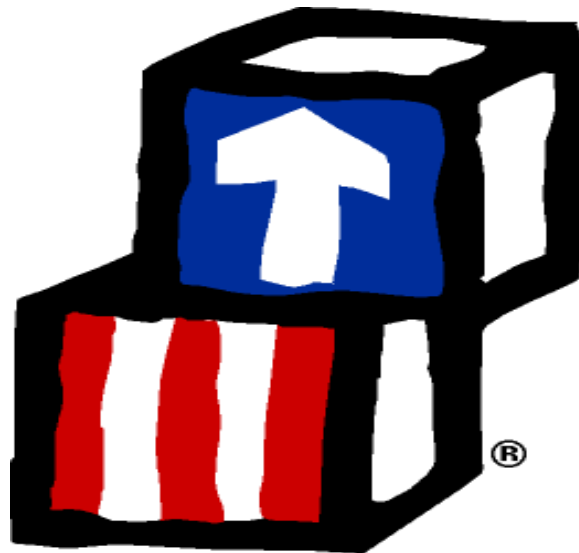




HEAD START & EARLY HEAD START



PARENT HANDBOOK

Rev. 8/18

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Department of Children and Families
Office of Licensing
INFORMATION TO PARENTS

Under provisions of the Manual of Requirements for Child Care Centers (N.J.A.C. 10:122), every licensed child care center in New Jersey must provide to parents of enrolled children written information on parent visitation rights, State licensing requirements, child abuse/neglect reporting requirements and other child care matters. The center must comply with this requirement by reproducing and distributing to parents this written statement, prepared by the Office of Licensing, Child Care & Youth Residential Licensing, in the Department of Children and Families. In keeping with this requirement, the center must secure every parent's signature attesting to his/her receipt of the information.

* * * * *

Our center is required by the State Child Care Center Licensing law to be licensed by the Office of Licensing (OOL), Child Care & Youth Residential Licensing, in the Department of Children and Families (DCF). A copy of our current license must be posted in a prominent location at our center. Look for it when you're in the center.

To be licensed, our center must comply with the Manual of Requirements for Child Care Centers (the official licensing regulations). The regulations cover such areas as: physical environment/lifesafety; staff qualifications, supervision, and staff/child ratios; program activities and equipment; health, food and nutrition; rest and sleep requirements; parent/community participation; administrative and record keeping requirements; and others.

Our center must have on the premises a copy of the Manual of Requirements for Child Care Centers and make it available to interested parents for review. If you would like to review our copy, just ask any staff member. Parents may view a copy of the Manual of Requirements on the DCF website at www.state.nj.us/dcf/providers/licensing/laws/index.html or obtain a copy by sending a check or money order for \$5 made payable to the "Treasurer, State of New Jersey", and mailing it to: NJDCF, Office of Licensing, Publication Fees, PO Box 657, Trenton, NJ 08646-0657.

We encourage parents to discuss with us any questions or concerns about the policies and program of the center or the meaning, application or alleged violations of the Manual of Requirements for Child Care Centers. We will be happy to arrange a convenient opportunity for you to review and discuss these matters with us. If you suspect our center may be in violation of licensing requirements, you are entitled to report them to the Office of Licensing toll free at 1 (877) 667-9845. Of course, we would appreciate your bringing these concerns to our attention too.

Our center must have a policy concerning the release of children to parents or people authorized by parents to be responsible for the child. Please discuss with us your plans for your child's departure from the center.

Our center must have a policy about administering medicine and health care procedures and the management of communicable diseases. Please talk to us about these policies so we can work together to keep our children healthy.

Our center must have a policy concerning the expulsion of children from enrollment at the center. Please review this policy so we can work together to keep your child in our center.

Parents are entitled to review the center's copy of the OOL's Inspection/Violation Reports on the center, which are issued after every State licensing inspection of our center. If there is a licensing complaint investigation, you are also entitled to review the OOL's Complaint Investigation Summary Report, as

well as any letters of enforcement or other actions taken against the center during the current licensing period. Let us know if you wish to review them and we will make them available for your review.

Our center must cooperate with all DCF inspections/investigations. DCF staff may interview both staff members and children.

Our center must post its written statement of philosophy on child discipline in a prominent location and make a copy of it available to parents upon request. We encourage you to review it and to discuss with us any questions you may have about it.

Our center must post a listing or diagram of those rooms and areas approved by the OOL for the children's use. Please talk to us if you have any questions about the center's space.

Our center must offer parents of enrolled children ample opportunity to assist the center in complying with licensing requirements; and to participate in and observe the activities of the center. Parents wishing to participate in the activities or operations of the center should discuss their interest with the center director, who can advise them of what opportunities are available.

Parents of enrolled children may visit our center at any time without having to secure prior approval from the director or any staff member. Please feel free to do so when you can. We welcome visits from our parents.

Our center must inform parents in advance of every field trip, outing, or special event away from the center, and must obtain prior written consent from parents before taking a child on each such trip.

Our center is required to provide reasonable accommodations for children and/or parents with disabilities and to comply with the New Jersey Law Against Discrimination (LAD), P.L. 1945, c. 169 (N.J.S.A. 10:5-1 et seq.), and the Americans with Disabilities Act (ADA), P.L. 101-336 (42 U.S.C. 12101 et seq.). Anyone who believes the center is not in compliance with these laws may contact the Division on Civil Rights in the New Jersey Department of Law and Public Safety for information about filing an LAD claim at (609) 292-4605 (TTY users may dial 711 to reach the New Jersey Relay Operator and ask for (609) 292-7701), or may contact the United States Department of Justice for information about filing an ADA claim at (800) 514-0301 (voice) or (800) 514-0383 (TTY).

Our center is required, at least annually, to review the Consumer Product Safety Commission (CPSC), unsafe children's products list, ensure that items on the list are not at the center, and make the list accessible to staff and parents and/or provide parents with the CPSC website at www.cpsc.gov/cpsc.gov/cpscpub/prerel/prerel.html. Internet access may be available at your local library. For more information call the CPSC at (800) 638-2772.

Anyone who has reasonable cause to believe that an enrolled child has been or is being subjected to any form of hitting, corporal punishment, abusive language, ridicule, harsh, humiliating or frightening treatment, or any other kind of child abuse, neglect, or exploitation by any adult, whether working at the center or not, is required by State law to report the concern immediately to the State Central Registry Hotline, toll free at (877) NJ ABUSE/ (877) 652-2873. Such reports may be made anonymously. Parents may secure information about child abuse and neglect by contacting: DCF, Office of Communications and Legislation at (609) 292-0422 or go to www.state.nj.us/dcf/ and select Publications.

OOL8/22/14

GENERAL PROGRAM INFORMATION

LOCATIONS AND PHONE NUMBERS

| Head Start Only | Head Start Only | Head Start and Early Head Start | Early Head Start Home-based Location |
|---|--|---|--|
| Carolynn E. Henderson Center (Delanco Center) 2431 Burlington Avenue Delanco, NJ 08075 (856) 764-2562 | W. Fredrick Knighten III Center (Lumberton Center) 100 Rt. 38 & Maple Grove Blvd. Lumberton, NJ 08048 (609) 267-9527 | Browns Mills Center 405 Lakehurst Road Browns Mills, NJ 08015 (609) 893-0234 | Pemberton Center 231 Fort Dix Road Pemberton, NJ 08068 (609) 726-1482 |

PROGRAM HOURS

Head Start and Early Head Start Administrative Office Hours:

9:00 AM to 5:00 PM; Monday through Friday

Head Start and Early Head Start Regular Day Hours:

9:00 AM to 3:00 PM (Monday through Thursday)

9:00 AM to 1:00 PM (Fridays)

Head Start Extended Day Hours:

7:30 AM to 5:30 PM (Monday through Friday)

PICK UP AND DROP OFF PROCEDURES/LATE POLICY

We don't want your child to miss out on any learning opportunities. Arriving on time sets a healthy habit for your child and demonstrates the importance of school. Once the school day is over, the program requires parents to pick up their child according to our time frame. Often children are scared when their parent is late and lateness causes staffing issues for the program.

