



Early Head Start

2025-2026

Family Handbook

Home Visitor: _____ Phone #: _____

Center: _____ Phone #: _____

CenClear

50 Bigler Road, Woodland PA 16881

Office Phone: (814) 342-5678 or TOLL-FREE 1-800-525-5437

www.cenclear.org



Hello, and Welcome to CenClear Early Head Start!

CenClear Early Head Start offers a wide variety of experiences for you and your child. We believe that **you, the parent, are your child's first and most important teacher.**

What We Offer

Parent Engagement

We encourage strong collaboration between you and your Home Visitor to support and enhance your child's learning and development. Parents are encouraged to attend meetings, participate in events, and volunteer in classroom activities whenever possible.

Health, Safety, and Nutrition

We provide health screenings for your child and help connect you with any follow-up care that may be needed. Preventative health care is a key focus. Nutritional learning experiences are also encouraged during socializations.

Family and Community Partnerships

We support families in setting and working toward self-identified goals. We place an emphasis on using community resources for job training, education, support services, and recreation. We also promote parent-child interaction at home, early literacy for children, and financial literacy for adults.

Child Development

We offer individualized experiences designed to help your child grow and thrive developmentally, socially, mentally, physically, and emotionally. Your Home Visitor will work with you to plan meaningful activities and provide referrals as needed to keep your child developmentally on track.

Mental Health

We promote mental wellness through prevention, early identification, and timely support. This helps children and families maintain a healthy balance of emotions, relationships, work, and play.

We look forward to getting to know you and your child this year. We are confident that your experience with CenClear Early Head Start will be rewarding and meaningful for your entire family.

Welcome to the CenClear family!

Early Head Start Curricula

In order for you and your child to get the most out of Early Head Start, a number of programs and materials are used during home visits.

Baby TALK:

“Baby TALK” includes a variety of materials for home visitors and families that promote child development, parent-child interaction, parenting skills, and family well-being. The curriculum emphasizes the importance of screening every family, identifying needs, and delivering appropriate services to positively impact child development and nurture healthy parent-child relationships during the critical early years.

Summary Review

- Promotes research-based home visiting practices for building positive relationships and engaging in responsive interactions with parents
- Promotes research-based parenting practices to support children's development and learning
- Describes a specific process for setting and assessing family-level goals
- Supports children's development and learning in all Head Start Early Learning Outcomes Framework (ELOF) domains
- Offers comprehensive standardized training and materials to support implementation
- Promotes parents' ongoing observation and discussion of children's development and learning
- Provides guidance to parents on how to engage children in active exploration, movement, and play
- Provides guidance on how to use routines and materials in the home environment to support children's learning
- Offers limited guidance on how to integrate children's and families' cultures into interactions and learning experiences
- Lacks guidance on how to support the development and learning of children who are dual language learners (DLLs)
- Provides limited guidance on ensuring the home environment, learning materials, and experiences are accessible to children with disabilities, suspected delays, or other special needs”
- Lacks specific guidance on how to tailor curriculum activities based on children's individual interests, strengths, and needs

Website: <http://www.babytalk.org/default.htm>

The curricula is designed to support you:

- Plan the purpose of your visit so that critical topics are covered in a timely manner.
- Know important facts about each purpose and how to find additional information and resources.
- Communicate effectively by using questions and other prompts that are provided.
- Record and keep track of the topics covered with each family.
- Know what to look for in order to detect early signs of health or developmental problems and discuss your concerns with the family and/or a health care provider.
- Recognize what should be reported to your supervisor or when to seek further guidance.
- Prepare parents with the knowledge and skills needed to care for their baby and support optimal bonding and attachment.
- Teach parents activities that support all aspects of their child's development.
- Encourage changes toward healthier lifestyles for expectant and parenting families.

