

kids and company of linn county



KIDCO HEAD START

strong children. strong families. strong communities.

2022-2023

Parent Handbook

MISSION STATEMENT

Kidco Head Start's mission is to provide a comprehensive Early Childhood development program that supports children and families.

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VALUES STATEMENT

We believe we are a positive influence in the lives of children and families.
We acknowledge parents as the most influential teachers of their children.
We value respect. We value relationships with families, board, community and co-workers.
We value a program environment that is caring and supportive.
We value shared decision-making.

PHILOSOPHY STATEMENT

We support school readiness by creating an environment that promotes the social, emotional, physical and intellectual development of each child by:

Providing experiences that build self-confidence, self-sufficiency, and creativity
Developing natural curiosity, thinking, and problem-solving skills
Promoting developmentally appropriate academic skills
Accepting individual differences and developing individuality
Providing services that reflect each child's language and culture
Emphasizing healthy nutrition and wellness
Participating actively with each child

We value and support parents as their child's primary teacher by:

Inviting and encouraging parents to participate in Head Start/Early Head Start
Respecting and utilizing the experience and knowledge of parents
Providing parents with services and opportunities that unify and strengthen the family/child relationship
Providing parents with opportunities to build skills and abilities, self-confidence, and self-sufficiency

We develop staff both personally and professionally by:

Maintaining a positive work environment which honors diversity
Developing team spirit
Encouraging staff to develop mutually-supportive relationships with the community
Providing a variety of training opportunities and venues

RESPECTING DIVERSITY: AN AFFIRMATION

Kidco Head Start is an inclusive anti-bias program committed to promoting the acceptance and appreciation of human diversity.
Our program welcomes children and families of all racial, ethnic, cultural, and religious backgrounds and family compositions.
We strive to reflect this respect for diversity in our educational programs and services, our policies and practices, and our interactions with families and the community.

KIDCO HEAD START LOCATIONS

Administration Office

(541) 451-1581
300 Market Street 200
Lebanon, OR 97355

Corvallis Early Head Start

1650 SW 45th Place
Corvallis, OR 97333

Bessie Coleman Center

38/38 NW Walnut Blvd.
Corvallis, OR 97330

Lincoln Center

110 SE Alexander Avenue
Corvallis, OR 97333

35th Street Early Head Start Center

333 NW 35th Street
Corvallis, OR 97330

Harrisburg Center

885 Sommerville Lane
Harrisburg, OR 97446

Jefferson Center

615 N 2nd Street
Jefferson, OR 97352

Lebanon Center

53 W Joy Street
Lebanon, OR 97355

Philomath Center

1123 Main Street
Philomath, OR 97370

Riverside Center

35140 Meadow Rd SW
Albany, OR 97321

Sunnyside Center

44829 Quartzville Drive
Foster, OR 97345

SCHOOL CLOSURES

You will be notified by your preferred method of communication (phone call, text, email) as quickly as possible once a decision has been made to close a center due to inclement weather or if it is necessary to cancel a class. Please be sure your contact information is kept up to date.

ATTENDANCE IS RECORDED DAILY AND STAFF ARE REQUIRED TO REPORT THE

REASON FOR AN ABSENCE

We have many strict regulations to follow in the area of health. If your child is going to be absent from school, we do ask that you please call the center and let us know the nature of the absence. If a child is absent and we have not heard from the family, we are required to call you within 45 minutes of class start time to confirm and document the nature of the absence. If your child is not in attendance for 2 days in a row, we are required to do a drop-in home visit to check on families' wellbeing.

We do our very best to maintain healthy classrooms, so if your child is not well, we do ask that you keep them home. Some of the reasons not to send a child to school would be if they have:

1. A fever
2. A rash
3. Vomiting or diarrhea with the last 24 hours
4. A persistent, disruptive or unusual cough
5. Or any contagious communicable illness

If you are unsure about sending your child to school, please check in with your healthcare provider.