Regular Day

Children not arriving by bus must be dropped off and signed in between 9:00 AM and 9:30 AM. All children arriving after 9:30 AM must report to the center's office.

Children must be picked up by 3:00 PM Monday through Thursday and 1:00 PM on Fridays.

Extended Day

Children must be dropped off between 7:30 AM and 9:30 AM. All children arriving after 9:30 AM must report to the center's office.

Children must be picked up by 5:30 PM Monday through Friday.

Excused Late Drop Off: Documented appointments (i.e. doctors, dentists, WIC)

Consequences for lateness:

1. After first two late notices you're required to attend a meeting with the Family Partner and Center Supervisor/Head Teacher.
2. After your third late notice if you are late again your child will be placed on ½ day schedule beginning immediately for 5 consecutive days of attendance. Regular day ½ day pick up is 1:00 PM. Extended Day ½ day pick up is 3:00 PM.
3. Every late notice thereafter, your child will be placed on ½ day schedule beginning immediately for 5 consecutive days of attendance.

Please note all authorized adults are required to show valid picture identification before program staff can release the child.

POLICY ON THE RELEASE OF CHILDREN

Each child may be released only to the child's parent(s) or person(s) authorized by the parent(S) to take the child from the center and to assume responsibility for the child in an emergency if the parent(s) cannot be reached.

If a non-custodial parent has been denied access, or granted limited access, to a child by a court order, the center shall secure documentation to that effect, maintain a copy on file, and comply with the terms of the court order.

If the parent(s) or person(s) authorized by the parent(s) fails to pick-up a child at the time of the center's daily closing; the center shall ensure that:

- ❑ The child is supervised at all times;
- ❑ Staff members attempt to contact the parent(s) or person(s) authorized by the parent(s); and
- ❑ An hour or more after closing time, and provided that other arrangements for releasing the child to his/her parent(s) or person(s) authorized by the parent(s), have failed and the staff member(s) cannot continue to supervise the child at the center, the staff member shall call the Division of Child Protection and Prevention's 24 hour Child Abuse Hotline 1-877 **NJ ABUSE** (1-877-652-2873) to seek assistance in caring for the child until the parent(s) or person(s) authorized by the child's parent(s) is able to pick-up the child.

If the parent(s) or person(s) authorized by the parent(s) appears to be physically and/or emotionally impaired to the extent that, in the judgment of the director and/or staff member, the child would be placed in harm if released to such an individual, the center shall ensure that:

- ❑ The child may not be released to such impaired individual;

- ❑ Staff members attempt to contact the child’s other parent or an alternative person(s) authorized by the parent(s); and
- ❑ If the center is unable to make alternative arrangements, a staff member shall call the Division’s 24 hour Child Abuse Hotline 1-877-NJ-ABUSE (1-877-652-2873) to seek assistance in caring for the child.

ATTENDANCE

Good attendance is vital to your child’s future success in public school. Now is the time to develop habits that support regular participation. We hope to see your child at school each day.

When a child’s attendance record becomes irregular, an appropriate contact with the family will be made. Efforts to support regular attendance will be initiated at that time. Families are expected to participate in an attendance plan and re-establish regular attendance. If those efforts fail, the family’s need for services will be re-examined.

ABSENCES

If your child must miss school for illness or other important reasons, please contact your Family Partner as soon as you determine that your child will not attend school. Please refer to the Health and Nutrition Section for information on sickness and doctor’s notes after absences.

SCHOOL CLOSING FOR BAD WEATHER

School closing numbers are:

| | |
|--------------------------------|-------------|
| Carolynn E. Henderson Center | 677 |
| W. Fredrick C. Knighten Center | 3414 |
| Browns Mills/Pemberton Center | 3411 |
| Transportation | 3182 |

To find out if your Head Start or Early Head Start Center is canceled, please turn to **KYW Radio Station, (1060 on the AM dial)**. If all Head Start and Early Head Start centers in Burlington County are closed, listen for the Burlington County numbers 3182. At times only a few of the centers may close. This happens if the school district where their center is located cancels school for their district.

In addition, Head Start and Early Head Start will utilize their automated call system. Please make sure your child’s center has your correct phone number on file.

CENTER SECURITY/FINGERPRINTING SYSTEM/PICTURE ID

All Head Start and Early Head Start Centers shall remain locked at all times. Holding the door for others is prohibited for the safety of our centers. The

program utilizes a fingerprint system to gain access to the center. Authorized parents/guardians/adults will be fingerprinted to utilize the system.

To gain access to the center, you must ring the doorbell located on the outside the building and look into the camera. Once buzzed in, place your designated finger in the fingerprinting system to unlock the door. Please have your picture identification available in case of a temporary system fail.

All centers are equipped with security cameras.

All parents and visitors are required to sign in and out. Parents and authorized adults must report to the office if you are dropping your child off late or picking up early.

Do not park in front of the building; only designated parking spots.

EMERGENCY PLAN/SHELTER IN PLACE/LOCK DOWN

BCCAP Head Start and Early Head Start has an Emergency and Disaster Plan in place. Emergency drills are being practiced at your child's center. Your child may come home telling you that they are practicing for an emergency.

If an emergency or disaster occurs in our community or city, the Head Start and Early Head Start will be on "**Lock Down**" and *could* become a "**Shelter in Place**". According to the American Red Cross, New Jersey Department of Education and Washington Military Department Emergency Management Division, a **lock down** can be called when there is danger outside of the building.

We need your cooperation:

1. Turn on your radio
2. **Lock Down and Shelter in Place** means that **no one can leave the building and no one can enter the building**. Parents should turn on the radio and listen for emergency instructions. The staff *will call you* or your emergency numbers to inform you that your child is in the center and that the center is on "Lock Down". **Please do not come to the center, we can not let you in, because the danger is outside.** If you go outside, you will place yourself in danger by traveling in your car during a city, community or national emergency.
3. Signs will be posted on the front door of the center for "**Lock Down and Shelter in Place**". (no one can leave and no one can come in).
4. **Shelter in Place** – means that we have a 72- hour food supply in place and we are prepared to take care of your child during an emergency.
5. Please make sure that we have current telephone numbers, work and cell numbers, blanket and change of clothes for your child, doctor prescribed medication, doctor' name and health insurance information.
6. When the radio and local emergency personnel announce "**ALL CLEAR**" you may come to the center to pick up your child. The center staff will call you, when we hear the "**ALL CLEAR**" announced on the radio.

7. If we have to evacuate the building, the staff will call you or your emergency numbers. The program will utilize their automated calling system.

TRANSPORTATION AGREEMENT

- **Code of Conduct**

Any one receiving transportation services for their child agree to abide by the following:

1. The child must be escorted to and from the bus/vehicle by an authorized adult with a picture identification (ID)
2. The authorized adult will not engage in a conversation with the driver that would cause any distraction to driving and/or delivering the children to their prospective site.
3. The authorized adult agrees to be on time to drop off and pick up their child at their stop.

- **Bus Procedures:**

1. Provide valid emergency drop off addresses in accordance with the Head Start Transportation.
2. Have child ready for pickup prior to arrival of the school bus. Bus may arrive 15 minutes prior or after designated time frame.
3. Authorized adult must escort the child to and from the bus.
4. Adherence to the BCCAP Head Start and Early Head Start Discipline and Expulsion Policies remain in effect during transportation (see Head Start/EHS Parent Handbook)
5. Your full cooperation is needed for the safety of the children and our transportation staff.