Parent Engagement Information

Parent and family engagement is about promoting safety, supporting strong relationships between parents and children and nurturing ongoing learning and development. Our motto is *"Reaching Children Through Families."*

<u>Parent Committee</u>	<u>Volunteer Opportunities</u>
<p>Our Parent Committee is comprised exclusively of parents of currently enrolled children.</p> <p>Parents are encouraged to attend activities, trainings, and meetings to promote collaborative-thinking and problem-solving.</p>	<ul style="list-style-type: none">• Classroom volunteer• Cook's helper• Prepare classroom materials• Policy Council Representative• Parent Advocate

Policy Council

Policy Council is a decision-making group that works together with the Board of Directors and Administrative staff. Each representative is elected annually, at the beginning of the program year starting in August, by the parents of their respective classroom. This is a very important role and the representative serves as a link between those people making and carrying out decisions and with the Head Start and Early Head Start parents. Pre-K Counts parents interested in joining may participate as a community representative. **No CenClear employee or members of their immediate family may serve on Policy Council.**

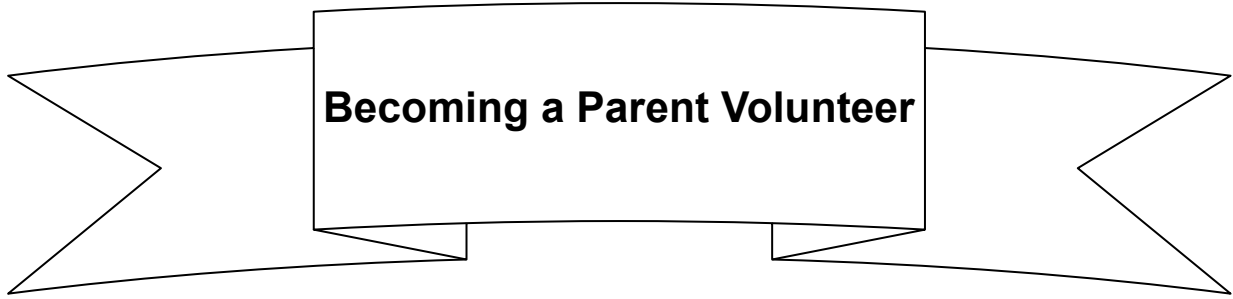
Responsibilities are as follows:

- Attend monthly Policy Council meetings in person or virtually.
- Report on activities and trainings going on at the center and openly communicate information to the Parent Committee.
- Plan and organize agency-wide activities for parents with the assistance of staff.
- Actively assist with recruitment, selection, and enrollment priorities.



PLEASE NOTE:

All volunteers are required to have clearances.
Any parent with "crimes against children" are not permitted on CenClear property.



In order to be a parent volunteer, the following procedures must be followed:

1. A parent volunteer must complete the Volunteer Agreement form, the Tuberculosis/Health Risk Assessment form, the Physical Punishment Statement, and Disclosure Statement Application for Volunteers and return it to their Classroom Teacher/Home Visitor.
2. Parent volunteers are required to complete the Mandated Reporter training . The following website must be utilized for the Mandated Reporter training: www.reportabusepa.pitt.edu. This is a free 3-4 hour online training.
3. Parent volunteers must obtain the Pennsylvania State Police and PA Child Abuse Clearances. These clearances are available at no cost for volunteers.
4. FBI fingerprinting is not required unless the school districts we have classrooms in require it to be completed and if the parents have not lived in PA for the past 10 years.

However, if a volunteer has lived in PA for 10 years, they will only need to sign the Swear and Affirm Statement for Volunteers. This form can be requested from the Parent Engagement Department Assistant.

You can pre-register at: www.identogo.com

5. Once clearances are obtained, they must be renewed every 5 years.

Any parent with “crimes against children” is not be permitted on CenClear property.

Parent Curriculum

CenClear uses the **Ready Rosie** parenting curriculum. Ready Rosie enables our teachers, home visitors, and family service workers reach families on a personal level. You can use this app on your phone or computer for simple two-way communication. Teachers share information with families and recommend short videos that are fun for the entire family. Families then share outcomes with their teachers.



READY ROSIE

CenClear's programs are designed to be family- and child-focused. Your Teacher or Home Visitor values your role and wants you to remain the key person in your child's preschool experience.