Also, when your child arrives at school, there will be daily health checks questions and temperature checks.

Again, the reason for following these guidelines is to protect all children and staff from contagious illnesses, so we thank you very much for the important role you play in this process.

What you can expect at DROP OFF:

- Each child and their special adult will be greeted at the center entrance and directed to the child's exterior classroom door.
- At the doorway Teachers will greet you and your child.
- Teachers will ask required health questions and take each child's temperature.
- Your child will enter the classroom and their special adult will return to their vehicle.

What you can expect at PICK UP:

- During pick up 1 adult per child will be greeted and directed to the exterior classroom door to pick up their child
- At the doorway you or your authorized adult will provide photo ID to the Teacher
- Once the photo ID has been confirmed from the signed list you have completed your child will come out and you or the authorized adult will electronically sign them out.

2022- 2023 SCHOOL CALENDAR

Aug-22				
Mon	Tue	Wed	Thur.	Fri
1	2	3	4	5
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
29	30	31		

Sep-22				
Mon	Tue	Wed	Thur.	Fri
			1	2
H	6	7	8	9
12	13	14	15	16
19	20	21	22	23
26	27	28	29	30

Oct-22				
Mon	Tue	Wed	Thur.	Fri
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

Nov-22				
Mon	Tue	Wed	Thur.	Fri
	1	2	3	4
7	8	9	10	H
14	15	16	17	18
21	22	23	H	H
I	29	30		

Dec-22				
Mon	Tue	Wed	Thur.	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
19	20	21	22	H
V	V	V	V	V

Jan-23				
Mon	Tue	Wed	Thur.	Fri
V	V	V	V	V
I	10	11	12	13
H	17	18	19	20
23	24	25	26	27
30	31			

23-Feb				
Mon	Tue	Wed	Thur.	Fri
		1	2	3
6	7	8	9	10
13	14	15	16	17
H	21	22	23	24
27	28			

23-Mar				
Mon	Tue	Wed	Thur.	Fri
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
V	V	V	V	V

23-Apr				
Mon	Tue	Wed	Thur.	Fri
I	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28

23-May				
Mon	Tue	Wed	Thur.	Fri
1	2	3	4	5
8	9	10	11	12
C-PDS	16	17	18	19
22	23	24	25	26
H	30	31		

23-Jun				
Mon	Tue	Wed	Thur.	Fri
			1	2
5	6	7	8	9
12	13	14	15	16
H	20	21	22	23
26	27	28	29	C-ASR

23-Jul				
Mon	Tue	Wed	Thur.	Fri
3	4	5	6	7
10	11	12	13	14
H	18	19	20	21
24	25	26	27	28
31				

General Information	Codes
All Center-Based Classrooms begin: HS & EHS	H= Holiday-Organization not in session: No Services provided/ No staff present
All Classes in Session M-Th HS & EHS; No classes on Fridays	I= Inservice- Staff Training; No Children present/No Home Visits
Last day of classes HS: Part Day Classrooms (HB, LEB & RS AM/PM)	V= Winter Break/Spring Break- No Children/No Staff
Last Day of Center-Based Classes: 6.5 hours HS classrooms & EHS	C-ASR = Last staff day for remaining staff before summer furlough
EHS center-based classrooms transition to Home Based Services	C-PDS = Last staff day for staff providing services to PD classrooms (HB, RS AM/PM)
EHS last day for summer home-based services for center-based enrollees	

EDUCATION

Our goal is to help children become confident and secure learners.

The philosophy behind our curriculum is that young children learn best by doing, supported by responsive, caring and knowledgeable adults.

Learning requires active thinking and experimenting to find out how things work, and this is best accomplished through play.

Play is the work of young children.