- **Violation Procedure (i.e. Child Disposition Form) see attached**

1. 1st offense will be a verbal notice

2. 2nd offense will be a written notice
 3. 3rd offense will be a suspension off the bus
 4. 4th offense could result in permanent losing transportation privileges
- **Early Head Start Home Base Socialization (in addition to the above information)**
 1. Notify your Home Visitor if your child needs special transportation, i.e. car seat, booster seat in order to ride on the bus prior to signing up for transportation.
 2. If you are a no call/no show three consecutive times, transportation may be suspended.

BCCAP Head Start is required to have a bus monitor on the bus. In the absence of a bus monitor, you may be asked to volunteer in order to complete the bus run for that day.

PEDESTRIAN SAFETY

- Parents or other responsible caregivers must supervise children at all times.
- Hold your child's hand at all times.
- Cross at intersections only. The intersection is where drivers expect to see you.
- Never cross from in between parked cars. Many children are killed or injured in non-intersection accidents when they run into the road from between parked cars.
- Always stop at the curb and before crossing, look left, right, and left again, cross the street when clear. Always listen for traffic and keep looking for cars.
- In areas with no sidewalk, walk as far off the road as possible. Walk on the left side of the road, facing the traffic.
- Obey all traffic signs and signals.
- Children should be discouraged from playing on driveways and sidewalks near roads.
- Do not run across the street or parking lot.
- Always watch for turning cars.
- Make sure you can be seen at night. Wear white or light colored clothing when walking at night. Attach reflective materials to coats and shoes or wear reflective armbands.

Important to remember: Young children are physically different from young adults:

- Children are shorter than adults. This makes it difficult for them to see motorists and for the motorist to see them, especially around obstructions like parked or moving cars, buses, and bushes.
- Children have underdeveloped peripheral vision (approximately 1/3 narrower than an adult). Therefore a child will not see a motorist approaching from right or left as quickly as an adult will.
- Children have difficulty judging a car's speed and distance. This leads children to misjudge how far away a moving car really is. Children often believe cars can stop instantly.
- Children often think if they can see the driver, the driver can see them.

POLICY ON THE USE OF SOCIAL MEDIA

BCCAP Head Start and Early Head Start staff must adhere to the written Computer, Internet, and E-mail policy as outlined in section 20 of the BCCAP Employee Handbook of the Personnel Policies and Procedures. This policy outlines the following:

1. **The use of social networking sites and other websites;**
2. **The use of e-mail, text messages, and other electronic means of communication with staff and parents;**
3. **The guidelines for appropriate conduct by staff members**

Methods and devices staff use to communicate with parents: BCCAP email, telephone, in-person meetings/activities (parent conferencing), letters/flyers Creative Curriculum Gold and an automated communication system (One Call Now). Additional forms of communication include the Head Start and Early Head Start website and Facebook.

BCCAP Head Start and Early Head Start prohibits parents from posting photographs or videos of any child other than their own on social media.

08/18

CONFIDENTIALITY

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to the purposes directly connected with the administration of this program. Any release of information must have written prior approval from the parent.

CHILD ABUSE AND NEGLECT

In New Jersey, any person having reasonable cause to believe that a child has been subjected to abuse or acts of abuse should immediately report this information to the State Central Registry (SCR). If the child is in immediate danger, call 911 as well as **1-877 NJ ABUSE (1-877-652-2873)**. By law, all staff members on site are mandated to report any suspicion of child abuse or

neglect for any reason.

EXPULSION POLICY

It is the policy of BCCAP that the only time a child may be excluded from the Head Start and Early Head Start programs is when a child is professionally determined to be a danger to him/herself and/or to others or the parent fraudulently obtained Head Start services. Program staff will work with the family to identify a more suitable program and/or services for the child. The child will not be terminated from our enrollment for at least two (2) weeks giving families the opportunity to obtain alternative child care arrangements.

Unfortunately, there are sometimes reasons we have to suspend a child or parent from our center and or bus either on a short term or permanent basis. We want you to know we will do everything possible to work with the family to prevent a parent from being in the center or on the bus from being enforced. The following are reasons we may have to terminate or suspend a child or parent from this center.

PARENTAL ACTIONS FOR CHILD'S SUSPENSION

- ❑ Failure to complete required forms including the child's immunization records.
- ❑ Habitual tardiness when picking up your child from the center or bus.
- ❑ Habitual tardiness when delivering your child to the center or bus
- ❑ Unresolved health issues that continue to be harmful to said child and/or contagious to others

PROACTIVE ACTIONS THAT WILL BE TAKEN IN ORDER TO PREVENT SUSPENSION

- ❑ Staff will call and/or meet with parents to explore possible solutions.
- ❑ Staff will always inform parents by telephone and written warning prior to suspension
- ❑ Staff will assist with doctor appointments, as needed (i.e. transportation, setting up appointments)

PARENTAL ACTIONS FOR SUSPENSION FROM CENTER OR BUS

- ❑ Physical or verbal abuse to staff or other children.
- ❑ Physical or verbal abuse to staff in the presence of children.
- ❑ Willful damage to Agency property.
- ❑ Committing any act of violence on Agency property.

PARENTAL ACTIONS FOR EXPULSION

- ❑ Fraudulently obtaining services of the Agency

A CHILD WILL NOT BE EXPELLED

- If a child's parent (s):
 - Made a complaint to the Office of Licensing regarding a center's alleged violations for the licensing requirements (1-877-667-9845)
 - Reported abuse or neglect occurring at the center (1-877-NJ ABUSE)[1-877-652-2873]

- Questioned the center regarding policies and procedures.
- Revised December 2013

DISCIPLINE POLICY

The BCCAP Head Start, Early Head Start, Family Day Providers, Administration will provide an environment of acceptance which will:

- enhance a positive self-concept,
- enhance individual strengths,
- respect and protect individual rights,
- acknowledge and accept unique qualities,
- and provide ample opportunities for each child to experience success

Discipline is regarded as the teaching of self-control with an emphasis on future correct behaviors. Discipline is taught with concern for the child with an effort to instill security, confidence, self-control, self-knowledge and social competence. The message to be instilled is ***“I TRUST YOU TO RESPECT OTHERS, MAKE RESPONSIBLE CHOICES, AND CONTROL YOURSELF. I LOVE YOU AND YOU ARE A WORTHWHILE PERSON”***

All methods of guidance and discipline used shall be positive, and consistent with the developmental needs of individual children.

Unacceptable forms of discipline:

1. There shall be **NO** use of corporal punishment, hitting, spanking, shaking, abusive language, ridicule, or harsh, humiliating, frightening or threatening treatment, loud tone of voice, angry shouting, scolding, or any other kind of child abuse/neglect/exploitation.
2. There shall be no punishment associated with the behavior of children in regard to rest, toilet training or food.
3. There shall be no withholding of emotional responses or stimulation.
4. Children shall not be left alone.
5. Children shall not be required to remain silent for long periods of time.
6. Adults nor children shall copy or reciprocate unacceptable behavior.

Acceptable forms of discipline are limited to the following:

1. Talk with children with a firm voice stating the rules and explain why the behavior is unacceptable.
2. Speak kindly to children with authority and offer some direction about more appropriate behavior.
3. Use words to help children understand their feelings and the feelings of others.
4. Remove children from a situation where their actions are harmful to self or others.
5. Redirect children to another area or activity.

