



PARENT HANDBOOK and RESOURCE GUIDE



KIDS CENTRAL INC.
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Parent Handbook

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Letter from the Director

Dear Families,

On behalf of the entire staff at Kids Central, Inc., I would like to extend a heartfelt welcome to you and your family. We are honored that you have chosen our program to support your child's infant, toddler, and preschool development. At Kids Central, we are dedicated to providing a safe, nurturing, and enriching environment where every child can grow and thrive.

For more than 50 years, Kids Central, Inc. has proudly served families in our region through high-quality Head Start and Early Head Start programs. Over the decades, thousands of children have left our classrooms equipped with essential life skills, school readiness, and a lifelong love of learning.

This handbook is designed to help you become familiar with the mission, philosophy, policies, and procedures of our program. We encourage you to take time to review it carefully. If you have any questions or need clarification at any time, please do not hesitate to reach out to your child's teacher or to our administrative team.

We also invite you to stay connected and engaged throughout the year. Visit our website at www.kidscentralinc.com and follow us on Facebook at Kasey the Kangaroo's Page to stay informed about upcoming events, resources, and program highlights.

Thank you once again for entrusting us with this important chapter in your child's early development. We are truly grateful for the opportunity to be a part of your family's journey.

Warm regards,

Tammy Mullins, M.S.
Executive Director
Kids Central, Inc.

Program Description

Kids Central, Inc. (KCI) is a private, non-profit 501(c) (3) corporation and a grantee of the Head Start Bureau. KCI currently operates a Head Start grant, funded to serve 80 children and families in Wise County, Dickenson County, and the City of Norton, Virginia. KCI also operates an Early Head Start grant, funded to serve 153 pregnant women, infants, and toddlers in Wise County and the City of Norton.

Kids Central operates two program types; Early Head Start (EHS) and Head Start (HS). Early Head Start serves pregnant women and infants to 36 months of age. Head Start serves children 3 years old to school age.

We have two program options for each program type; Home base services and center base services. Home base services provide all the EHS and HS services in your home; 1 ½ hours during each week. Pregnant women are only served in our home base setting. 77 children and their families are served in our Early Head Start home base option and 20 children and their families are served through the Head Start home base option.

Center base services provide all the EHS and HS services to children ages six weeks to school age in a group setting. We serve 76 Early Head Start children in centers and 60 Head Start children in classrooms.

Early Head Start operates year-round (full year) programs. In Head Start we offer both full year and part year (operate Aug – May) options. Waiting lists are maintained for all program options. Eligibility is based on family income. To enroll your child you must complete Kids Central's application and provide proof of income, immunization records and a birth record of your child.

Kids Central Inc. is governed by a Board of Directors and Parent Policy Council comprised of Early Head Start and Head Start parents and community representatives. We are required by the United States federal government to comply with Head Start Performance Standards and local state and community mandates. All Kids Central's classrooms are licensed by the Commonwealth of Virginia's Department of Social Services.

To learn more about our program visit us at www.kidscentralinc.com and to learn more about Early Head Start and Head Start visit www.headstart.gov.

Vision

To embrace our children, teach our children, and inspire our children.

Mission

We envision Kids Central, Inc. as a leader in providing high quality community-based educational services to meet the needs of our children, families and community.

Values Statement

- **Service** - We are committed to the highest standards of quality in our programs and operations. We promote courtesy, and dedication in our classrooms and administrative community.
- **Integrity** - We will maintain loyalty to our Mission and the highest standards of ethical and professional character within a supportive work community. We work honorably and justly in all pursuits.

- **Innovation** - We provide leadership in the development of solutions to address problems for children and their families; and encourage creative visionary ideas from our staff, volunteers, and our community.
- **Respect** - We will maintain respect for the worth and dignity of all persons with whom we work and serve.
- **Diversity** - We will maintain employment policies and provide services that promote cultural diversity, inclusion, and that capitalize on the strength of our program, while pursuing our mission.
- **Stewardship** - We will be diligent, responsible stewards of financial and human resources while maintaining resources to address the needs of our constituents.

Philosophy

Head Start's overall philosophy is well-articulated in Section 1304.1-3(a) of the Performance Standards under the heading, "Head Start Goals:"

The Head Start program approach is based on the philosophy that:

1. A child can benefit most from a comprehensive, interdisciplinary program to foster development and remedy problems as expressed in a broad range of services, and that
2. The child's entire family, as well as community, must be involved. The program should maximize the strengths and unique experiences of each child. The family, which is perceived as the principal influence on the child's development, must be a direct participant in the program. Local communities are allowed latitude in developing creative program designs so long as the basic goals, objectives and standards of a comprehensive program are adhered to." (1304.1-3 (a) (1) and (2)).