CENTER BASED CLASSROOMS

- Monday-Thursday
- Class duration 6.5 hours *Harrisburg, Riverside, & Lebanon AM/PM ONLY 3.5 hrs.
- Home Visits & Parent/Teacher conferences conducted on virtual platform
- Daily School Family Connections
- Daily Small Group activities

EARLY HEAD START HOME BASED

Early Head Start Families enrolled in the Home-Based program meet weekly through a virtual platform with their Teacher Family Advocate. Virtual socialization playgroups occur bi-weekly where families can participate in shared group experiences with the Home-Based teaching team.

FAMILY COMMUNICATION APP

Teacher Family Advocates will assist each family in setting up their family profile in the My Teaching Strategies Family app during the first home visit! Through this confidential and secure app Families and teachers can share photos, notes, daily reports and learning activities teaching team.

NUTRITION IN THE CLASSROOM

Children will have access to breakfast, lunch, and an afternoon snack, depending on the class in which they are enrolled. Infants will be offered formula and foods as appropriate for their development and age.

Our menus are on an 8-week cycle and low in sugar, saturated fat, and salt. Whole grains, fruits, vegetables, and a variety of cultural foods are emphasized. Each week, we offer at least one meatless meal.

Your child will be encouraged to try new foods as well as develop a new awareness of the foods we eat, where they come from, why we need food.

Children are never forced to eat and are not rewarded or punished with food.

There are many special occasions during the year. We respectfully request that no “outside” food be brought to school. We make every effort to keep our menu healthy for your child and we have a growing number of children with special dietary restrictions. If you would like to do something special for the class, please talk with your child's teacher, they have many great non-food ideas for celebrations!

Meals will be served “family style” and/or “restaurant style”. With restaurant style service an appropriate portion of food will be placed on the plate and served to the child.

HEALTH SERVICES

Kidco Head Start & Early Head Start ensures that all children are:

- Connected with a medical home and are up to date on preventative care including well-child checks
- Connected to a dental home and are current with dental care (Fluoride varnish is offered to preschoolers 3 times during the school year).
- Up to date on immunizations.
- Screened for hearing, vision, developmental and speech abilities (Speech and Language therapist available).
- Assessed for nutritional intake (Follow-up with Registered Dietitian when needed).
- Assisted with referral, diagnosis and services for children with disabilities.

PEDESTRIAN SAFETY FOR YOUNG CHILDREN & THEIR PARENTS

Why are children so vulnerable?

Children have natural characteristics that put them in danger around traffic and when crossing streets.

Learning to be safe requires advanced judgment and skill that young children have not yet developed.

Young children:

- Have a limited sense of danger
- Cannot easily tell where a sound is coming from
- Cannot see and judge how fast cars are moving
- Are short and not easily seen
- Concentrate on one thing at a time, and may not notice traffic
- Can be impulsive and impatient
- Imitate the (sometimes unsafe) behavior of older children & adults

Your child needs your protection and your help to develop safe habits!

What can parents do?

Children can learn good safety habits by hearing about safety and practicing safety. As your child's first and most impactful teacher, you can help them learn these valuable and necessary skills.

Parents can:

- Provide safe outdoor play areas for your child that are fenced or blocked from street traffic
- Be sure your child is supervised every time he or she crosses the street until 9 years old
- Tell your child about safety—read books about good safety habits
- Dress your child in bright clothing so he or she can be easily seen
- Take walks frequently with your child. Hold hands until you feel your child can safely walk beside you
- Cross the street only at corners or crosswalks
- Be a model for good safety habits, your child will copy you!
- Speak out-loud about the safety measure you are taking; "I am stopping and looking both ways for cars"
- Be a careful and considerate driver—watch for children who may not yet have developed good traffic safety skills

FAMILY SERVICES

Services to families are a crucial part of Kidco Head Start. When the needs of the whole family are met, children are better able to learn and grow. Your Teacher Family Advocate, Family Support Coach, as well as other staff members, are there to support your family. Some ways your team can support you include:

- Nurture family-driven goals and provide support through the process
- Financial Literacy and Coaching
- Educational opportunities: (support in earning your GED or college degree, ESL classes, scholarships, parenting education, health, etc.)
- Support your child's growth and development
- Provide resources and referrals including: housing, food, clothing, health, transportation, and more.