6. Hold children in a reassuring manner to prevent harm to self or others and/or to calm children.

FLUORIDATION PROGRAM

Fluoride is required for the proper development and growth of your child's teeth. If you live in one of the following communities, the water your child drinks does not contain an adequate amount of fluoride for your child's teeth.

List of communities where water IS NOT fluoridated:

Browns Mills, Burlington City and Township, Cinnaminson, Florence, Medford, Moorestown, Mount Holly, and Pemberton (Fort Dix)

List of communities with less than .2% fluoridation:

Beverly, Delanco, Edgewater Park and Riverton

If you live in one of these areas, please ask your child's dentist or doctor about fluoride supplements or a multi vitamin supplement with fluoride. If you need financial assistance in purchasing the item, please call your Family Partner or Home Visitor at the center. Remember dental prevention will help your child's teeth and save your money in the future.

STANDARD OF CONDUCT

BCCAP Head Start and Early Head Start ensures compliance with Head Start regulation Standard of Conduct **1304.52 (i)**

(1) Grantee and delegate agencies must ensure that all staff, consultants, and volunteers abide by the program's standards of conduct. These standards must specify that:

(i) They will respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability;

(ii) They will follow program confidentiality policies concerning information about children, families, and other staff members;

(iii) No child will be left alone or unsupervised while under their care; and

(iv) They will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. In addition,

they will not employ methods of discipline that involve isolation, the use of food as punishment or reward, or the denial of basic needs.

IN-KINDS:

In-kinds means donated time or services substituted for money. Head Start and Early Head Start receives only 80% of what it takes to operate our program from the Federal Government. The rest of the 20% of the program's costs must be provided by volunteer work donated from parents, family members, and other friends in the community. Your volunteer hours are needed to help us meet this requirement.

Please fill out an in-kind form and return it to a staff member when you volunteer. Your volunteerism is contributing to the 20% we need. If we do not meet the 20% required match, the Federal funds are reduced. This jeopardizes the program for our children and families.

We need your help, so don't forget to complete and return your in-kind form.

How can I help earn in-kinds for the program?

- Complete Parent Activity Letters (PALS) and return to the center
- Volunteer as a Parent Committee Officer or Policy Council Representative
- Bus Monitor
- Classroom helper
- Assist with program planning
- Kitchen helper
- Read in the classroom
- Assist with Health Screenings
- Office helper
- Health Advisory Committee Member
- Committee Member (Personnel, Health & Wellness Fair, Planning)

Please contact your Family Partner or Home Visitor if you would like to volunteer.

EDUCATION SERVICE AREA
Lois Bond, Education Coordinator

Q: What will my child learn while in Head Start and Early Head Start?

A: Your child will be encouraged to learn self help skills, socialization skills, colors numbers, shapes, science, community helpers, nutrition, pre-reading skills, name recognition, and about different cultures and ethnic backgrounds.

Q: What activities will my child participate in?

A: Your child will be listening to stories and telling stories of their own, singing, listening to music, doing art activities, science and nature activities. They will be having cooking experiences (with guidance and supervision from teachers, food service workers and parent volunteers). They will be playing in construction area (building with blocks), playing in sand, water, and small manipulation areas, and doing dramatic role plays in the family living area. Your child will also be playing outside to encourage gross motor or large muscle skills.

Q. What curriculum does Head Start and Early Head Start use?

A. Our program uses Creative Curriculum for Preschool for Head Start and Creative Curriculum for Infants and Toddlers for Early Head Start. For additional information, you can access their website at:
https://www.teachingstrategies.com/page/ccs_overview.cfm

Q. What is a Parent Activity Letter (PAL)?

A. Parent Activity Letter (PAL) is developed to support children's academic and social emotional progress at home. These activities align with program's evidence based curriculum which aligns with the program's school readiness goals. PALS are sent home weekly and must be completed and returned.

Q. How does Head Start/Early Head Start assess my child's progress?

A. The program uses assessments systems which are aligned with Creative Curriculum. These assessments are GOLD, DECA, ESI and authentic portfolios.

Q. How can I obtain information on my child's progress?

A. Parents are invited to participate in Parent/Teacher conferences and are given access to GOLD Parent Connect. In addition, parents may set up appointments with their child's teacher.

Q: What should my child wear to school?

A: Your child's day will be very active, so comfortable clothing that is easily washable is best. Also, sneakers or rubber-soled shoes will make it safe and easier for them to get around and participate in all activities. Ensure that your child has a complete change of clothes regularly. Your child will also need a small blanket or sheet labeled with their name on it, for use while lying on their cot. Please label your child's clothing with his/her name and check to see that your child's clothing is appropriate for the weather.

Q: How can I help my child have a positive experience?

- Encourage listening and following simple directions.
- Set a specific time for going to bed and getting up.
- Help your child begin the day in a positive way by trying to have a routine and following it cheerfully as a learning experience.
- Ensure there is enough time to get ready for the bus and school.
- Provide time to listen and talk to your child.
- Encourage them to talk during mealtimes.
- Be patient.
- Keep in touch with your child's teacher.
- Keep your child home when he/she is ill.

Q: Can I come to the center during the day?

A: Yes, you are invited to come and visit, observe or help out in the classroom whenever you can. It allows you to meet and get to know your child's teachers and see what your child's day is like. Your child feels proud when you come to visit them! Please notify your child's teacher as early as possible if you plan on joining your child for a meal so that the cooks can prepare enough for all. Please keep in mind, teachers may not always be available for discussion on the spot, but they will be happy to arrange a time to talk with you about your questions and concerns. We also encourage you to attend your child's Center Planning Meeting and give input to teaching staff on classroom activities.

Family and Community Partnerships Service Area
Jill Rickards, Family/Community Coordinator

Q. What is a Family Partner?

A. Each family has a Family Partner who serves as your support person in the program to guide you through the Head Start and Early Head Start process. She/he will serve as a liaison in all facets of the program and talk to you to find ways in which your family and the program can benefit each other. When you have a question about **anything**, please contact your Family Partner.

Q. Will my Family Partner visit me in my home?

A. Yes, if you choose. Your Family Partner will visit you and your child in your home to get to know you better and to discuss your priorities, strengths and concerns. Meetings can either be in your home, at your child's Center or at another location that is convenient for you.

Q. How often does the Early Head Start Home Visitor come to my home?

A. Your Home Visitor will visit your home once a week for 1 ½ hrs. You and your Home Visitor will work together to schedule the day and time for your visit.

Q. What is the Family Partnership Agreement Process?

A. The Family Partnership Agreement Process is an on-going process that you and your Family Partner or Home Visitor works on together throughout the year. Together you will explore your family's strengths, interests, and set a family goal. This process is **strictly confidential** and family driven.

Q. Where do I turn when I feel overwhelmed with a very difficult family problem, like drug abuse, child abuse, meeting basic needs, or homelessness?

A. Your Family Partner or Home Visitor is an excellent resource to contact when you are feeling overwhelmed or need someone to talk to about difficult issues. Your Family Partner has knowledge of community resources and agencies that can further assist you in getting the help or support you need. A resource list is provided in the back of the Parent Handbook.

Q. When do I contact my Family Partner?

- Family is relocating
- Change in address, phone number, or emergency information
- Absences and illness
- Family emergencies/crisis
- Support in family issues or basic needs (food and clothing)
- Interested in Head Start workshops and activities
- Volunteer Opportunities
- Need to complete Family Partnership Agreement or goal follow-up
- Questions about Head Start or Early Head Start

Family Engagement

Q. What is Family Engagement?

A. Family engagement is YOU, actively participating in the Head Start and/or Early Head Start Program. With your involvement the overall quality of our program is improved. There are four major ways that you can participate.

