

# Lakes and Pines Early/Head Start Parent/Guardian Manual

2024-2025

# welcome



Lakes and Pines C.A.C, Inc.

1700 Maple Avenue East

Mora, MN 55051

(320) 679-1800 or (800) 832-6082

[www.lakesandpines.org](http://www.lakesandpines.org)



# TABLE OF CONTENTS

3 Message from the Director	15 Mental Health Services
4 Lakes & Pines Mission	16-17 Mandated Reporting
4 Head Start Philosophy	18 Staff
4-5 Program Options	18 Communication/Parent Conferences
6-8 Head Start Leadership	19 Family Engagement
9-10 Policies	20 Volunteer Opportunities
11 Health Services	21 Data Privacy
12 Nutrition Requirements	21 Dangerous Weapons Policy
13 Education Services	21 Grievance Procedure
13 Literacy Services	22-23 Lakes & Pines Programs
13 THRIVE Coach Support	24-25 Resources and Information
14 Education Services	26 Child Care Assistance Information
15 Special Services	



On behalf of the Lakes & Pines Head Start Program I would like to welcome your family to the 2024-2025 Head Start Program year. We appreciate your commitment to your child's education. We will strive to make your experience worthwhile. As the year progresses you will see your child's skills develop and your family will attain the goals that you have developed with staff for your child and family.

We hope to provide you with additional skills necessary to make good decisions for your family. We believe strongly in teamwork at Lakes & Pines. Your family will have a team of staff accessible to you, including education staff and a THRIVE Coach. They will work with you on a number of things throughout the upcoming year. Since you are a member of the team working with your family, you will have opportunity to ask questions, give input, and you can expect to be treated as the partner in this process that you are. Your team of staff are supported by Administrators and Coordinators in Health, Education, Special Services/Mental Health, and Family Engagement. You can contact the Central Office anytime if you have questions or comments about the program.

We wish you a fun and rewarding experience with your child in the year ahead!

Tammy Arend, Department Director  
Early Childhood and Family Development

# LAKES AND PINES

# MISSION STATEMENT

To build prosperous  
communities by serving  
local families and  
individuals in their pursuit  
of self-reliance.



# PHILOSOPHY

The overall philosophy of the Head Start 0-5 Program is that you, the parent(s), are your child's most important teacher. This is true in early childhood as well as throughout life.



- **The two squares represent early childhood by suggesting building blocks**
- **The vertical stripes represent the child and parent working together**
- **The arrow pointing up represents stairs by which this can be accomplished**
- **To represent the U.S.A., the Head Start symbol is colored red, white, and blue.**

## PROGRAM OPTIONS

### HOME-BASED

Available in our entire 7 county service area, the 0-5 Home-Based option serves pregnant women and families with children birth to 5 years old in a home-based setting. The Home-Based Head Start model builds on and strengthens families' skills in identifying and meeting the needs of their children. This is done through weekly visits to each family's home. Home Visits include activities chosen by families to be helpful for their child. Time for parents to discuss particular areas of concern such as normal child development or behavior management is included in the visits.

In addition to Home Visits, the 0-5 Home-based Program offers Family Play Day experiences for families to enhance their child's development through exploration and discovery in a classroom environment and to give families the chance to meet other families in their community.



# PROGRAM OPTIONS

(Continued)



## **FULL TIME CENTER**

The full time center options are located in Chisago City, Cloquet, and Mora. In these Centers children attend class five days a week, 9:00-3:30. Each center has a Head Start classroom for children ages 3-5, and a Early Head Start classroom for children ages 16-36months. Class time focuses on building school readiness skills. Parent meetings, two conferences and two home visits are offered to enrolled families.

## **CHILD CARE/FAMILY CHILD CARE**

The Child Care/Family Child Care models offer Head Start services integrated with child care in a Licensed Child Care center or Family Child Care setting for families with parents who are working or going to school. Information on the locations of these sites are available through our Child Care Partnership Coordinator or by calling the Central Office. Options are available for children six weeks to five years.

## **COMBINATION**

Our Combination Option is a combination of our home and preschool center based options and is located in Princeton. This option runs in a classroom two days a week and offers home visits based on the class schedule. This site runs in partnership with the school where children get a free meal and time in a preschool classroom. The parents drop off and pick up for this three hour classroom experience and are invited to attend regular family activities with education staff and a parent educator. Children and parents work together to get ready to be in a school setting. This program is open to children ages 3-5.

## **PART-TIME CENTERS**

The Part-Time Center options are located in North Branch, Pine City and Cambridge. Depending on the site, children attend class 4-5 days a week. The hours for children to attend varies with each site. This option runs in partnership with schools where children get a free meal and time in a preschool classroom. Class time focuses on building school readiness and social engagement skills. Open to ages 3-5. Parent meetings, two conferences, and home visits (how many depends on the option) are offered to enrolled families.

