthy and nurturing environment for your family
- ✓ Family Well-Being
- ✓ Positive Parent-Child Relationships
- ✓ Family as Lifelong Educators
- ✓ Families as Learners
- ✓ Family Engagement in Transitions
- ✓ Family Connections to Peers & Community
- ✓ Outdoor fun
- ✓ Families as Advocates & Leaders
- ✓ Story time

Your Child's P3 Socializations:

- ✓ Offered twice a month
- ✓ Children experience new sights, sounds, smells, and textures
- ✓ Healthy Snacks
- ✓ Enjoy activities in a setting other than your home
- ✓ Children have an opportunity to play in small groups with other children their age.
- ✓ Fun activities such as snack, are, inside and outside play, stories and songs.

School to Home/Home to School Connections

You know so much about your child. We know you work hard to support your child's growth and development. We use two apps to assist in the hard work you do in supporting your child. These apps also allow you to share photos, videos and information about the amazing things your child is doing. Ask your child's teacher/family educator about getting signed up.

You are your child's first and most important teacher!



Clothing Recommendations

Please dress your child in comfortable, everyday clothing whenever they attend program events, including classroom activities. Clothes may become stained by paint, crayons, food, sand, etc. A child will often explore with art materials and go outside. We have paint smocks, but accidents and spills happen with children. Close-toed shoes are best for running, jumping and riding bikes outdoors. Please see that your child is dressed for the weather.

Mark all coats, hats, mittens and backpacks with your child's name.

Attendance Matters!

Daily attendance is vital to school readiness. Attending consistently is important for your child to learn, progress, and feel like part of the group. Good attendance habits start early and can help with building positive life skills, later school success, and graduation. If your child is going to be absent, please call and let us know.

Prenatal to three emphasizes regular participation in home visits, socializations, and for some two-year old children, classroom experiences.

The program is raising awareness with all families that chronic absenteeism; whether the absences are from illness, doctor's appointments, vacation, crisis, or family schedules impacts student achievement and life outcomes. We are committed to partnering with your family to encourage regular attendance, giving your child the best opportunity to succeed in school and life!

Closures



If the local public schools are closed due to weather, we will be closed. If the local school is on delayed start, the local site will be on delayed start. When schools are closed due to weather, listen to your local radio, T.V. stations, check our Facebook pages or check the internet. Sometimes we will still complete home visits during inclement weather.

Emergency Evacuation



All centers practice regular fire drills, earthquake drills, and other drills like tsunami or windstorm. Each center also has a plan in place if a lock down is needed or it becomes necessary to evacuate away from the center. Emergency plans are posted in the center. You may ask for a copy if you would like.

Exterior Doors

The safety of your child and our staff is our highest priority. To help ensure a safe and secure environment, all Head Start/OPK centers keep their exterior doors locked at all times. Each center follows a site-specific entry plan, so please check with your center for details on how to access the building. Families are always welcome to visit their child's classroom and participate in program activities.

Sign In/Out

For your child's safety, they will only be released to individuals listed on the Emergency Form 3-11 or to someone you have authorized in writing. Anyone picking up your child must present a valid photo ID. Please do not leave young children unattended in a vehicle while dropping off or picking up your child.

Basic Bus Rules for Field Trips

1. Children and adults must remain in their seat with their seatbelts on. Children must be in an approved car seat.
2. Children cannot bring food, candy, gum, toys, medication or money.
3. When participating in the classroom, parents are invited to ride on the bus if space and/or transportation provider allows. Bus transportation of siblings three and over must be prearranged with the center manager and siblings shall be the responsibility of the parent.

Volunteering

Ways to Participate in the Program

- Read to a child or a small group of children
- Sit with children at circle and encourage participation
- Help with special projects, i.e., art, music
- Help with coats and boots if children need help
- Go outside and help supervise children at play
- Bring a special lesson or activity in music, art, or something in your area of interest
- Get involved in rhythm activities, music, lessons, etc.
- Sit at the meal table, eat with the children and promote language development



- Ask how you can help. If you don't feel comfortable doing what is asked of you, say so
- Help with preparation, cooking, dishes, and eat with the children. A food handler's card is recommended.
- Help clean and organize the center or supplies
- Be a center greeter, welcoming other families and visitors to the center. Help answer the phone, prepare the center newsletter and calendar, and help with special projects.
- Participate in parent meetings
- Help with classroom projects while you are in your home. Examples: cutting and, collecting items for classroom projects, sewing, etc.



Parents and volunteers will not be left alone with a child out of sight or hearing distance at any time.

Be sure to sign in-kind hours for the time you spent participating!!!

Parents who participate 16 hours or more a month must complete the Central Background Registry. All non-parent volunteers must be on the Central Background Registry prior to volunteering.

We value and honor parent participation!

What Parents Who Participate Say...

- It's important to our own kids and others to know that we believe that their education is important
- We as parents know what is going on at school
- We bring our culture and get to know the culture of others
- Children gain a sense of pride when parents are there
- Kids like to show you what they know
- Policy Council developed my leadership skills
- You can bring your skills to teach to the kids

Child Guidance

Guidance with children starts with focusing on the positive – telling children what we want them to do instead of what we don't want. For example, we will say, "Please use your walking feet." Instead of "don't run." Young children are figuring out the world and need clear, concise, and specific words and

directions. We recognize that children are learning how to interact with others, control their emotions, and be able to problem solve.