- ❑ Help in the classroom, center or office
- ❑ Become a member of the Policy Council
- ❑ Engage in activities with your child at home by completing the Parent Activity Letter (PAL).
- ❑ Participate in program family engagement activities such as workshops and trainings, Parent Committee Meetings and events.

Q. What is a Parent Committee?

A. Parent committees provide every parent of an enrolled child with the opportunity to assist in the development of activities that address their interest and needs and also support the education and healthy development of their children. The committee meets once a month at your child's center. If you would like to volunteer to serve as a parent committee officer, elections are held during the October meeting. You will be provided training on your role and you will also receive continued support from staff throughout the school year.

Q. What is the Policy Council and how do I become a member?

A. This group helps to make decisions about the program as a whole. The Policy Council meets once a month to discuss, plan and approve or disapprove formal matters as they relate to policies, procedures, service plans, personnel and budget. Policy Councils representatives must be elected by the Parent Committee at their first meeting in October.

Disabilities Service Area

Bonnie Sheipe-Warthen, Disabilities/Mental Health Coordinator

Q. What is meant by “a child with disabilities”?

A. The Term “disabilities” refers to any condition which interferes with a child’s ability to function or learn. A professional in the field must diagnose this condition; for example, a Speech and Language Pathologist must make the diagnosis of speech impairment, not a physician or pediatrician. The diagnosed conditions include: blindness/ visual impairment, deafness/ hearing impairment, physical impairment, mental retardation, learning disabilities, behavior disorders, and/or health impairments.

Q. Will children with disabilities be in a classroom with children who do not have a diagnosed disability?

A. Yes, Head Start and Early Head Start believes in inclusion which means children with disabilities are given the opportunity to participate in all activities that are planned for all the children by staff. Head Start has always included children with disabilities in the program since it began in 1965 because all children benefit. The child with a disability learns that he/she is a child just like all other children. He/she just happens to have a disability. The child without a diagnosed disability learns that he/she can have a friend who may not be able to walk or talk so well, but who can be fun on the playground or in the classroom. **All children learn to appreciate differences!**

Q. Who works with the children with disabilities?

A. Each child with a disability receives special services according to his/her needs. If the Head Start child needs speech therapy, a qualified speech therapist will provide this, in the natural environment of the classroom whenever possible. There is also a play therapist whom may help a child develop emotional stability through play, if this is determined to be a need for a child.

In addition to specialists, all of the staff--teachers, teacher assistants, food service workers, transportation staff, family partners, and the mental health consultant--interacts with children with disabilities just as with all children.

Q. If my child has a disability, how will I know what special services he/she will receive in Head Start?

A. Every Head Start child with a disability has an Individual Service Plan (ISP). This is developed at a meeting, which includes you, the teacher, the family partner, and specialists, as needed. The ISP must be held within thirty days of either the diagnosis or the child’s entry into Head Start if the child

enters already diagnosed with a disability. For Early Head Start, your child's Individual Family Service Plan (IFSP) will be used as the child's ISP.

Q. If my child has a disability, how will I know that he/she is making progress?

A. Teachers meet with parents to discuss each child's progress twice a year (in January and May). The Head Start ISP is updated monthly. The goals on the IFSP will be reviewed and noted in the child's file.

Q. If my child needs speech therapy, where and when will he/she receive it?

A. For the Head Start children, if you feel your child may need speech therapy you may request a speech screen be done by the speech therapist. The speech screen is done to see if your child may need speech services and/or further evaluation. For Early Head Start children, your child will be referred to the Early Intervention Program. If services are needed Early Intervention staff will provide services either in your home or at your child's Early Head Start Center.

For the Head Start Child, if as a result of the screen further evaluation and speech therapy are indicated, several options will be given to you as to how this therapy will be offered. For Head Start, your child may be evaluated and speech services given by the Child Study Team of your local school district at no cost to you. Secondly, you could choose to have your child evaluated by and receive speech services through the Weisman Children's Hospital, Exceptional Kidz, or other speech and language providers. Head Start children, in the interim, will receive speech services once a week at Head Start.

Q. How can I help?

A. Parents/guardians are more than welcome to come into the classroom and assist the teachers with all children. The teachers or the speech therapist will tell you what you can do and guide you if you have any questions. Please remember, it is very important to attend the ISP/IFSP meetings and parent conferences.

Child Health and Development Services
Natalie Mitchem, Health & Nutrition Coordinator

Q. What is the Child Health and Development Services Area?

A. The Child Health and Development Area are concerned with the medical, dental, mental, and nutritional well-being of your child.

Q. Why is the medical, dental, mental, and nutritional well-being of my child important?

A. A healthy child is one who is more likely to be the best he or she can be. It is better and less expensive to prevent problems than to correct them at a later time. Our goal is to assist each family in attaining and maintaining good health.

Q. How does Head Start and Early Head Start teach my child about good health?

A. Children are taught age appropriate self-help skills, to develop positive feelings and to take pride in themselves and their bodies. The children practice good hygiene and health habits at school such as tooth brushing and eating healthy foods. These create beneficial patterns that will last them a life time!

SCREENINGS:

Q. What health screenings are done every year at Head Start?

A. Screenings are provided for those children with signed permission from the parent or guardian on the Permission and Release Form at enrollment.

- | | |
|----------------------|-------------------|
| 1. Vision | 4. Blood Pressure |
| 2. Hearing | 5. Hematocrit |
| 3. Height and weight | 6. Dental Check |

If your child has an abnormal screening, you will be notified by letter, immediately following the test. Normal screening results are given to you at the end of the year.

NOTE: Hematocrit (finger stick) test for anemia and, Lead (finger stick) for levels of lead in the blood. High levels can be very dangerous. These screenings should be done annually by your child's doctor.

CHILDREN'S ILLNESSES AND POLICY ON COMMUNICABLE DISEASES:

Q. Does the center administer medication?

A. Medication is only given by the teachers, when the parent is unable to come in for a chronic illness, (Diabetes, Asthma, Heart condition). However, they do not give over the counter medication including Tylenol or cold medication.

Q. If my child will be out of school more than 2 or 3 days, because of an illness, will they be placed on the waiting list?

A. To prevent your child from being placed on the waiting list because they are ill, you should call your child's teacher and/or your child's Family Partner whenever your child is staying home from school. You must also notify the child's bus driver when they come by your house.

Q. What if my child is ill/sick or has a communicable disease?

A. Please keep your child home if he/she is ill. A parent must provide a doctors note for chronic illnesses. If your child contracts any of the following diseases, please report it to THE FAMILY PARTNER immediately and the child should not attend school! The child **may not return to school without a doctor's note stating that the child presents no risk to himself/herself or others, and (is not contagious).** Give doctors note to your child's Center Supervisor at the center.

The diseases which require a doctor's note are:

- | | |
|---|--------------------------|
| *German measles | *Measles |
| *Influenza | *Mumps |
| *Rubella | *Giardia Lambia |
| *Hepatitis A and *B | |
| *Salmonella and any type of food poisoning | |
| *Shigella | *Scarlet Fever |
| *Meningococcus or Meningitis | |
| *Strep Throat | *Tuberculosis |
| *Whooping Cough | *Pink Eye-Conjunctivitis |
| *Chicken pox - the doctor may not give you a note, however the child must stay home for 5 days. Call your doctor and watch for a high fever. The child may return after 5 days and <u>if the sores or pox's are dry and scabbed over.</u> | |

The State of NJ requires an annual Flu Vaccine for all children in the Head Start and Early Head Start Programs.