PARENT INVOLVEMENT

Parents and caregivers are our best support. If you want to know more about how Kidco works or just want to be more involved, we welcome you to join one of the many committees available for families.

These committees impact your child's school as they make important decisions for all of Kidco Head Start.

- **Parent Group** – Be a part of your child's school by working with other parents to plan events, fundraise, and share your ideas & concerns about day to day functions of your center, you can also share ideas or concerns about the program as a whole.
- **Planning Committee** – Staff and parents meet to establish program goals and plans.
- **Hiring Committee** – Act as a representative for parents during new staff interviews and throughout the hiring process for new staff.
- **ERSEA Committee** – Eligibility, Recruitment, Selection, Enrollment, Attendance. This committee makes decisions on how to structure the system for which children are selected and apply for the program.
- **HSAC Committee** - An advisory group that brings together staff, parents, and local health care providers to talk about the planning, operation, and evaluation of the health services in each Head Start program. Each HSAC determines how to best meet the needs of children and families in its community.

POLICY COUNCIL

The Kidco Head Start Policy Council is a group of parents and community volunteers. Policy Council shares decision-making with the Kids and Company Board and Head Start/ Early Head Start staff about issues such as program goals, funding, and policies.

Why Policy Council?

Consider how often you have an opportunity to recommend policy before it impacts your community. How often do you find yourself asking why something has to be the way it is, but feeling powerless to do something about it? What fuels Policy Council is the desire of parents and community members to make educated decisions about what happens at their child's preschool and within the community. Policy Council representatives have up to five years to see how their input can shape the future of services for all of the children and families served by Kidco. That is nearly 500 children annually!

Why would I want to join?

Serving on Policy Council provides parent volunteers with many opportunities. You can:

- Learn leadership skills
- Attend training
- Meet other parents
- Provide input on parent concerns
- Be a state Representative
- Serve on hiring and budget committees
- Evaluate the program
- Help make positive changes in the program the program policies, goals and budget
- Learn more about what Head Start has to offer.

Do I need experience? No experience is necessary, just a willingness to be involved. The Head Start/Early Head Start staff provides the training.

What is the commitment? Commitment levels vary; meetings are monthly from October to October. There are also opportunities for further involvement through holding an office on the Council, or volunteering for committees.

Want to know more? Talk with your Teacher Family Advocate or Family Support Coach for more information.

Virtual Meetings 101



Mute microphone when not speaking
Set yourself on mute when you join a call or if you are not actively speaking.



Use the chat box to ask questions
Participate and share your thinking about the topic being discussed in the chat.



Position yourself on your screen
Sit 15-24" from screen and stay present by staying in the center.
Focus eyes on the presenter or presented material



Do not present screen unless you are asked
Only the person speaking or sharing should be using this feature



Turn off camera to help with bandwidth
If you are experiencing a poor connection or slow internet, try disabling your camera



Adjust your settings before meeting
Be certain to test your audio and video by going to the settings of your video conferencing platform



Be aware of your surroundings
Consider appropriate lighting, glare from windows, items in the camera view that need to be moved, etc.



Turn on closed captions if needed
Closed captions will appear at the bottom of your screen and text size can be adjusted



Avoid background distractions
Minimize noises, TV, other people, etc. by planning ahead on where you will sit for your meeting

KIDCO HEAD START ALCOHOL & DRUG POLICY

In order to assure parents and care givers that their children's health and safety are the primary concern of this agency and its staff, a policy addressing alcohol and drug use is necessary. Parents and care givers will be advised of this policy at the time of their enrollment home visit and at program orientation.

POLICY:

Use of alcohol or illegal drugs is prohibited on any Kidco Head Start/Early Head Start premises or at official Kidco Head Start/Early Head Start functions taking place away from the actual premises.