Services You Can Expect to Receive:

- **Support for Social and Emotional Well-Being** Our program is trauma-informed and responsive, guided by the **Sanctuary Model of Care** and **Positive Behavioral Interventions and Supports (PBIS)**. These approaches promote a safe, nurturing, and supportive environment for both you and your child.
- **Home Visits and Parent Conferences** The number and frequency of visits and conferences vary depending on your child's specific preschool program. These meetings will be scheduled at a time that is convenient for you. During these visits, you and your Teacher and/or Home Visitor will share ideas and strategies to support your child's learning and development.
- **Resource Referrals** Referrals are provided as needed to connect you with community resources and support services.
- **Family Support Services** We offer information and assistance to help you address family needs such as supplemental food programs, food stamps, speech therapy, healthcare, nutrition services, and childcare.
- **Parent Engagement and Professional Development** Opportunities are provided throughout the year for you to participate in **parent engagement activities** and **training sessions** to support your personal and family growth.

Community Resources

Information on community resources can be found in the Resource Directory, online at www.cenclear.org or dialing 211 (nationwide service directory). Your Teacher or Family Service Worker can also assist you in locating community resources.



Use of Cameras

As a safety precaution and for training purposes, cameras are installed in CenClear classrooms, general use areas and buses. Signs stating that cameras are in use are posted and we have included this information on our Consent for Program and Emergency Services. Cameras in classrooms and general use areas have both visual and auditory capability. Cameras on the buses only have visual capability. Cameras are on during hours of operation and recording during operating classroom timeframes. The installation of cameras is to promote safety of children, staff and families.

Physical Requirements

A copy of the most recent well baby exam is required for all children enrolled in Early Head Start.

Copies of each well baby checkup following the EPSDT schedule is required thereafter.

Your child's doctor should work with you to ensure the recommended schedule for examinations and screenings listed below is followed for your child.

Early and Periodic Screening, Diagnosis, and Testing (EPSDT) **Program Schedule**

- Age-appropriate scheduled of Well Child Exams:
- Newborn—By 1 month—2-3 months—4-5 months—6-8 months—9-11 months—12 months—15 months—18 months—24 months—30 months—3 years
- Oral Health Risk Assessment completed at age 12 months. Referral to dental home begins at 12 months of age.
- Vision and hearing up to 30 months of age. Vision and hearing screening is required at 3 years and at every check-up thereafter.
- Hemoglobin is tested at age 9-11 months.
- A Tuberculin test is done if indicated by history or symptoms.
- Urinalysis is done at age 5 years.
- Blood Lead Level is to be done at 9-11 months and again at 24 months.
- Sickie Cell testing is to be done if indicated by history or symptoms.

Dental Health

Baby teeth, or primary teeth, help children chew food, speak clearly, and retain space for the permanent teeth that start to erupt at around 5 or 6 years of age. It's important to get children into the habit of good dental care at an early age. Children who begin to take care of their teeth at a young age may be more likely to have good dental habits as adults.

Before the eruption of the first tooth, an infant's gums can be cleaned with a gauze pad. Upon eruption of the first tooth, tooth brushing should occur daily. A smear (size of a grain of rice) of fluoride toothpaste should be put on an appropriately-sized soft toothbrush. An adult should assist with tooth brushing. Using a gentle circular motion, brush all surfaces of the teeth, including the insides and outsides. It is not necessary for the child to spit out any residual toothpaste. The small amount of toothpaste used is not harmful.

All children in EHS are required to have a professional dental exam as early as a dental professional will see the child.

Oral Health Risk Assessments are completed by the pediatrician as part of the EPSDT screening beginning at 12 months

Health Screenings

Vision and hearing screenings are requirements of the Early Head Start program and will occur within 45 days of your child beginning the program.

Vision will be assessed using the SPOT vision screening machine for children ages 6 months and older.

All children will have their hearing screened using the Otoacoustic Emissions (OAE) hearing machine.

Health, Safety and Nutrition

Immunizations

All preschool children are required to be up-to-date on their childhood immunizations according to the schedules prescribed in the Early and Periodic Screening, Diagnosis and Treatment (EPSDT) before they can be enrolled in preschool. If a child does not have all the prescribed doses, they must work with their doctor to develop a catch-up schedule. The only exceptions are if a child has a medical or religious/moral exemption. A medical exemption must be signed by their doctor. Religious/moral exemptions require a written note from the parents/guardians.