THERE ARE VACCINATIONS FOR THE DISEASES MARKED BY AN (*).
DO NOT ENDANGER YOUR CHILD'S LIFE OR ALLOW YOUR CHILD TO
SUFFER FROM ANY OF THESE DISEASES. *Vaccinations are free at your*
local Health Department if your child is not insured.

Other conditions:

Lice - Head Start has a No NIT policy. Your child's head must be NIT free before returning to school. You should purchase medication from the pharmacy. Call your doctor for instructions. The doctor may not give you a note, unless, your child is seen by the doctor. **The only way to successfully get rid of lice is to follow the directions on the medication and use the nit comb. Wash all bed sheets, blankets, hats, clothing, vacuum and clean furniture.** The nits or eggs will be tiny, pearly white or silvery, egg-shaped objects, that sticks to the hair, near the scalp. Lice sticks to the hair or glues itself to the hair, dandruff does not stick to hair. Please check the hair of all family members.

Ringworm: You must keep your child at home for TWO full days of treatment. Call your doctor and ask for information about medication. Your doctor may ask you to bring the child in for an exam. Follow the directions on the medication. If the symptoms do not disappear or the condition becomes worse, call your doctor and ask for an internal medication and/or further advice. When the child returns to school, please cover sores with clothing or dry bandages. It takes at least two weeks for ringworm to clear up. **DO NOT STOP USING THE MEDICATION EARLY.**

IT IS IMPORTANT TO KEEP YOUR CHILD HOME WHEN THE CHILD IS SICK.
IT IS YOUR RESPONSIBILITY TO PICK UP THE CHILD FROM THE CENTER
WHEN THE STAFF CALLS, AND TO MAKE ALTERNATE ARRANGEMENTS FOR
THE CHILD TO REMAIN AT HOME DURING THEIR ILLNESS.

The Teachers, Home Visitors and Head Start bus drivers will look for the following symptoms and will ask that you keep the child at home:

congestion, severe pain or discomfort, diarrhea, vomiting, elevated oral temperature of 101.5, sore throat or severe coughing, yellow eyes, red eyes with discharge, infected or draining skin patches, difficult or rapid breathing, skin rashes lasting longer than 24 hours, swollen elbow and/or knees, swollen neck, stiff neck, or blood in urine

Once your child is **free of the symptoms stated above, the child may return to the center.** You do not need a doctor's note for the above symptoms. **HOWEVER, IF THE STAFF NOTICES THAT THE CHILD IS STILL ILL, WE WILL CALL THE PARENT TO COME AND PICK UP THE CHILD. If the child is sent home for the second time, for the same symptoms, within the same week or month, you will need a doctor's note before the child can return to the center. This is required to make sure that no serious illness is developing and to protect your child and the other children. Please call the Health Coordinator if you have questions about the policy.**

Child Abuse: Please be aware that we are required by law to report all signs of child abuse (physical and sexual).

These are **possible** signs and symptoms of sexual abuse, (these signs may indicate other medical problems however, everyone should be aware of the following signs):

Pain or itching in genital areas

Trouble walking

Unusual body odor

Child acts seductive with other children

Child afraid to go home

Child frequently absent and the excuses are justified by male/female caretaker.

Child expresses seductive behavior through art and play and/or shows sexual knowledge beyond his/her years.

Parent isolates child from community

Mother is absent from home and sometimes daughter takes her place or father is absent from the home and sometimes son takes his place in an inappropriate manner.

These signs may indicate other medical problems not related to physical or sexual abuse.

According to Public Law 110-134. Sec. 657A., BCCAP Head Start and Early Head Start are authorized to use established methods for handling cases of suspected or known child abuse and neglect, that are in compliance with applicable Federal, State, or tribal law.

These are possible signs of abuse and the authorities will determine if an investigation is necessary.

**IN CASE OF AN EMERGENCY – Picking up your sick child
PLEASE MAKE SURE YOUR EMERGENCY NUMBERS AND EMAILS ARE
CURRENT AND RELIABLE. PLEASE MAKE SURE YOUR WORK NUMBER IS
CURRENT. TEACHERS WILL CALL IF THEY SEE ANY OF THE ABOVE
CONDITIONS, WE WILL ASK FOR A DOCTORS NOTE FOR ANY CONDITION
THAT BECOMES WORSE AND REQUIRES ADDITIONAL OR IMMEDIATE
MEDICAL ATTENTION. IF YOU DO NOT DRIVE, THAN BEGIN NOW TO
DESIGN AN EMERGENCY PLAN TO PICK UP YOUR CHILD. ALWAYS LET
YOUR EMERGENCY CONTACTS KNOW WHERE YOU CAN BE REACHED.**

Q. How can I volunteer in the Health & Nutrition area?

- A. 1. Help out the food service workers in the kitchen.
2. Help the Family Partners and Home Visitors with screenings.

3. Help the food service workers and/or the classroom teachers and Home Visitor with food experiences in the classroom.
4. Be a member of the Health Service Advisory Committee

Health Service Advisory Committee Member -

Meets approximately 2 times a year (or more) with Health Professionals from the community. You can share your concerns as a parent and be up to date on medical issues. You will review the health plans for Head Start.

Pandemic Flu

A pandemic is a global disease outbreak. An influenza pandemic occurs when a new influenza virus:

- Emerges that people have never experienced before.
- Begins to cause serious illness in humans.
- Spreads easily person to person worldwide.

How to Reduce your Family's RISK;

Protect your family from the flu by taking the following steps;

1. Cover your nose and mouth with a tissue when you sneeze or cough
2. Wash your hands with soap and water several times during the day, and especially after coughing or sneezing.
3. Stay home from work or school when you are ill/sick.
4. If there is flu or an outbreak in your area, avoid crowded and poorly ventilated public areas.
5. If you or your family experience flu symptoms, consult a doctor and stay at home.

What can you do to be prepared for pandemic flu and other emergencies?

1. Be prepared to SHELTER IN PLACE for at least 2 WEEKS.
2. You will need basic medical supplies, thermometer, pain and fever reducing medication, tissues and masks, water, food, manual can opener, plates and utensils, fire extinguisher, clothing, first aid kit, bedding, extra prescription drugs contact your doctor and pharmacist, female sanitary needs, battery powered flashlight and radio and extra batteries, liquid bleach, clear plastic and duct tape, special needs for infants, elderly and persons with disabilities, sturdy shoes and make sure important papers and documents are lock a fire proof and water proof box.

Tune Radio to 106.9, 88.9, 96.9 or 640 AM

Call 2-1-1 or local police department

Resource: The Burlington County Freeholders, Sheriff's Department and Burlington County Health Department.

NUTRITION:

Q. Why is nutrition important?

A. Poor nutrition during early childhood has a negative lasting effect on the physical growth and also on the mental functions of a child.

Three (3) meals are served daily: breakfast, lunch and snack. Mealtime in our centers is more than time to eat, it's an opportunity to:

1. Learn about nutrition
2. Try new foods
3. Promote good health
4. Teach good food choices
5. Teach proper table manners
6. Teach children how to set a table

The meals are portion controlled and are low in fat, salt and sugar and, provide 2/3 of the daily nutritional requirements for a child. The meals are served family style. Family style provides for small eaters and big eaters. The children serve themselves *a serving of each food item* and may help themselves to seconds of any food item available on the table. However, there may not always be seconds for each food item. If this happens the child will be offered another food item. We meet the child's nutritional needs and satisfy hunger, but we do not want to teach or encourage overeating.

Q. What happens if my child does not like an item on the menu?

A. We do not force the child to eat. The child will be asked to try the food. If, the child objects he/she will be allowed to skip that food item.

Q. What happens if my child has a food allergy or restriction?

A. The parent must send a doctor's note to verify the allergy. Then and only then will an alternate food item be provided for your child. Milk is served everyday. If your child refuses the milk, water will always be available as a substitute. Juice will not be provided as a substitute.

