



Early Head Start

2026-2027

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 CenClear!



Head Start Program Policy: Culture of Safety & Wellness for Parents & Families

Policy Statement

CenClear is committed to fostering a culture of safety, wellness, respect, and inclusion for all parents, guardians, and family members of our early childhood programs. We recognize that family well-being is essential to children's healthy development and school readiness. The program will create and maintain an environment where families feel physically safe, emotionally supported, valued, and empowered to participate in their child's education and development.

Purpose

This policy establishes expectations, practices, and procedures that promote the health, safety, and wellness of parents and families while encouraging meaningful family engagement and partnerships.

Guiding Principles

The program will:

- Promote physical, emotional, and psychological safety.
- Respect the dignity, diversity, and strengths of all families.
- Support family wellness through education, resources, and referrals.
- Encourage open communication and collaborative partnerships.
- Foster an inclusive environment free from discrimination, harassment, bullying, and intimidation.
- Recognize and respond to the unique needs of families experiencing stress, crisis, or trauma.

Physical Safety

The program will:

1. Maintain safe, clean, and accessible facilities for families and visitors.
2. Conduct regular safety inspections of all CenClear centers and classrooms.
3. Provide emergency preparedness information and procedures to families as applicable.
4. Ensure secure visitor sign-in and sign-out procedures when required.
5. Make reasonable accommodations for individuals with disabilities.

Emotional and Psychological Safety

The program will:

1. Create welcoming environments where families are treated with respect and kindness.
2. Encourage positive and constructive communication between staff and families.
3. Protect family confidentiality in accordance with applicable laws and regulations.
4. Prohibit discrimination, harassment, retaliation, bullying, or threatening behavior.
5. Utilize trauma-informed practices when interacting with families.
6. Provide opportunities for families to share concerns, feedback, and suggestions without fear of reprisal.

Family Wellness Support

The program will:

1. Provide information and education on:
 - * Mental health and stress management
 - * Healthy lifestyles and nutrition
 - * Parenting skills and child development
 - * Family resilience and self-care
 - * Community health and wellness resources
2. Offer referrals to community services as needed, including:
 - * Mental health counseling
 - * Healthcare providers
 - * Housing assistance
 - * Food assistance programs
 - * Domestic violence services
 - * Substance use treatment and recovery supports
 - * Employment and educational resources
3. Encourage participation in wellness-focused workshops, support groups, and family engagement activities.

Family Engagement and Partnership

The program will:

1. Promote meaningful family participation in program planning and decision-making.
2. Encourage parent leadership opportunities through committees, councils, and volunteer activities.
3. Provide culturally and linguistically responsive communication whenever possible.
4. Respect diverse family structures, backgrounds, beliefs, and traditions.
5. Collaborate with families to identify strengths, goals, and support needs.

Reporting Safety Concerns

Parents and family members are encouraged to report concerns regarding:

- Unsafe conditions
- Threatening or disruptive behavior
- Harassment or discrimination
- Child or family welfare concerns
- Program practices affecting safety or wellness

Reports may be made to program leadership, family services staff, or designated safety personnel. Concerns will be addressed promptly, respectfully, and confidentially to the extent permitted by law.

Staff Responsibilities

All staff members will:

- Model respectful and professional behavior.
- Complete required training on family engagement, safety, wellness, and trauma-informed care.
- Respond appropriately to family concerns.
- Maintain confidentiality and professional boundaries.
- Support families in accessing needed resources and services.

Continuous Improvement

The program will regularly evaluate its culture of safety and wellness through:

- Family surveys and feedback
- Parent input
- Incident reviews
- Staff observations
- Program self-assessments

Findings will be used to strengthen practices, improve services, and enhance family well-being.

Standards of Conduct

At CenClear all staff, consultants, contractors, and volunteers MUST abide by our standards of conduct that ensure staff, consultants, contractors, and volunteers do not engage in behaviors that maltreat or endanger the health or safety of children, including, at a minimum:

(A) Corporal punishment; or physically abusive behavior, defined as intentional use of physical force that results in, or has the potential to result in, physical injury. Examples include, but are not limited to, hitting, kicking, shaking, biting, pushing, restraining, force feeding, or dragging;

(B) Sexually abusive behavior, defined as any completed or attempted sexual act, sexual contact, or exploitation. Examples include, but are not limited to, behaviors such as inappropriate touching, inappropriate filming, or exposing a child to other sexual activities;

(C) Emotionally harmful or abusive behavior, defined as behaviors that harm a child's self worth or emotional well-being. Examples include, but are not limited to, using seclusion, using or exposing a child to public or private humiliation, or name calling, shaming, intimidating, or threatening a child; and

(D) Neglectful behavior, defined as the failure to meet a child's basic physical and emotional needs including access to food, education, medical care, appropriate supervision by an adequate caregiver, and safe physical and emotional environments. Examples include, but are not limited to, leaving a child unattended on a bus, withholding food as punishment or refusing to change soiled diapers as punishment

If I see any staff, consultant, contractor or volunteer violate any of the statements above I know to report this to my supervisor and to CenClear's Human Resource Department: hr@cenclear.org.