**All Program options offer a full range of services including: education, inclusion of children with disabilities, developmental screening, nutrition, health services, family engagement opportunities, family education, identification of family needs and strengths, and community resources information.**

# GETTING TO KNOW THE HEAD START LEADERSHIP



## **DIRECTOR, EARLY CHILDHOOD AND FAMILY DEVELOPMENT**

Welcome to the Early Head Start/Head Start Program! Through your family's participation in the Program, you will experience a great many things that will help you and your child achieve more, not just this year, but for your lifetime.

Our commitment to your family is to support you as your child's most important teacher and as the primary advocate for your family. This is your Program and you are an active participant in the experience. The Early Head Start/Head Start staff are here to assist in guiding your family. I strongly encourage you to take advantage of all the services and opportunities that are offered to your family this year. We want this to be a rewarding experience for your family.

If you have questions, comments, or concerns, please do not hesitate to contact me at any time.

Have a great year!

**[TammyA@lakesandpines.org](mailto:TammyA@lakesandpines.org) (320)679-1800 Ext.138 or (320)364-0313**

## **FAMILY AND COMMUNITY ENGAGEMENT MANAGER**

Welcome to the Lakes and Pines Head Start Program. I hope your time with us will be a fun and rewarding experience. Because parents know their children better than anyone, one way to ensure you get the most out of your time in Head Start is to be involved in everything your child does. Some of the ways you can be involved are... share your ideas for Home Visit activities and Family Play Days, volunteer in the classroom, contribute to the parent newsletter, and participate in parent meetings.

You can also join Policy Council to work closely with our program's management team and governing body to help decide how our Head Start services can most benefit your family and other families in the community.

If you believe Head Start has worked for you and your family, please share this information with other families; we are always enrolling children.

Welcome and have a fabulous year!

**[KellyE@lakesandpines.org](mailto:KellyE@lakesandpines.org) (320)679-1800 Ext. 144 or (320) 674-0452**

## EARLY CHILDHOOD DEVELOPMENT MANAGER

Head Start develops its services using a holistic approach for the whole family. The activities that families and staff plan together will help your child grow in all developmental areas. Your child's time with Head Start will be much more than just learning colors, numbers, and letters. They will also learn life skills including healthy habits, safety, nutrition, self-help skills and self regulation. They will be able to express themselves through various projects, music and movement, storytelling, and pretend play. Most importantly, your child will learn to feel safe, secure, capable and curious.

Have a spectacular year!

**PamelaF@lakesandpines.org** (218) 537-0459



## ADMINISTRATIVE SERVICES TEAM



Welcome to Head Start, we are so glad that you are a part of our program and we are looking forward to an exciting year! Our team specializes in a lot of behind the scenes work to ensure the program runs as effectively and efficiently as possible.

We will be the first people you will speak with if you call the Central Office in Mora.

We work with the Policy Council members, volunteers and on specialized events such as the Annual Parent Training Conference. Never hesitate to contact us if you have any questions!

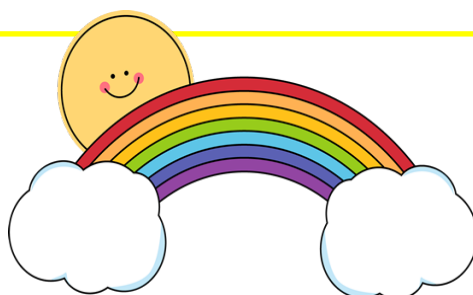
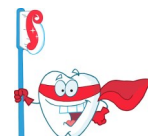
**Mora Central Office** (320) 679-1800 option 3

## HEALTH SERVICES COORDINATOR

Welcome to a new year! Head Start believes that children learn better when they are healthy and active. I am pleased to be part of the team, along with you and your family. I look forward to being a part of the success in meeting your child's health and dental care needs so they can be as healthy and active as possible!

If I can be of assistance in meeting those needs, feel free to contact me through your Home-Based Educator, THRIVE Coach, or Classroom Teacher. I can also be reached at the following email or phone number.

**AshleyD@lakesandpines.org** (320) 679-1800 ext. 148





## EDUCATION COORDINATORS

Head Start believes that you are your child's first and most important teacher. It is with this philosophy in mind that we have created a variety of learning experiences through home visits, Family Play Days and classroom settings. As a participant in any of our program options you are giving your child a Head Start in their journey of lifelong learning. Please feel free to call if you have any questions or would simply like to discuss your child's educational needs.

**[CarrieM@lakesandpines.org](mailto:CarrieM@lakesandpines.org) (320)674-0286**

**[JessicaA@lakeandpines.org](mailto:JessicaA@lakeandpines.org) (320)674-0327**



## SPECIAL SERVICES COORDINATOR

Head Start will administer a childhood developmental and behavioral screening within 45 days of enrollment. The Special Services Coordinator works with families and staff to facilitate further assessments and services as needed.