To support child guidance, we use PBIS (Positive Behavior Interventions and supports) and create supportive environments. We focus on teaching children the important skills they need to be successful in school and life. Children will be recognized for their unique needs and development. As a program we partner with families to address concerns when they arise. Support plans will be developed as needed with family input. The program does not allow harsh discipline, such as corporal punishment, isolation, withholding of food, or verbal abuse. If there is a high need for a child, the program will work with the family, and specialists when needed to support the child within the class. The program does not expel or suspend children because of behavior. Instead, we work as a team to determine the best options and services for the child.

What is PBIS?

PBIS starts with building supportive relationships. PBIS teaches children how to recognize and manage their emotions and self-regulate their behavior. PBIS helps us understand the purpose of behavior and the need it meets for the child.



Talking About Rules and Expectations

At Head Start/OPK we have rules and expectations. Children and teachers talk about what being safe, being respectful (be a friend), and being responsible (be a worker) mean. Here are a few ideas to help children be safe, be respectful (be a friend), and be responsible (be a worker):

Be Safe

- Use walking feet
- Use safe hands
- Sit on your bottom
- Be gentle with your toys

Be Respectful

- Share with your friends
- Use kind words and quiet inside voices
- Use your words: sorry, excuse me, please and thank you
- Wait your turn to talk

Be Responsible

- Take care of each other
- Take care of ourselves
- Take care our classroom
- Put away your toys
- Flush the toilet and wash your hands



PBIS at Home!

- ✓ Get your child's attention.
- ✓ Be specific! Tell your child **what** he/she did that was "good".
- ✓ Keep it simple (try to avoid combining encouragement with criticism).
- ✓ Explain what words or phrases like "gentle" or "inside voice" means so children know what to do
- ✓ Encourage your child with enthusiasm!
- ✓ Double the impact with physical warmth.
- ✓ Use positive comments and encouragement with your child in front of others.



Give your child positive encouragement at least 5 times this week.
Check out the CSEFEL or NCPMI websites for more ideas and resources!

Role of Parenting Education & Support

Child & Family Development Program uses Ready Rosie for Parent Education. NW Parenting also offers parent education programs in our communities. Information about Parenting Education and community workshops will be available during the school year. You can request information from staff members or during parent events. Information on community events will be sent home in newsletters and flyers.

The Power of Parenting Groups

- Learn something about your child's development
- Hear questions and answers you haven't thought of
- Not just the experts have the answer, you gain support from each other
- Gain confidence
- Find out that there is no one right way to parent
- Gain new perspectives about other ways of doing things
- Build your awareness of community resources
- Make connections and have adult conversations
- Have fun and learn from others

[Northwest Parenting | Northwest Regional Education Service District
\(nwresd.org\)](http://Northwest Parenting | Northwest Regional Education Service District (nwresd.org))

Transitions

The program supports children and families through each stage of their early learning journey. The program works to ensure smooth, developmentally appropriate, and family-centered transitions as children move from Prenatal

services through OPK P3, LDO classrooms, Head Start, and ultimately into kindergarten. Our transition process promotes continuity of care, timely enrollment, and positive experiences for children and families.

POISON CONTROL

To Speak To An Expert

1-800-222-1222

Poison Prevention Tips

- **Be prepared.**
 - Put the poison control number (1-800-222-1222, U.S. only) in, on or near your phone.
 - Save [webPOISONCONTROL®](http://webPOISONCONTROL.org) as a browser favorite (webPOISONCONTROL.org).
- **Install a carbon monoxide alarm** in every sleeping area of your home.
- **Poison proof every home** where your child spends time.
 - **Lock household products and medicines** out of your child's reach.
 - **Use child-resistant packaging.** Replace caps securely.
 - **Store household products** in a different place from food and medicine.
 - Keep purses out of your child's reach.
 - Laundry Pods – Keep out of your child's reach.
- **Use medicines safely.**
 - Read the label before taking or giving medicine. Follow instructions exactly.
 - Use the correct dosing syringe or cup, NOT a household spoon.
 - Ask your child's pediatrician before giving any herbal medicine or supplement.
- **These especially hazardous household products must always be kept out of a child's reach.** Buy small quantities only. Discard unneeded extras safely. Never store in empty food or beverage containers.
 - antifreeze
 - windshield washer solutions
 - drain cleaners
 - toilet bowl cleaners
 - insecticides
 - hydrocarbons (gasoline, oils, paint thinners)
- **Keep button batteries out of reach of children.** Secure the battery compartment on remote controls, key fobs, cameras, watches, flameless candles, and every battery-powered product. Why? Batteries lodged in the esophagus can burn a hole in just 2 hours, causing death or damage that will require feeding tubes, breathing tubes, and extensive surgical repair.

<https://www.poison.org/>



Nondiscrimination Statement:

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

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

1. **mail:**
Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
FNSCIVILRIGHTSCOMPLAINTS@usda.gov

This institution is an equal opportunity provider, employer, and lender.