Recommended Childhood Immunization Schedule

Vaccine	Birth	1 Month	2 Months	4 Months	6 Months	12 Months	15 Months	18 Months	19-23 Months	2-3 Years	4-6 Years
Hepatitis B	Hep B	Hep B			Hep B						
Diphtheria, Tet-		DTap	DTap	DTap			DTap			DTap	
Haemophilus,			Hib	Hib		Hib					
Inactivated Po-			IPV	IPV	IPV					IPV	
Measles, Mumps,						MMR				MMR	
Varicella						Varicella				Varicella	
Pneumococcal			PCV	PCV	PCV	PCV					
Rotavirus			RV	RV	RV						
Hepatitis A						HepA (2 doses)					
Influenza					Influenza (yearly)						
RSV	1 dose**					1 dose					



CenClear is a CACFP (Child and Adult Care Food Program) sponsor. CACFP is a federal program that provides reimbursement for nutritious meals and snacks for children in our Early Childhood programs. Eligibility is based on income and as a parent/caregiver, it is important to know your rights related to this program. The following information along, with the “Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints” are provided as an explanation of your rights.

USDA NONDISCRIMINATION STATEMENT

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

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** Program.Intake@usda.gov

This institution is an equal opportunity provider.

Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints
Pennsylvania Department of Education
Division of Food and Nutrition

1) Sponsor receives a Civil Rights complaint from the complainant (i.e. parent).

a) Sponsor must inform complainant of Federal Civil Rights rules and regulations that have been established for protected classes. (A protected class is any person or group of people who are protected from discrimination based on):

1. Race
2. Color
3. National Origin
4. Age
5. Sex (including gender identity and sexual orientation)
6. Disability

b) Sponsor must provide complainant the necessary information to file a complaint, which is:

1. Mailing address of the USDA:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

2. USDA's Contact Information:

Telephone: (866) 632-9992 or (202) 260-1026
Local or Federal relay: (800) 877-8339
Spanish Relay: (800) 845-6136
Fax: (833) 256-1665 or (202) 690-7442
Email: program.intake@usda.gov

3. Electronic link to file a civil rights complaint (Filing a Program Discrimination Complaint as a USDA Customer): <https://www.usda.gov/oascr/complaint-resolution>

Note: If the sponsor is unsure if the complaint falls under a protected class, sponsor should provide complainant the federal complaint information.

c) After providing the complainant with the information on how to file a Civil Rights complaint directly at the Federal level, the sponsor may attempt to resolve the complaint if it is a matter that can be resolved quickly. Resolving complaints in real-time at the lowest possible level is encouraged. (***Note:** This is not an investigation as neither the sponsor nor the State Agency has the authority to conduct complaint investigations. This is simply trying to resolve the situation if it was potentially caused by a miscommunication.)

If the complainant refuses to discuss the matter any further with the sponsor or if the matter cannot be resolved quickly, then the sponsor should:

1. Reiterate the complaint filing procedures in 1) b),
2. Document the complaint and actions taken (i.e. referral to Federal complaint procedures) in a Civil Rights complaint log that is separate from any other complaint log, (***Note:** A separate Civil Rights complaint log is necessary due to confidentiality and privacy laws. See complaint log requirements in d) below.), and
3. Notify the State Agency of the discussion. (***Note:** it is important for the sponsor to notify the State Agency because regular communication between the sponsor and State Agency is key to operating the program successfully.)

If the complainant is willing to try to resolve the issue with the sponsor and a satisfactory resolution is achieved, then the sponsor should still remind the complainant (using the information in 1) b)) of his/her right to file at the Federal level if necessary. (***Note:** Complainants retain the right to file at the Federal level even if a resolution seems to have been reached at the sponsor level.) The sponsor needs to document the complaint and actions taken (i.e. how resolution was achieved) in a log that is separate from any other complaint log, and notify the State Agency of the resolution.

d) Regardless if the complainant wishes to file at the Federal level, the sponsor should document as much information as possible in their Civil Rights complaint log including, but not limited to, the following:

- Date Complaint Received
- Complainant's Name
- Complainant's Address
- Complainant's Telephone Number
- Complainant's Email Address
- Allegation of Discrimination/Issue (i.e. FNS program involved, protected class(es) involved, etc.)
- Date of Alleged Discriminatory Action

1. The sponsor **must forward** the information, **within 5 days of receipt of complaint** from complainant, to the State Agency Civil Rights Coordinator (process depicted below):

State Agency Civil Rights Coordinator State Agency Director* FNS Regional Office Civil Rights Contact FNS Headquarters Civil Rights Office Complainant

2. *State Agency level **must forward** complaint information, **within 5 days of receipt of complaint** from sponsor, to the FNS regional office.