Q. Can I pack a lunch for my child?

A. Head Start and Early Head Start prepares all food and snacks. Parents are asked not to bring in food. This allows us to provide the same nutritious meals to all children. It also helps to avoid problems during mealtime. The children eat together family style. We do this is so that we can trace the source of problems if they occur.

Q. Can I bring in a birthday cake?

A. During the last week of each month birthdays for the month are celebrated at the center. You may come to the center and help bake and prepare for the celebration. Contact your center to find out the exact celebration day. We like to mark your child's special day with good nutrition.

HEAD START TRANSPORTATION SERVICES AREA
Tammy Joyce, Transportation Coordinator

Q. What is the transportation services area?

A. The transportation service area provides a bus that will pick-up your child at a designated bus stop (all areas will have a designated bus stop), and return them back to your designated bus stop after school is over.

Q. How long will my child be on the bus?

A. Our buses run no more than one hour and for that reason, most of our buses have two bus runs.

Q. What are the responsibilities of the parent/guardian/responsible adult?

- To wait with your child outside in the morning.
- To escort your child on the school bus in the morning.
- To wait outside for your child in the afternoon.
- Once your child's school bus arrives in the afternoon, you are to escort your child off the bus.

**THESE RESPONSIBILITIES ARE FOR THE SAFETY OF ALL CHILDREN.
WHEN THEY ARE NOT MET, TRANSPORTATION WILL BE SUSPENDED.**

Q. Can my child wait inside the house for the bus to come?

A. When the Head Start bus comes to pick up your child, you BOTH need to be outside and waiting.

Q. What if it is raining, snowing or extremely cold, do we still have to wait outside?

A. In cases of very bad weather, you can wait inside the door, but the door needs to be open and you must be ready to go right out and board the bus when it arrives.

Q. Why do I have to walk my child to the bus and wait for them at the curb in the afternoon?

A. Because children are so small, it is easy for them to trip and fall on their way to the bus or up the steps. With an adult beside them, they are safer.

Q. Can the bus driver beep the horn?

A. No, Head Start bus drivers are not permitted to blow the horn because it is disturbing to neighbors, especially in the morning.

Q. If I move or change baby-sitters, can I change my child's pick-up and drop-off address?

A. Yes, you can change where your child is picked-up or dropped-off whenever necessary but you must complete and return a change of pick-up and drop-off form to your Family Partner. This form takes a minimum of one week to process.

Q. Why did I have to provide three drop-off addresses on the Authorization for Child Escort Form to my Family Partner?

A. In case there is an emergency and you are not at home when the bus arrives with your child, the bus driver will contact one of the three emergency addresses at the end of the bus route (unless the emergency address is a neighbor). It is VERY important to keep your emergency drop-off information up to date and accurate. If the bus driver is unable to discharge your child, he or she will be taken back to the school. After three (3) infractions, transportation will be suspended.

YOU MUST CALL YOUR CHILD'S TEACHER OR SEND IN A NOTE ANY TIME THAT YOU WILL NOT BE ABLE TO MEET THE BUS. MAKE SURE THAT THE PERSON YOU SELECTED KNOWS WHEN AND WHERE TO PICK UP YOUR CHILD FROM THE BUS.

BCCAP HEAD START/EARLY HEAD START RESOURCE GUIDE

FOOD AND/OR CLOTHING

| | |
|---|--|
| Christian Caring Center Browns Mills, NJ | (609) 893-0770 |
| Emergency Services Delanco, NJ 08075 | (856) 764-6940 24 hr. emergency shelter-211 |
| Sisterhood Incorporated Burlington, NJ 08016 | (609) 747-9333 |
| St. Vincent DePaul Medford, NJ 08055 | (609) 953-0021 |
| Tabernacle Baptist Church Burlington, NJ 08016 | (609) 386-4785 |

HEAD START & EARLY HEAD START PARENT'S CHECK WITH FAMILY PARTNER &/OR HOME VISITOR:

EMERGENCY ASSISTANCE:

| | |
|--|----------------|
| American Red Cross | (609) 267-9595 |
| Affordable Home Group, Inc. | (609) 261-4571 |
| BCCAP | (609) 835-4329 |
| Burlington County Board of Social Services | (609) 261-1000 |
| Burlington County Office on Aging | (609) 265-5069 |
| Emergency Services/Catholic Charities | (856) 764-6940 |
| Hispanic Social Service Center (SASCA) | (609) 835-1111 |
| HUD | (856) 757-5081 |
| Interfaith Hospitality Network | (856) 638-0110 |
| Rental Assistance | (609) 261-1000 |
| Salt and Light Company | (609) 261-4571 |
| St. Vincent DePaul | (609) 953-0021 |
| Transitional Housing Services | (609) 261-4585 |

LOW INCOME HOUSING/AFFORDABLE HOUSING:

| | |
|--|-----------------------|
| Burlington County Housing Authority | (609) 261-1000 |
| Acacia Lumberton Manor | (609) 267-4626 |
| Beech St. Apts. | (856) 722-7070 |
| Browns Woods Apts. | (609) 893-5665 |
| Eastampton Town Center | (609) 265-9333 |
| Ethel Lawrence Homes | (856) 439-9901 |
| MEND, Moorestown | (856) 722-7070 |

| | |
|--------------------------------|----------------|
| Maplewood Homes (Florence) | (609) 499-0575 |
| Millstream South (Wrightstown) | (609) 723-4666 |
| Stone Villa (Wed. Only) | (609) 386-0246 |
| Teaberry Run | (856) 722-7070 |
| Wrightstown Arms | (609) 723-1363 |

MISCELLANEOUS SERVICES AVAILABLE

| | |
|--|-----------------------------|
| Citizen Advocacy Program | (609) 267-5880 |
| Servicios Latinos de Burlington County | (609) 518-7171 |
| Providence House - Catholic Charities | (609) 871-7551 |
| Willingboro Shelter (Domestic Violence) | |
| Literacy Volunteers of America (Literacy NJ) | (609) 877-5566 |
| BCCAP WFNJ Child Care Counselors | (609) 261-6834 Ext. 5130 |
| NJ Cares for Kids Voucher Program | (609) 835-4329 Ext.4040 |
| Child Care Resource & Referral Program | (609) 261-6834 Ext. 5144 |
| Healthy Families | (609) 261-2323 |
| Parents as Teachers | (609) 261-2323 |

MEDICAL ~ HEALTH AND DENTAL CARE

If you do not have health insurance for you, your family or your child, you may be eligible for NJ Family Care or Affordable Health Care Act through Healthcare.gov. Please contact your Family Partner or Home Visitor is trained to assist you with enrollment in NJFamily Care. Free or sliding scale physicals, immunizations and lead screenings are available for your child if income eligible at the following South Jersey Family Medical Centers.