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 learning 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>
Our Parent Committee is comprised exclusively of parents of currently enrolled children. Parents are encouraged to attend activities, trainings, and meetings to promote collaborative-thinking and problem-solving.	• Classroom volunteer • Cook's helper • Prepare classroom materials • Policy Council Representative

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.**

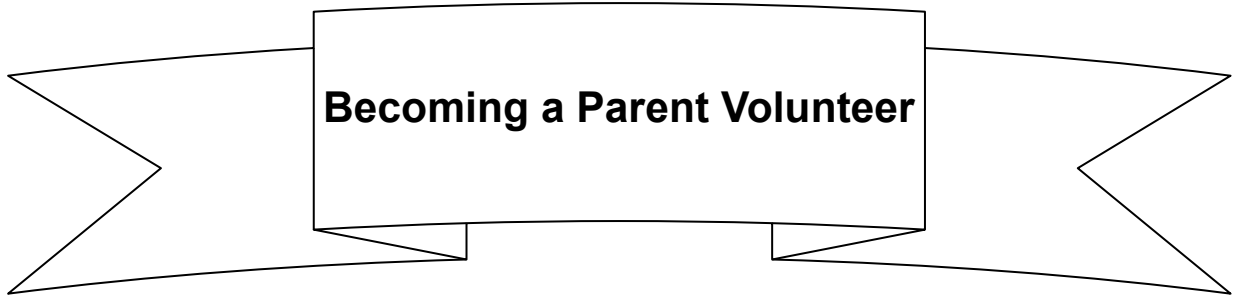
Responsibilities are as follows:

- 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, Disclosure Statement, Application for Volunteers, Standards of Conduct. 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.
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.

AAP Recommended Immunization Schedule — 2026

Children Birth Through 6 Years Old

	Birth	1 month	2 months	4 months	6 months	8 months	12 months	15 months	18 months	19-23 months	2-3 years	4-6 years
RSV	✓	1 dose during RSV season				✓	1 dose during RSV season for those at high risk *					
HepB	✓	✓			✓							
RV			✓	✓	✓							
DTaP			✓	✓	✓			✓				✓
Hib			✓	✓	✓		✓					
PCV			✓	✓	✓		✓					
IPV			✓	✓	✓							✓
COVID-19					✓		Recommended for age group				✓	As recommended**
Influenza					✓		Yearly					
MMR							✓					✓
Varicella							✓					✓
HepA							✓	Dose 2: 6 months after dose 1				

For more information, visit [healthychildren.org/immunizationschedules](https://www.healthychildren.org/immunizationschedules).

*<https://www.healthychildren.org/rsv>
 **<https://www.healthychildren.org/covid-19>



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, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

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

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



Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints

Pennsylvania Department of Education

Division of Food and Nutrition

USDA prohibits discrimination against its customers. If you believe you experienced discrimination when obtaining services from USDA, participating in a USDA program, or a program that receives financial assistance from USDA, you may file a complaint with USDA. OASCR, through the Center for Civil Rights Enforcement, will investigate and resolve complaints of discrimination in programs operated or assisted by USDA.

USDA prohibits discrimination on the bases of race, color, religion, sex, sexual harassment, age, national origin, marital status, familial status, disability, limited English proficiency, or because all or a part of an individual's income is derived from a public assistance program. In programs that receive Federal financial assistance from USDA, discrimination is prohibited on the bases of race, color, religious creed, sex, political beliefs, age, disability, national origin, or limited English proficiency. (Not all bases apply to all programs.) Reprisal is prohibited based on prior civil rights activity.

Filing a Program Discrimination Complaint

You have multiple options to file a complaint of program discrimination:

Online via the Program Discrimination Complaint Portal You can now file a complaint directly through the USDA's [Program Discrimination Complaint Portal](#). This convenient, secure portal allows you to submit your complaint electronically.