3. FNS team conducts complaint review and investigation, which includes contact with the complainant, State Agency, sponsor, etc.

2) Additional Information:

a) Complainants must file within 180 days of the alleged action

b) Confidentiality is extremely important

c) USDA complaint form:

- English version: [U.S. Department of Agriculture USDA Program Discrimination Complaint Form](#)
- Spanish version: [Departamento de Agricultura de los EE. UU. \(USDA\) Formulario de Denuncia por Discriminación del Programa del USDA](#)

d) Email the State Agency Civil Rights Coordinator for all Civil Rights complaints, including disability related complaints:

- Child and Adult Care Food Program: RA-CACFP@pa.gov
- National School Lunch Program: RA-NSLP@pa.gov
- Summer Food Service Program: RA-SFSP@pa.gov



What is WIC?

WIC is the Special Supplement Nutrition Program to help improve the health of women, infants and children. WIC services are provided at no cost to you and your family.

Who is Eligible?

- **Women** who are pregnant, breastfeeding or recently had a baby (under 6 months).
- **Infants**.
- **Children** under age 5.

WIC is for married and single parents, working families and the unemployed. If you are a father, mother, foster parent or other legal guardian of a child under age 5, you can apply for WIC for your child.

You must live in Pennsylvania, and meet the income guidelines:

WIC Income Guidelines

Household Size	*Monthly (Approx.)
1	\$2,322
2	\$3,152
3	\$3,981
4	\$4,810

have a nutrition need and not ex-

For each additional family member, add \$830.

**Income (before taxes) is effective 7/1/2024 for each

How To Apply

Get started online at www.pawic.com or call
1-800-WIC-WINS

Sanctuary Model

The Sanctuary® Model is a nationally recognized plan for trauma-informed care. CenClear applies Sanctuary principles as the basis for our programs and to guide our staff to share the same values and language. As a result, we have a safer organization that is focused on growth and change.

The Sanctuary model uses **(SELF)** as another component of trauma-informed care:

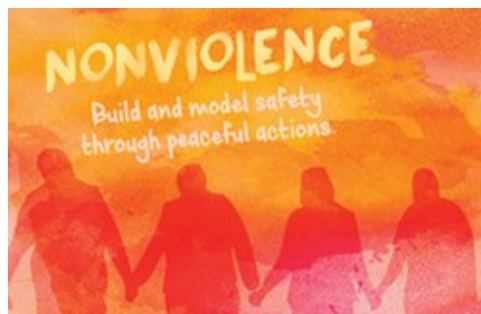
SAFETY allows us to manage our emotions well.

EMOTIONAL MANAGEMENT allows the expression of loss.

The ability to express **LOSS** allows us to think about our future.

Creating our own **FUTURE** allows us to create a safe one.

The Sanctuary model is based on the following **SEVEN COMMITMENTS** which are used to create and maintain a safe and healing environment:



Please ask your teacher and/or home visitor how Sanctuary can benefit you and your family.

Our PBIS Mission Statement

We will provide education on social emotional development to all children, families, CenClear staff and community to promote outcomes that are safe, kind, and respectful to all children and families. We will implement evidence-based practices to promote healthy social and emotional well-being.

PBIS Vision Statement

We will support the behavioral needs of all children through the Framework of the Pyramid Model to promote healthy social emotional development and reduce the need for more intensive interventions. A knowledgeable PBIS team will create a safe and consistent environment that is high quality and appropriate for all children, families

PBIS Program-Wide Expectations

Be safe with yourself, other and materials.

Respect yourself, others, and materials.