Throughout the year I will visit Family Play Day sites and classrooms to do social-emotional skill building activities. I will also be available to families for resource visits as requested. If you have any questions about your child's development or special education services, please feel free to call.

**[KeriC@lakesandpines.org](mailto:KeriC@lakesandpines.org) (320)679-1800 Ext. 140 or (320)761-1290**

## FAMILY ENGAGEMENT COORDINATOR



We are excited to welcome you to our program! The benefits that Head Start provides for your child and your family are numerous! We want you to know that we care about your child and your family and we are open to any and all input you would like to share about how we can help better serve your family.

**[KayleA@lakesandpines.org](mailto:KayleA@lakesandpines.org) (320)679-1800 Ext. 143 or (320) 674-0455**

## CHILD CARE PARTNERSHIP COORDINATOR

Hello! I am Ms. Jessica and I am the Child Care Partnership Coordinator. Our program works with Child Care Centers and Family Child Care Providers who choose to partner with us so we can bring high-quality care to all children and families. This program is for families who are working or going to school at least 20 hours per week and need care for their child between ages 0-5. We are happy you are with us!

**[JessicaJ@lakesandpines.org](mailto:JessicaJ@lakesandpines.org) (320)679-1800 Ext. 136 or (320)674-0280**

# POLICIES

## WHEN THE WEATHER GETS BAD



### FAMILY PLAY DAYS FOR HOME-BASED

Parents **will not** be contacted for the following types of cancellations:

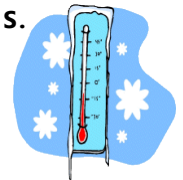
1. Family Play Days will be cancelled if the local school district is closed due to weather conditions. Please look to your local news outlet for weather cancellation updates for your district.
2. If the local school district is delayed two hours due to weather, morning Family Play Days will be cancelled. Please look to your local news outlet for weather delay updates for your district.

Parents **will** be contacted for the following types of cancellations:

3. If the temperature is under  $-20^{\circ}\text{F}$  or the wind-chill is under  $-35^{\circ}\text{F}$  close to the start time (but the school district is not closed), the Family Play Day will be cancelled.

**USE GOOD JUDGMENT WHEN IT COMES TO HAZARDOUS WEATHER CONDITIONS.**

**STAY INDOORS IF YOU FEEL IT IS UNSAFE TO TRAVEL.**



### HOME VISITS

If weather conditions do not allow for safe travel, your Home-Based Educator will contact you to reschedule your Home Visit. Any Home Visit cancelled due to weather conditions will be made up.



### FOR THE SAFETY OF THE STAFF, PLEASE REMEMBER TO:

1. Keep your sidewalk and driveway clear of snow and ice.
2. Keep your pets on a leash and restrained.



**Transportation:** You will be responsible for the transportation of your child.

You can do this by driving your child yourself, carpooling, or making other arrangements.  
Some Head Start Centers may offer transportation.

### Safest choices, from The National Highway Traffic Safety Administration

1. Is your infant age 0-2 in a rear-facing car seat?
2. Your child ages 1-3 years should also stay rear-facing as long as possible.
3. Are all children under age 9 and shorter than 4 ft. 9 in. tall in a proper car seat or booster seat that has never been in an accident? If it has been in an accident, throw it away.
4. Be sure the car seat or booster is correct for the age and size of your child, and is not expired.
5. Make sure the car seat fits the vehicle. Is it installed correctly? See website below.
6. Are all children under age 13 in the back seat? It's safer there.
7. Seat belts are required by MN State Law, and they are the safest choice for adults and for children who no longer fit in booster seats. In 2020, 90.3% of people chose to wear their seatbelts, and thousands of lives were saved.



\*Please check with your child's teacher for resources on how to get a car seat if you don't have one.\*

### **DURING HEAD START ACTIVITIES**

- ⇒ Smoking, vaping, alcohol, or use of any illegal substance is not allowed.
- ⇒ Please refrain from personal phone calls, texting, television, and personal computer use.



**This will help ensure that you and your children receive the full benefits from the Head Start experience.**

**\*All employees are mandated reporters.\***

### **IN CASE OF ILLNESS**

- If your child gets ill during Head Start/Early Head Start time, your home visit may end early, or you will be asked to take him/her home.
- If your child is sick, keep him/her home for their own benefit, as well as for the benefit of the other children.
- If your child is contagious, please contact your Head Start Staff.