Persons who appear to be under the influence of alcohol or drugs will not be allowed to remain on Kidco Head Start/Early Head Start premises.

In the event that any person appears to be under the influence of alcohol or drugs when arriving to transport a child, measures will be taken by Kidco Head Start/Early Head Start staff to prevent that person from driving him/herself or taking the child.

In the event that any of the above incidents happen, the least invasive measures possible will be used by staff to ensure the safety of everyone on the premises at the time. These may include, but not be limited to, calling family or friends for support and/or transportation, calling a taxi, seeking respite child care, and/or requesting police or emergency medical intervention. If at any time a person who is thought to be under the influence of drugs or alcohol drives a child from the school premises or a Kidco Head Start/Early Head Start function the police will be called and all available information will be reported.

KIDCO HEAD START TOBACCO POLICY

All Kids and Company of Linn County programs and services will be conducted in a tobacco-free environment in order to promote wellness and maintain a safe, healthy, and efficient work environment.

THIS POLICY APPLIES TO ALL PERSONS IN KIDS AND COMPANY FACILITIES:

No one may use tobacco anywhere on Kids and Company premises at any time. There are no designated smoking or tobacco areas.

This policy includes the use of inhalant delivery systems, to include e-cigarettes, vape pens and other devices.

Employees who want to use tobacco during work hours must leave the premises (building and property) during designated unpaid meal or break periods. Tobacco usage must not occur in view of children.

Supervisors are responsible for overseeing compliance with this policy.

Complaints for violation of this policy should be submitted to the supervisor.

Any employees in violation of this policy are subject to disciplinary action, up to and including Suspension / Termination.

KIDCO HEAD START CODE OF CONDUCT

This Code of Conduct is part of Kids and Company of Linn County policies and procedures that must be followed by all staff, contractors, volunteers and consultants. [Head Start Program Performance Standard 1302.90]

ALL VOLUNTEERS MUST SIGN AND COMPLY WITH THE CODE OF CONDUCT. SOME IMPORTANT ELEMENTS OF THE CODE OF CONDUCT INCLUDE:

I will respect and promote the unique identity of each child and family and refrain from stereotyping on any basis, including gender, race, ethnicity, culture, religion, disability, sexual orientation or family composition. I will abide by program confidentiality policies concerning personally identifiable information about children, families and other staff members in accordance with subpart C of part 1303 of the Federal Performance Standards and all applicable federal, state, local and tribal laws. Family files, personnel records, financial information, family information and other related information is considered confidential. I am required to protect this information by safeguarding it when in use, filing it properly when not in use, and discussing it as set forth in Kidco Policy. If approached by members of the news media, requesting information regarding Kids & Company of Linn County (Kidco Head Start), I will refer requests to the Executive Director.

I understand that no child shall be left alone or unsupervised while under my care. Supervised is interpreted to mean at least one paid staff person is present. I will implement positive strategies to support children's well-being and prevent and address challenging behavior; I will not maltreat or endanger the health or safety of children, including, at a minimum, will not: use corporal punishment; use isolation to discipline a child; bind or tie a child to restrict movement or tape a child's mouth; use or withhold food as a punishment or reward; use toilet learning/training methods that punish, demean, or humiliate a child; use any form of emotional abuse, including public or private humiliation, rejecting, terrorizing, extended ignoring or corrupting a child; physically abuse a child; use any form of verbal abuse, including profane, sarcastic language, threats or derogatory remarks about the child or child's family; or use physical activity or outdoor time as a punishment or reward.

I understand that I must maintain professional boundaries with children/families enrolled with our agency at all times. Staff are expected to keep their personal lives separate from that of enrolled children/families and shall have limited contact outside of work time and/or work-related activities. Staff are expected to discuss with their supervisor any situations/relationships with enrolled children/families that are unclear.