Burlington County Health Department

15 Pioneer Blvd., Westampton, NJ 08060

Community Nursing Service: (609) 267-1950

Well Baby Clinic: (609) 267-1950

W.I.C. (Women, Infants and Children) (609) 267-4304

South Jersey Family Medical Centers (609) 894-1100

Physicians accepting Medicaid

Cinnaminson

Cinnaminson Pediatrics (856) 829-5545

Dentist accepting Medicaid and Health Insurance

Dr. Lisman-Dental Health Associates-Lumberton (609) 316-9095

Willingboro

Contemporary Dental (609) 877-7687
Dr. Suluki (609) 835-4043
Dr. Bonelli (609) 387-0777

Marlton

Dr. Johnson (Pediatric Dentist) (856) 983-6085

*** Burlington County Dental Center**

Only provides general dental services to those without dental insurance. Initial fee \$5.00, additional Fees based on sliding scale and household size. (609) 894-9311 ext. 1074

***Does not accept Medicaid**

Dental Center at Buttonwood

(609) 894-1213

Eastern Dental

No Medicaid, Offers Annual Dental Insurance

(856) 303-0600

Burlington City Dental Center

609) 386-0775

Dental Services Referral

For Children on Medicaid

1-800-782-0181

UMDNJ

Kenndey Hospital Stratford

(856) 566-6968

Dr. Lisman-Dental Health Associates

(609) 316-9095

STATE AND COUNTY SERVICES AVAILABLE

CHILD ABUSE/NEGLECT HOTLINE

1-877-NJ ABUSE (652-2873) 1-800-835-5510 (TTY) 24 hrs a day/7 days a

week: Any person having reasonable cause to believe that a child has been abused or neglected has a legal responsibility to report it to the Division of Child Protection and Permanency (formerly DYFS). Calls can be made anonymously.

FAMILY HELPLINE: 1-800-THE-KIDS (843-5437) 24 hours a day - 7 days a

week: If you're feeling stressed out, call the Family Helpline and work through your frustrations before a crisis occurs. You'll speak to sensitive, trained volunteers of Parents Anonymous who provide empathic listening about parenting and refer you to resources in your community.

CHILDREN'S SYSTEM OF CARE: 1-877-652-7624 24 hours a day - 7 days a

week: Call this number to find out about services for children and teens with emotional and behavioral health care challenges and their families.

2ND FLOOR YOUTH HELPLINE: 1-888-222-2228 www.2ndfloor.org 24 hours

a day - 7 days a week: This is a youth helpline serving all youth and young adults in New Jersey. Youth who call are assisted with their daily life challenges by professional staff and trained volunteers. Anonymity and confidentiality are assured except in life-threatening situations. Youth that would rather type than talk can also get support via 2NDFLOOR's anonymous message board service.

SAFE HAVEN INFANT PROTECTION HOTLINE

1-877-839-2339

24 hours a day - 7 days a week

This is a toll free hotline for distressed parents who wish to give up an unwanted infant anonymously, with no fear of arrest or prosecution. While information will be requested, no names or records are required.

NJ DOMESTIC VIOLENCE HOTLINE

1-800-572-SAFE (7233)

24 hours a day - 7 days a week

This hotline serves domestic violence victims and others seeking information about domestic violence services.

NJ COALITION AGAINST SEXUAL ASSAULT (NJCASA) HOTLINE

1-800-601-7200

24 hours a day - 7 days a week

NJCASA is the collective voice for victims of sexual violence, their loved ones and rape crisis centers across NJ. Its member centers represent each of NJ's 21 counties. This hotline connects individuals affected by sexual violence with professionals that provide assistance and referrals. Calls will be routed to the individual's closest rape care center.

WOMEN'S REFERRAL CENTRAL

1-800-322-8092

24 hours a day - 7 days a week

This hotline provides referrals and basic information in areas such as discrimination, housing, displaced homemakers, divorce, violence and other areas of concern.

FOSTER HOME RECRUITMENT LINE

1-877-NJ-FOSTER (653-6783)

9 a.m. - 5 p.m. Monday - Friday

Many children in New Jersey need temporary homes until their parents are able to care for them or until a permanent home is found. Call to learn how you can open your heart and your home by becoming a foster parent.

ADOPTION HOTLINE

1-800-99-ADOPT (992-3678)

9 a.m. - 5 p.m. Monday - Friday

If you have love to share, consider adopting a child into your family. Call to learn how you can give a child a permanent home by adopting a child with special needs.

DCF INFO LINE

1-855-INFO-DCF (1-855-463-6323)

8:30 a.m. - 4:30 p.m. Monday - Friday

This helpline provides callers with general information about DCF programs

and services.

DCF OFFICE OF ADVOCACY

1-877-543-7864

8:30 a.m. - 4:30 p.m. Monday - Friday

This helpline provides a timely response to issues and concerns regarding programs and services provided by DCF.

NJ 2-1-1

2-1-1 or www.nj211.org

This number can connect you with various social services in your community

ADDICTIONS HOTLINE OF NJ

1-800-238-2333

CATASTROPHIC ILLNESS IN CHILDREN RELIEF FUND

1-800-335-FUND

(1-800-335-3863)

COMMISSION FOR THE BLIND & VISUALLY IMPAIRED (CBVI) HOTLINE

1-877-685-8878

CHILD CARE HELP LINE

1-800-332-9227

CHILD SUPPORT HOTLINE

1-877-NJ KIDS1

(1-877-655-4371)

DISASTER MENTAL HEALTH

1-877-294-HELP

(1-877-294-4357)

1-877-294-4356 TTY

(voice callers use 7-1-1 NJ Relay)

DIVISION OF THE DEAF AND HARD OF HEARING (DDHH)

1-800-792-8339 V/TTY

DIVISION OF DEVELOPMENTAL DISABILITIES (DDD)

1-800-832-9173

DIVISION OF DISABILITY SERVICES (DDS)

1-888-285-3036

1-609-292-1210 TTY

DIVISION OF FAMILY DEVELOPMENT (DFD)

1-800-792-9773

DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

1-800-356-1561

DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS)

1-800-382-6717

EARNED INCOME TAX CREDIT (EITC)

Federal: 1-800-929-1040

State: 1-888-895-8179

NJ SNAP (formerly Food Stamps)

1-800-687-9512

GAMBLING ADDICTION

1-800-GAMBLER

(1-800-426-2537)

GOOD NEIGHBORS - COMMUNITY LIVING FOR PEOPLE WITH DISABILITIES

1-877-DHS-LINE
(1-877-347-5463)

HEALTH BENEFITS IDENTIFICATION (HBID) CARD UNIT

Call if your plastic HBID card is lost or stolen
1-877-414-9251

KINSHIP NAVIGATOR PROGRAM

(raising relatives' children)
2-1-1

LOW INCOME HOME ENERGY ASSISTANCE(LIHEAP)

1-800-510-3102

MEDICAID FRAUD AND ABUSE HOTLINE

1-888-937-2835

NJ FAMILYCARE/MEDICAID CALL CENTER

1-800-356-1561

NJ DISASTER MENTAL HEALTH HELPLINE

1-877-294-HELP

(1-877-294-4357)

1-877-294-4356 TTY

(voice callers use 7-1-1 NJ Relay)

NJ FAMILYCARE

1-800-701-0710

1-800-701-0720 TTY

NJ HOUSING RESOURCE CENTER (HRC)

(for accessible, affordable housing)

1-877-428-8844

www.njhousing.gov

PPMD (Postpartum Mood Disorders) HOTLINE

1-800-328-3838

STATE DISABILITY INSURANCE

(Department Of Labor & Workforce Development)

1-609-292-7060

TDD – 1-609-292-8319

NJ Relay for Deaf, Hard of Hearing, or Speech-Impaired Text Telephone User

1-800-852-7899

SUPPORT FOR WORKING FAMILIES

(Transitional Supports Hotline)

1-877-951-9514

TRAUMATIC BRAIN INJURY FUND

1-888-285-3036

TDD – 1-609-292-1210

(from 9:00 a.m. to 5:00 p.m. Mondays thru Fridays)

UNIVERSAL SERVICE FUND (USF)

(Help with utility bills for low-income families and individuals)

1-866-240-1347

Statewide Parent Advocacy Network (SPAN)

1-800-654-SPAN (7726)

This organization provides support to parents and caregivers, and advocates for their rights.

NJ Self Help Group Clearinghouse