#### **IF A CHILD, PARENT OR GUARDIAN IS INJURED DURING A HEAD START ACTIVITY, THE STAFF WILL:**

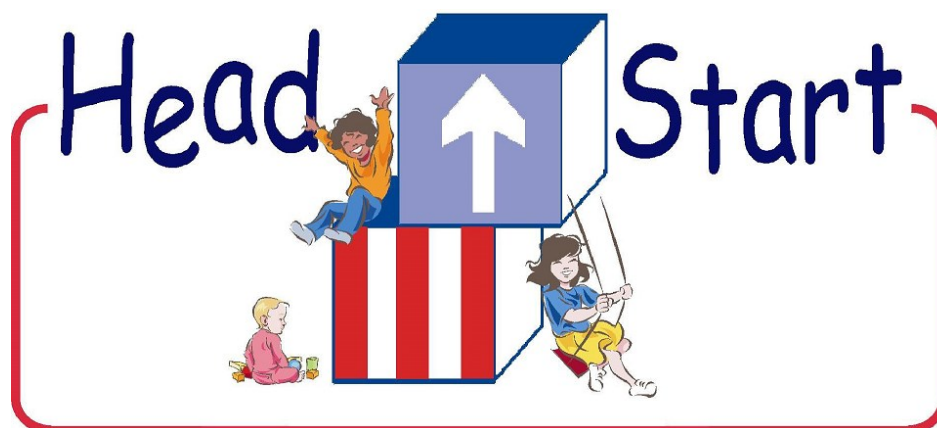
- Get medical attention immediately if the injury is serious;
- Assist with minor injuries;
- Report ALL injuries in writing to the Central Office, and
- Notify the emergency contacts on file as needed.



### **DIAPERING / TOILETING**

The following policy will be followed to protect the children, staff, and volunteers within the Head Start Program:

- Parents are required to diaper and toilet their own children in the Home-based option
- Diapering should be done only in designated areas and posted policies will be followed in the Center Based option



# HEALTH SERVICES

## Screenings

Your Home-Based Educator, Teacher or THRIVE Coach will assist with the following screenings

- Hearing / Vision
- Developmental
- Social/Emotional
- Nutritional needs



## Head Start Can Help!

### Head Start can Help!!

Contact your Teacher / Home-Based Educator if you would like assistance with:

- finding a medical or a dental home
- applying for medical/dental insurance
- finding transportation to an appointment
- learning more about the health or development of your child
- or if you have any other questions

## Health Practices for Head Start Activities

Families will learn and practice good health and safety habits by:

1. Staying home if they have:
  - \* A temperature of 100 degrees or higher;
  - \* Any cold or flu symptoms;
  - \* A undiagnosed rash;
  - \* Any contagious infection;
  - \* Any other contagious disease (lice, scabies, impetigo, ringworm, strep throat, chicken pox, COVID-19).
2. Notifying the Classroom Teacher/Home-Based Educator if illness in the home prevents a home visit.
3. Washing hands with soap and running water for at least 20 seconds.
4. Learning about health, safety, and nutrition during home visits and in the classroom.



## Health



Because children learn better when they are healthy and feel well, Head Start Federal Performance Standards require all children to have:

1. Have an established medical and dental home.
2. Immunizations per the MN Department of Health immunization schedule or an Immunization Exemption form completed.
3. A current age-appropriate physical/well child exam on file within 30 days at Centers and 90 days for other program options. And remain current on the MN Dept. of Health's Well Baby / Well Child exam schedule.
4. Any follow-up care requested by medical professionals.
5. An Early Childhood Screening (including hearing and vision, developmental screening, speech screening, and social/emotional screening) **within 45 days**.
6. A dental examination by a dentist at the eruption of the first tooth and no later than 12 months and continued regular checkups annually.

**Please schedule appointments, these health requirements must be completed.**

- ⇒ **If you are unable to pay for your child's physical exam or dental exam, Head Start may be able to help you cover the cost IF you have applied for medical insurance and were denied or your insurance does not cover the full cost of the exam.**
- ⇒ **Contact your Teacher, Home-Based Educator or THRIVE Coach if you would like to learn more about this option and to determine eligibility.**

## HEALTH SERVICES

### Nutrition Requirements

#### **Nutrition:**

A Nutrition Summary is completed for each child in our program. This summary is completed one to two times per year based on the family's need.

- A well balanced meal or nutritious snack is served in our centers and at our Family Play Days.
- Family-style meal service is utilized to help children with self-help and social skills (when possible)
- Children are encouraged to try new foods
- Lakes and Pines' Head Start participates in the Child and Adult Care Food Program (CACFP)



Nondiscrimination statement: The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and 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.)

If you wish to file a Civil Rights program complaint of discrimination, [complete the USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](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 or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).



**USDA is an equal opportunity provider and employer.**

# EDUCATION SERVICES



## Head Start believes:

- **PARENTS/GUARDIANS ARE THE CHILD'S FIRST AND MOST IMPORTANT TEACHERS**
- Parents/guardians are partners with the staff
- Every family is capable and special

## Head Start will help families:

- Learn about their child's skills and set learning goals
- Teach their children how to stay healthy and safe
- Transition into other programs such as Head Start Center-based, a community preschool, Early Childhood Special Education, Early Childhood Family Education, Child Care or Kindergarten
- Identify physical and dental requirements, parent expectations, family strengths, resources, and family goals

## LITERACY

If you need help with reading skills or know of someone who would like to improve their education, Lakes and Pines' Early Head Start Program can refer you to someone who can help. Staff can provide information on what programs are available locally.