KIDCO HEAD START CHILDREN AFTER HOURS POLICY

Parents/caregivers are expected to be present when the bus arrives to drop their child off after school. Parents/ caregivers who come to school to pick their child up are expected to arrive on time. In cases of emergency only, parents/caregivers must call the center and let them know why they are running late and make arrangements for their child to be picked up.

IF NO ONE CALLS OR APPEARS AT SCHOOL:

1. Someone at the center (Supervisor, Teacher Family Advocate) will make an attempt to get in touch with people on the authorized list to pick the child up from school.

2. If no one can be reached and no authorized person has been heard from 30 minutes prior to the last staff person's regular end time for the day (Supervisor, Teacher Family Advocate), steps will be taken to get in touch with Department of Human Services, Child Welfare and/or law enforcement.

3. It will be reported that the child has been endangered by the parent/caregiver (left in a situation where there is no one to take care of the child) and a request will be made that they pick the child up.

4. The staff member will ensure that the "Removal of Child from Head Start Site Custody Statement" is Completed (form is page 6 of Child Abuse Policy).

5. The staff member will leave a note on the door or a message on the voicemail at the child's home to let the family know whom they may contact regarding the whereabouts of their child.

Parents and caregivers will be made aware of this policy at Parent Orientation.

KIDCO HEAD START CHILD ABUSE AND NEGLECT POLICY

GENERAL PHILOSOPHY STATEMENT

Kidco Head Start works with families to prevent child abuse & neglect and to provide support and act as an advocate for families needing assistance.

DEFINITION

- Any physical injury to a child which has been caused by other than accidental means, including any injury which appears to be at variance with the explanation given of the injury - ORS 418.750
- Neglect that could cause actual harm or substantial risk of harm to child's health, welfare or safety.
- Mental injury (aka emotional abuse) is harm to a child's ability to think, reason, or have feelings and has a harmful effect on a child, which can be observed.
- Sexual molestation.
- Threat of harm, which includes all activities, conditions and persons which places the child at substantial risk of physical or sexual abuse, neglect, or mental injury. This includes exposure to domestic violence.

REFERRAL AND REPORTING PROCEDURES

Kidco Head Start employees are required by law to immediately report any suspected cases of abuse or neglect to DHS (Department of Human Services) Child Welfare and/or the local law enforcement agency (LEA).

- The employee suspecting such abuse or neglect will first make a report to their supervisor and then call DHS Child Welfare and/or LEA
- If the supervisor is not available, the Family Services Coordinator (FSC) should be contacted. If the FSC is not available, the Assistant Director shall be contacted
- It is advised that the call be made in the presence of a supervisor, the FSC, or the Assistant Director.
- The employee reporting the suspected abuse or neglect will fill out appropriate program forms. A copy of the report form will be forwarded to the FSC.

By law, Head Start staff are not allowed to contact the child's family regarding this report. Staff are not allowed to confirm, deny, or discuss child abuse reports to families.

KIDCO HEAD START CHILD ABUSE AND NEGLECT POLICY

STAFF TRAINING

The Program will provide an orientation to the policy and procedure and are required to complete training at hire and annually thereafter in abuse prevention systems and recognizing and reporting abuse.

PARENT EDUCATION

The Child Abuse and Neglect Policy will be given to all parents at Parent Orientation. The policy will be discussed with parents at the time they receive it. Parents will be offered training on the prevention of abuse and neglect and will be informed of available community resources.

AGENCY INVOLVEMENT

The Program will work to establish and maintain cooperative relationships with the agencies providing child protective services to the community.

CONFIDENTIALITY

All contacts with the family and the agency receiving the report will be documented and placed in a separate file. At the end of the DHS Child Welfare investigation, the information may be transferred to the family file. Confidentiality of all records will be maintained. The Child Abuse & Neglect Policy will be reviewed annually by the Health and Social Services Advisory Committee, updated as necessary, and presented for approval by the Policy Council.