Be kind to yourself and others.

Check out our Behavior Matrix. All parents receive a copy. The Matrix explains the behavior expectations for children and adults.



Phone Calls

On class days, the staff are very busy. They must focus on the children. Therefore, calls to the center, except on non-class days or times, should be for emergency reasons **only**.



Family & Community Partnership

Home Visits

Home visits are an essential part of all our programs. During these visits, we will talk about your family goals and your child's development. You'll also learn how to use everyday activities and household materials as positive learning experiences.

Your Teacher or Family Service Worker will support you in connecting with local community resources that can help you achieve the goals that are important to your family. Throughout the year, you may be encouraged to contact or visit various agencies and organizations in your area. We are here to guide and support you — **our goal is to work *with* you, not *for* you.**

Home Visit Details

- The number of home visits you receive depends on your program model.
- Your Teacher or Family Service Worker will meet with all members of your household. Please ensure that friends or extended family visit or call *outside* your scheduled home visit time.
- Each visit is documented using a home visit plan on the computer. When you sign the electronic form, you are confirming the date and length of the visit.
- Occasionally, an additional staff member may accompany your Teacher or Family Service Worker during a visit. When possible, you will be informed ahead of time if others will be joining.

Home Visit & Parent Conference Cancellations

Your active participation in home visits and parent-teacher conferences is crucial to the success of the program and to meeting program requirements. A parent or legal guardian **must** be present during all scheduled visits and conferences.

Due to the rising cost of transportation, it is important that you are home and available at your scheduled time. If you need to cancel or reschedule for any reason, please notify your Teacher as early as possible so the visit can be rescheduled.

Remember: Consistent communication and participation are key to a successful experience for you and your child.

Family & Community Partnership

Confidentiality

All information related to your family's participation in our programs is kept confidential. CenClear maintains records for each child and family in order to provide the best possible services and to meet State and Federal reporting requirements. These records are accessible only to CenClear employees who need the information to serve your child and family.

As the legal guardian, you may request to review your child's records at any time. Please submit your request in writing to the office. If you disagree with any information in the file, you have the right to add written comments, which will be kept with your child's records.

As you participate in group activities or trainings, you may become aware of personal information about other families. We ask all participants to respect the confidentiality of others by keeping any shared information within the group setting (e.g., Young Parent Group, training sessions, etc.). Even well-meaning comments can sometimes cause misunderstandings. If you have any concerns regarding confidentiality, please speak with your Teacher or Family Service Worker.

Custody Matters

CenClear understands that families may experience separation or divorce. However, staff cannot participate in or take sides in custody or legal disputes. If you have custody orders or legal documentation related to your child, please provide a copy to ensure we have the most accurate information on file.

While CenClear cannot intervene in legal matters, we are happy to provide referrals to counseling or legal support services that may assist you.

Mandated Reporter Policy

All CenClear staff are **Mandated Reporters** as required by law. This means that we are legally obligated to report any signs of suspected child abuse or neglect, such as repeated or unexplained bruises, burns, or other injuries not consistent with typical childhood activities.

CenClear is committed to the safety and well-being of every child we serve. If a mandated reporting situation arises, our staff will be there to support you and help you through the process.

Additionally, **any adult who has direct contact with children under the age of 18** is also required by law to report suspected abuse.

For more information, you can review our full Mandated Reporter Policy on the Parent Area of our website: www.cenclear.org

Your Rights!

Admission, the provision of services, and referrals of residents shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or sex.

Program services shall be made accessible to eligible disabled persons through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment, redesign, the provision of aids, the modifications shall be considered only as a last resort among available methods. Any client (and/or their guardian) who believes they have been discriminated against should contact one of the following agencies:

CenClear
50 Bigler Road
Woodland, PA 16881
1-800-525-5437

Bureau of Equal Opportunity
Department of Public Welfare
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105
1-717-783-1130

Office for Civil Rights Region 3
U.S. Department of Health & Human Services
Suite 372 Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111
1-800-368-1019

Pennsylvania Human Relations Commission
301 Fifth Avenue, Suite 390, Piatt Place
Pittsburgh, PA 15222
1-412-565-5395