Lakes and Pines' Head Start utilizes resources as available to distribute books to families throughout the Program year.

## THRIVE COACH SUPPORT

**While children are growing (by experiencing new things), so are their parents.**

Along with your Home-Based Educator or Teacher, you will also have access to a THRIVE Coach.

They are available for home visits with you, by request.

## The duties of the THRIVE Coach include:

### Enrollment process

- Explain Head Start during the intake process, including the role of parents
- Complete the application process with each family

### Follow-up

- Refer families to other local agencies and provide resources
- Provide assistance to families in crisis or families who request additional home visits
- Share information about other services in the community
- Act as a liaison to other Lakes and Pines services

### Parent Involvement

- Encourage parent participation in Head Start activities
- Arrange for training in areas of need and interest



# EDUCATION SERVICES



## In partnership with families, Head Start staff will:

- set goals with your child & family
- plan things to do during the week
- work together with your child
- use things around the home for learning experiences
- take time to talk about the day's activities, plan for upcoming activities, and talk about your child's growth and development
- discuss prenatal development and related issues if you are pregnant



## Parents need to:

- be ready for the Home Visit or Parent/Teacher Conference
- let the Home-Based Educator/Teacher know if they have to cancel a visit
- transport child to Head Start activities. Transportation may be available in some areas
- share their ideas
- complete the physical and dental health requirements and have immunizations up-to-date

## ATTENDANCE:

- regular attendance is expected
- if you need to cancel your visit or your child will be absent, contact must be made through Learning Genie to your Head Start Staff, Home-Based Educator or call the Central office
- excessive unexcused absences may result in child being dropped from Head Start.



## Group Experiences

Family Play Days occur twice a month

### Family Play Day Activities:

- group time - songs, stories
- meal or snack
- parent and child activity time
- parent networking
- clean-up
- closing circle time and dismissal

# Special Services

All children are special in their own way. They all have different interests and needs.

Head Start will work with families and children on activities that will help each child. Head Start staff will partner with families and other professionals (school teachers, psychologists, etc.) to develop plans to meet the needs of each child.

Head Start staff will assist families and children by arranging for classroom observations, providing activities and sharing resources for other services available.

Parents/guardians who have any concerns about their child's physical, emotional, or educational development may discuss these concerns with their Head Start Staff.

The Special Services Coordinator is always happy to answer questions and hear suggestions from you.

## Mental Health Services



Mental Health is an important part of overall well-being for your child and your family. Head Start uses the Ages and Stages Questionnaire to establish if there are any areas of concern for your child's social and emotional health. Head Start also partners with Mental Health Professionals to assist with social-emotional concerns.

Mental Health is not just about social-emotional concerns but is also a part of behavior, parenting techniques and behavioral support. Head Start has resources available which can give more information on Mental Health topics of interest to you and your family. Ask your Head Start staff or call the Special Services Coordinator if you would like further information on a Mental Health topic or if you at any time have a concern about your child's Mental Health or overall wellbeing.



## **Mandated Reporting/Child Abuse and Neglect**

Minnesota State Law requires Head Start staff to report all suspected cases of child abuse or neglect to the proper authorities.

### **REPORTING POLICY FOR PROGRAMS PROVIDING SERVICES TO CHILDREN**

**Who Should Report Child Abuse and Neglect:** any person may voluntarily report abuse or neglect. Staff or volunteers working with children in a licensed facility are legally required or mandated to report and cannot shift the responsibility of reporting to a supervisor or to anyone else at the licensed facility. If you know or have reason to believe a child is currently being or has been neglected or physically or sexually abused within the last three (3) years you must immediately (within 24 hours) make a report.

#### **Where to Report:**

If you know or suspect that a child is in immediate danger call 9-1-1.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in a community should be made to the local county social services agency at

Chisago County 651-257-1300

Carlton County 218-879-4583

Kanabec County 320-679-6350

(ask for the child protection intake worker).

After hours call 9-1-1 or local law enforcement.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.

**What to Report:** Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (MN Statutes, section 626.556) and should be attached to this policy.

A report to any of the agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 24 hours, exclusive of weekends and holidays.

**Failure to Report:** A mandated reporter who knows or has reason to believe a child has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the MN Department of Health, and unlicensed Personal Care Provider Organizations.

**Retaliations Prohibited:** An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil action that can be initiated by mandated reporters who believe that retaliation has occurred.

**Internal Review:** When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has occurred within the facility must complete an internal review and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- I. Related policies and procedures were followed;
- II. The policies and procedures were adequate;
- III. There is a need for additional staff training;
- IV. The reported event is similar to past events with the children or the services involved; and
- V. There is a need for corrective action by the license holder to protect the health and safety of children in care.
- VI. Review will be completed within 30 calendar days.