SEX OFFENDER CHECK

In order to ensure the safety of the children at the centers all parents/guardians and adults listed to pick up/drop off children will be checked against the Oregon Sex Offender Registry. Adults on the Registry may not be permitted on Kidco premises and will be informed by the Teacher Family Advocate or Supervisor of the Sex Offender Status.

CONFIDENTIAL FILE POLICY

(Pursuant to OAR 581-021-0220 through 581-021-0440)

1. Confidential files will be maintained for every Kidco Head Start/Early Head Start student. All files are electronic using a confidential and secure system and any additional paperwork will be kept in a locked cabinet or container, as needed.

2. Parents will be informed of their full rights regarding their child's confidential file at the time of their welcome visit.

- If a parent wishes to view their child's records they will contact their Teacher Family Advocate and request copies by completing a Record Request form. This time shall be at the earliest convenience of both parties, but in no case longer than 45 days.
- The Record Request form will be forwarded to the designated authority to process.
- The Teacher Family Advocate will be available to answer any questions the parent may have regarding the confidential record.
 - If the parent believes the records contain information that is inaccurate, misleading, or in violation of the student's rights, he or she may request that the record be amended.
 - Kidco head Start/Early Head Start will decide whether to amend the record as requested within a reasonable time after they receive the request.
 - If Kidco head Start/Early Head Start decides not to amend the record as requested, the program will inform the parent of its decision and of his or her rights to a hearing.

3. Confidential records will not be shared with any other person, program or agency without signed parental consent except in cases where the law requires that they be shared without permission. (For example: court subpoenas, Head Start financial audits, Head Start Federal & State reviewers and reports to Oregon Department of Education.

- When a child transfers to a different center within Kidco Head Start/Early Head Start his or her records will be sent to the new center.
- When a child transfers to a different Head Start/Early Head Start program, signed parental permission must be obtained for confidential records to be sent to the new program.

CIVIL RIGHTS COMPLAINT PROCEDURE FOR PARTICIPANTS AND APPLICANTS

applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

Anyone wishing to file a complaint may do so by one of the following options:

1. You may contact Kidco Head Start/Early Head Start directly either in writing or verbally. A complaint form will be provided to you, and if needed, assistance in completing the form. You may file the complaint with the USDA or State of Oregon directly (see below for contact information) or with Kidco Head Start/Early Head Start. Complaints returned to Kidco will be forwarded to the State of Oregon within three (3) days.
2. If you wish to file a **Civil Rights program complaint of discrimination**, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form.

You may also write a letter containing all of the information requested in the form. Send your completed complaint form to us by mail at

U.S. Department of Agriculture,
Director, Office of the Assistant Secretary for Civil Rights,
1400 Independence Avenue, S.W., Washington, D.C. 20250-9410
by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339

3. To file a **Child Nutrition Programs complaint of discrimination** with the State of Oregon, please send an email to ODE.CNPCivilRights@state.or.us or write

Director of Child Nutrition Programs
Oregon Department of Education
255 Capitol Street NE
Salem OR, 97310
or call: (503) 947-5888, (voice) or (503) 378-2892 (TDD.).

When complaints are registered with the USDA or State of Oregon, appropriate agency will investigate the incident to see if there has been a misunderstanding or if some corrective action should be taken. Resolution may include education, mediation and/or other problem-solving opportunities. When complaints are returned to the sponsor, the sponsor will forward the complaint to the State of Oregon.

Should you have any questions regarding these procedures, please contact:

Lori Arnold
Civil Rights Compliance Coordinator
Kidco Head Start/Early Head Start
300 Market Street, Suite 200
Lebanon, Oregon 97355
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To file a program discrimination complaint, a Complainant should complete a [USDA Program Discrimination Complaint Form](#) which can be obtained online at: [Filing a Program Complaint as a USDA Customer webpage](#), from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 Complaint form or letter must be submitted 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;
or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov

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