By Form: Complete the [USDA Program Discrimination Complaint Form \(English\)](#) (PDF, 340 KB) or [USDA Program Discrimination Complaint Form \(Spanish\)](#) (PDF, 346 KB)

By Email or Letter To file a program discrimination complaint, you may email the required details of the complaint to program.intake@usda.gov. If you prefer, you can write a letter containing all of the required details below and be signed by you or your authorized representative. Incomplete information will delay the processing of your complaint. Employment civil rights complaints will not be accepted through this email address.

Title IX: Discrimination Based on Sex

Compliance with Title IX is a joint responsibility. The USDA Office of the Assistant Secretary for Civil Rights (OASCR) and the National Institute of Food and Agriculture (NIFA) investigate complaints, conduct compliance reviews, and provide technical assistance and guidance.

Title IX applies to any recipient of federal funds. Any applicant to, participant in, or employee of, a program receiving federal financial assistance from NIFA has the right to file a Title IX complaint through OASCR if they feel that they have been discriminated against or harassed based on their sex.

What do I need to include in my complaint letter?

Include the following in your complaint email or letter:

- Your name, address and telephone number.
- The name, address, and telephone number of your attorney or authorized representative, if you are represented.
- The basis of your complaint. The basis is what you believe was the motivating factor for the discrimination. For example, you may believe you were treated differently because of your race, color, religion, sex, age, national origin, marital status, sexual orientation, familial/parental status, disability, or because all or a part of an individual's income is derived from a public assistance program. (Not all bases apply to all programs.)
- The date(s) that the incident(s) you are reporting as discrimination occurred. Please note that we cannot accept a complaint about an incident that took place more than 180 days prior to the filing of the complaint. If the discrimination occurred more than 180 days prior to filing your complaint, you may request a waiver of the filing requirement. (See waiver information below.)
- The name of the individual(s) or entity you believe discriminated against you and the agency or recipient that employs that/those individual(s).

The issue(s) of your complaint. The issue is a description of what happened, or the action that was taken by the individual(s) or agency that discriminated against you, resulting in some harm. Explain as clearly as possible what happened, why you believe it happened, and how you were discriminated against. Please include how other persons were treated differently from you, if applicable. If you were denied a benefit or service, please provide a copy of the denial letter. If you have documents to support the events you are reporting, provide a copy of the supporting documents.

How do I request a waiver of the 180-day filing deadline?

A waiver may be granted for the following reasons: (1) the discriminatory act could not reasonably be expected to be known within the 180-day period; (2) illness or incapacitation; (3) the same complaint was filed with another Federal, state, or local agency; and (4) any other basis determined by the Director of the Center for Civil Rights Enforcement.

Who may I contact for further information on filing a program discrimination complaint?

You may contact the Center for Civil Rights Enforcement Customer Service Unit for further information at

Toll-free: (866) 632-9992

Additional Resources

Program information is available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact (1) the responsible State or local Agency that administers the program or (2) USDA's TARGET Center at (202) 720-2600 (voice and TTY) or (3) contact USDA through the Federal Telecommunications Relay Service at 711.



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, have a nutrition need and not exceed the income guidelines:

WIC Income Guidelines

Household Size 	Maximum Annual Income	Maximum Monthly Income
1	\$28,953	\$2,413
2	\$39,128	\$3,261
3	\$49,303	\$4,109
4	\$59,478	\$4,957
5	\$69,653	\$5,805
6	\$79,828	\$6,653
7	\$90,003	\$7,501
8	\$100,178	\$8,349

(For each additional family member, add \$10,175 annually or \$848 monthly).

How To Apply

Get started online at www.pawic.com or call
1-800-WIC-WINS
(1-800-942-9467)

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 and Messages

Our CenClear staff members are dedicated to creating safe, engaging, and meaningful experiences for your children each day. While we strive to respond to calls and messages as quickly as possible, there may be times when a staff member is actively caring for children, supporting families, or leading classroom activities. We appreciate your patience and understanding and will return your call or message as soon as possible.



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 Home Visitor 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

- You will have one visit every week.
- Your Home Visitor 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 Home Visitor during a visit. When possible, you will be informed ahead of time if others will be joining.

Home Visit 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

CenClear staff, contractors, and volunteers are **Mandated Reporters** as required by law. This means that they are legally obligated to report signs of suspected child abuse or neglect, such as repeated or unexplained bruises, burns, or other injuries not consistent with typical childhood activities. **Any adult who has direct contact with children under the age of 18** is also required by law to report suspected abuse.

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.

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