**Primary and Secondary Person or Position to Ensure Internal Reviews are Completed:** The internal review will be completed by the Lakes and Pines ECFD Director and Human Resources Director. If this ECFD Director is involved in the alleged or suspected maltreatment, Lakes and Pines Human Resources Director and Executive Director will be responsible for completing the internal review.

**Documentation of the internal review:** The facility must document completion of the internal review and provide documentation of the review to the commissioner upon the commissioner's request.

**Corrective Action Plan:** Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

**Staff Training:** The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (MN statutes, section 626.556).

The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under MN Statutes, section 245A.04, subdivision 14.

# Staff



Head Start staff that work in the classrooms or as Home-Based Educators receive training on child development and agency expectations. They are required to pass a state run background study prior to being hired. Depending on position, staff are required to complete a Child Development Associate (CDA) Credential, an Associate's or a Bachelor's degree. Staff also receive multiple trainings throughout the year including First Aid and CPR, Shaken Baby/Abusive Head Trauma (AHT) and SUIDs, curriculum and assessment, etc.

---

## Communication and Parent Conferences

Your child's health, growth, and development are important to our staff. It is our priority to ensure that your child will receive the best possible care. Communication between the parents and teachers is extremely important. While we recognize each family has rights to their privacy, we ask you to keep us aware of any significant changes in your family life that may affect the progress of your child's development or behavior.

Staff will communicate activities that are happening at the school, things children are doing, community events that families may be interested in and other information through the Learning Genie App. Families can use this app for questions, and to notify the staff of absences and/or illnesses.

There will be four conferences, one at initial enrollment, and one for each assessment period. At least two of these conferences will be held in the family's home. If the parent feels they need additional contacts with the staff at the center they are welcome to schedule those appointments. Lakes and Pines considers parents to be their child's primary educators and advocates.

Staff use Desired Results Developmental Profile (DRDP) as an ongoing assessment tool and will provide parents the Parent Summary during conferences. The summary includes the progress your child is making in the areas of cognitive, physical, social, and emotional development. Head Start programs are required to share assessment and summary data with parents, the Office of Head Start, and the Minnesota Department of Education.



# MAKE A DIFFERENCE—VOLUNTEER!

## Listed below are ways you can volunteer

The Head Start Program believes “Parents are Partners” in accomplishing the goals of family building. An important part of this growth is helping adults develop new skills. In addition to being the focus of the Home Visit, parents can volunteer at Family Play Days and participate in group social times.

The Head Start Newsletter is published three times a year, and is filled with contributions from parents and staff. Throughout the year, parents share their talents and interests. Some ideas for contributions are: recipes, fun things to do with your children, artwork, cartoons, articles of interest, book reviews, poetry, a favorite song, a finger play, a thank you, etc. Volunteer hours are counted as In-Kind and are really important to our program, and are a requirement of our Federal Grant.

If you are interested in volunteering, please call (800) 832-6002 or complete a volunteer application that can be found on our website.

1. Be a member on special Head Start committees such as Policy Council, Health Advisory and School Readiness
2. Submit articles for the Parent Newsletter
3. Parents can volunteer for the Family Play Day experiences by participating in the planning and preparation of the activities
4. Plan and participate in Home Visits and “Home Learning” activities
5. Assist with recruitment and other marketing activities.
6. Share your talents
7. Volunteer in the classroom



*One of the BEST ways to MAKE A DIFFERENCE is to be actively engaged with your child every day! Developing a strong parent-child relationship is essential to healthy attachment, which is the cornerstone of Social/Emotional health.*

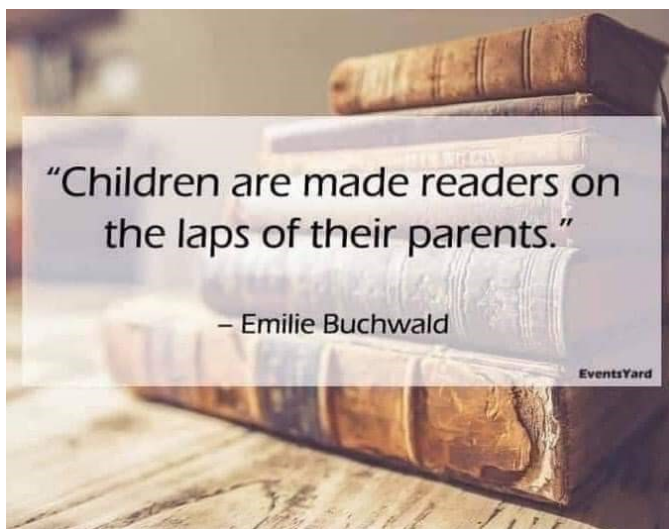


# DATA PRIVACY

Lakes and Pines will collect private data from your family for enrollment and programming purposes. As a parent or guardian you may choose not to provide the information. If you choose not to provide the information your child may not be able to be enrolled or may not be able to continue to be enrolled at the site. Your family's data is yours and you can request to review it in writing at any time. Lakes and Pines will only share data with other individuals or agencies after it has obtained a release of information from the legal parent or guardian. Lakes and Pines does have to share information with the Office of Head Start, the Minnesota Department of Education, the Department of Health and Human Services, and with any legally required party. Lakes and Pines retains records as required by a funding source for six years.

## Dangerous Weapons Policy

State law 609.66 forbids dangerous weapons to be in or on the grounds of schools or licensed child care centers when children are present unless the person is authorized to do so or they are performing the duties of a law enforcement officer or active military personnel. Firearms stored in private cars are not covered under this law.



## Grievance Procedure for Parents

If you have an issue, please address it as soon as possible with the staff person caring for your child. If this does not resolve the grievance you are encouraged to contact Lakes and Pines directly at 320-679-1800. The ECFD Director's extension is 138. If the grievance is about a suspected licensing violation, parents should contact the Minnesota Department of Human Services, Licensing Division at 651-431-6500.



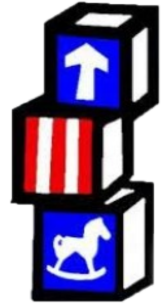
## Lakes and Pines Community Action Council, Inc.

1700 Maple Avenue East, Mora, Minnesota 55051-1227

Phone: (320) 679-1800 or 1-800-832-6082 | FAX: (320) 679-4139

[www.lakesandpines.org](http://www.lakesandpines.org) | email: [lap@lakesandpines.org](mailto:lap@lakesandpines.org)

Office hours - Monday through Friday, 6:00 a.m. - 6:30 p.m.



### ***In addition to Head Start, Lakes and Pines offers the following programs:***

**Weatherization** - Agency crews and contractors provide energy conservation such as insulation, weather-stripping, and caulking to help reduce energy costs. Furnaces are also checked. Conservation Improvement Programs through local utility companies also provide funds to assist with energy conservation measures to help reduce energy use for the clients.

**Energy Assistance** - Applications are accepted October 1<sup>st</sup> through the end of May. Assists in paying a portion of the household's heating bills.

- Primary Heat Grant - benefit paid to the household's energy vendor.
- Energy Crisis Assistance - for heating related emergency situations.
- Energy Related Repair - used to resolve furnace-related emergencies for home owners.

**EAP (ONLY) FAX LINE: (320) 679-6863**

**Minnesota Housing Finance Agency Home Rehab Loan Programs** - To be used for basic and necessary improvements to make a home livable, accessible, energy efficient, and up to code

- Rehab Loan Program - home repair for low and moderate income homeowners
- Emergency Loan Program - for unexpected, critical home repairs

**Small Cities Development Programs** - The Agency writes grants and administers rehabilitation funds to fix-up homes for low and moderate income residents. Local contractors perform services to homes that include septic, wells, home repair or mechanical systems. Cities, townships, or counties apply for funds through the Department of Employment and Economic Development and contract with Lakes and Pines for project administration or grant writing.

**Live Well at Home Delivery Program** - For seniors over 65, the Department of Human Services will grant up to \$7,500 to make it easier for seniors to live at home to avoid assisted living. A 20% owner match is required.

**SNAP and MNsure** - Assistance in completing applications for food support, medical assistance, MN Care, and qualified health plans.

**Employment and Training** - Helps SNAP participants prepare for and obtain employment.

*Reasonable accommodations made for people with disabilities upon prior request.*

Visit the Lakes and Pines CAC, Inc. website at [www.lakesandpines.org](http://www.lakesandpines.org) for more information and links to other groups advocating for change and fighting poverty.

Equal Opportunity Employer/Contractor

**Transitional and Rapid Rehousing Programs** - housing assistance for individuals, families, youth, seniors and those whose criminal background is a barrier to finding permanent housing.

**Emergency Services Programs** - provides limited, direct financial assistance to individuals and families to secure temporary shelter through utilization of hotel/motel vouchers while seeking permanent housing and possible assistance into permanent housing.

**Garden Seed** - distribution of free vegetable seeds to promote food self-sufficiency and healthy eating. Builds awareness that SNAP benefits may be used to buy vegetable seeds and plants.

**Homelessness Prevention and Assistance Programs** - assists households facing eviction, foreclosure or homelessness to identify challenges and encourage planning to strengthen their household. Multiple programs offer services to eligible households to maintain current housing or get into new permanent housing.

### **Financial Services**

- ◆ Volunteers are trained and utilized to staff tax clinic(s) which provide free income tax preparation for individuals and families who are eligible
- ◆ Financial empowerment classes
- ◆ One-on-one financial counseling to develop budgets, savings plans, and more
- ◆ FAIM: Family Assets for Independence in MN A matched savings project that assists Minnesota low-wage workers
- ◆ Social Security application assistance for adults experiencing or facing imminent homelessness with long-term disabilities

**Operation Community Connect (OCC)** - Living on Little - The Agency participates with each county's OCC outreach event with the goal to connect individuals and families living on little with community resources.

***It is not the purpose of this document to identify all eligibility requirements of the various programs, priority for program services, or availability of funding to provide the service.***

**Partnering to end poverty**



## Phone Numbers and Websites for Information

**AIDS Hotline** 800-248-2437 or Text AIDSLine to 839863

[www.justushealth.org](http://www.justushealth.org)

The Minnesota Aids Project strives to educate the public, to keep pressure on elected officials for research funding and public policy, and to give dignity and help to those infected.

**Child Care Aware of MN** 888-291-9811

[www.childcareawaremn.org](http://www.childcareawaremn.org)

A statewide network of community agencies offering comprehensive, individualized listings of child care and education options while also working to build a diverse, high-quality child care system accessible to all Minnesota families.

**Domestic Violence Hotline** 800-799-7233

[www.thehotline.org](http://www.thehotline.org)

The National Domestic Violence Hotline advocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals.

**Variety of Parenting Issues** 866-693-4769

[www.helpmegrowmn.org](http://www.helpmegrowmn.org)

Help Me Grow is an interagency initiative of the State of Minnesota (Department of Education, Department of Health and Department of Human Services) partnering with all local service agencies.

**Help Me Connect**

<https://helpmeconnect.web.health.state.mn.us/HelpMeConnect/>

A navigator connecting expectant families, families with young children (birth – 8 years old) and those working with families to services in their local communities that support healthy child development and family well-being.



## Phone Numbers and Websites for Information

**Family Planning** 800-783-2287 or Text ASKMN to 66746

[www.sexualhealthmn.org](http://www.sexualhealthmn.org)

The Hotline provides reliable and confidential information about birth control, sexually transmitted infections, pregnancy prevention, and clinic referrals to callers regardless of age.

**Fare for All** 763-450-3880

[www.fareforall.org](http://www.fareforall.org)

Fare For All is a non-profit volunteer-based cooperative food-buying program that allows people to stretch their food purchasing power.

**Financial Counseling** (Lutheran Social Services) 888-577-2227

[www.lssmn.org/debt](http://www.lssmn.org/debt)

Information is provided in the areas of budget counseling, debt and credit help, housing counseling, financial education, checking accounts, and bankruptcy services.

**First Call for Help** Call: 211

Local: 651-291-0211

Toll free: 1-800-543-7709

Text zip code to 898-211\*

[www.211unitedway.org](http://www.211unitedway.org)

From child care to counseling to consumer protection, United Way 2-1-1 will connect you to the right resources.



# WHO DO I CALL FOR CHILD CARE ASSISTANCE?

## **Aitkin County**

Aitkin County Health and Human Services  
204 1<sup>st</sup> Street NW  
Aitkin, MN 56431  
(218) 927-7200

## **Chisago County**

Chisago County Government Center  
313 North Main Street  
Center City, MN 55012  
(651) 257-1300

## **Isanti County**

Isanti County Child Care Assistance  
1700 E Rum River Drive S  
Cambridge, MN 55008  
(763) 689-1711

## **Mille Lacs County**

Courthouse Square  
525 2<sup>nd</sup> Street SE  
Milaca, MN 56353  
(320) 983-8208

## **Pine County**

Pine County Courthouse  
635 Northridge Dr. NW  
Pine City, MN 55063  
(320) 591-1400

## **Carlton County**

Carlton County Health and Human Services  
14 11th Street N  
Cloquet, MN 55720  
(218) 879-4583

## **Fond du Lac Reservation**

Fond du Lac Human Services  
927 Trettel Lane  
Cloquet, MN 55720  
(218) 879-1227

## **Kanabec County**

Kanabec County Family Service Agency  
905 East Forest Avenue, Suite 150  
Mora, MN 55051  
(320) 679-6350

## **Mille Lacs Band of Ojibwa**

**Government Center**  
43408 Oodena Drive  
Onamia, MN 56359  
(320) 532-4181

## **Pine County**

Pine Technical College  
Child Care Aware  
900 Fourth Street SE  
Pine City, MN 55063  
(320) 629-5164  
(800) 890-5399



## **Complaints**

If you believe that a provider is caring for children in a way that is not healthy or safe, you may file a complaint. You may also ask if any complaints have been made by anyone else about providers. Parents are encouraged to check the history of providers before selecting one. Complaints are handled by different agencies depending on the type of care:

**Licensed centers:** call Minnesota Department of Human Services at 651-296-3971.

**Licensed family care:** contact your county licenser or child care office.