Hours of Operation

ADMINISTRATION OFFICES

Kids Central's administration offices are open 8:00AM until 4:30 PM daily.

Administration Fax: 679-7533

Bates, Paula	Financial Services Assistant	679-0518 ext. 115 pbates@kidscentralinc.com
Bentley, Lisa	Family Advocate	679-0518 ext. 118 lbentley@kidscentralinc.com
Cantrell, Regina	Health Services Specialist	679-0518 ext. 108 Fax: 679-7869 regina.cantrell@kidscentralinc.com
Carty, Tammy	Nutrition Specialist	679-0518 ext. 104 tammy.carty@kidscentralinc.com
Gentry, Terry	Assistant Director Child and Family Services, Home Base Supervisor	679-0518 ext. 114 tgentry@kidscentralinc.com
Graves, Leslie	Assistant Director of Educational Services	679-0518 ext. 106 lgraves@kidscentralinc.com

Browning, Nicole	Human Resource Specialist	679-0518 ext. 102 nicole.browning@kidscentralinc.com
Maine, Vanessa	Family Advocate	679-0518 ext. 107 vanessa.maine@kidscentralinc.com
Mullins, Tammy	Executive Director	679-0518 ext. 113 tmullins@kidscentralinc.com
Owens, Jennifer	Health Services Specialist	835-8953 ext. 111 Fax: 679-7869 jowens@kidscentralinc.com
Owens, Melissa	Practice Based Coach	679-0518 ext. 148/152 melissa.owens@kidscentralinc.com
Porter, Micheal	Finance Director/Comptroller	679-0518 ext. 116 Fax: 679-7228 micheal.porter@kidscentralinc.com
Sturgill, Janet	Administrative Assistant	679-0518 ext. 101 jsturgill@kidscentralinc.com
Sturgill, Lindsey	Family Engagement/ Disabilities Specialist	679-0518 ext. 103 lsturgill@kidscentralinc.com
Mullins, Edward	Education Supervisor	679-0518 ext. 105 eddie.mullins@kidscentralinc.com

HOME BASE

Health Documents Fax: 276-679-7869

Other Documentation Fax: 276-679-7533

Hours	Home Visitor	Program Options	Center Phone Number & Email
8:00 AM – 4:30 PM	Austin, Rachel	EHS Full Year	679-0518 ext. 126 rachel.austin@kidscentralinc.com
8:00 AM – 4:30 PM	Branham, Desiree	EHS Full Year	679-0518 ext. 121 desiree.riley@kidscentralinc.com
8:00 AM – 4:30 PM	Barton, Christy	EHS Full Year	679-0518 ext. 127 cbarton@kidscentralinc.com
8:00 AM – 4:30 PM	Davis, Shani	HSP Part Year	835-8953 ext. 124 sdavis@kidscentralinc.com
8:00 AM – 4:30 PM	Vacancy	EHS Full Year	670-0514 ext. 125
8:00 AM – 4:30 PM	Mullins, Candyce	EHS Full Year	679-0518 ext. 117 candyce.mullins@kidscentralinc.com
8:00 AM – 4:30 PM	Porter, Desirae	EHS Full Year	679-0518 ext. 128 desirae.porter@kidscentralinc.com
8:00 AM – 4:30 PM	Seymore, Summer	EHS Full Year	679-0518 ext. 122 summer.seymore@kidscentralinc.com
8:00 AM – 4:30 PM	Long, Ashlee	HSP Part Year	679-0518 ext. 119 ashlee.long@kidscentralinc.com

CLASSROOMS

Center	Program Options	Center Phone Number & Email
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Appalachia I HSP <i>Teacher: Betty Jones</i>	Full Year 8:00-4:00	679-0518 ext. 139 betty.jones@kidscentralinc.com
Big Stone Gap 1 EHS <i>Teacher: Carolyn Shepard</i>	Full Year 8:00-4:00	679-0518 ext. 143 carolyn.shepard@kidscentralinc.com
Big Stone Gap 2 EHS <i>Teacher: Danielle Mullins</i>	Full Year 8:00-4:00	679-0518 ext. 143 danielle.mullins@kidscentralinc.com
Wolfpack Part Year HSP <i>Teacher: Cindy Dotson</i>	Part Year 9:00-3:00	679-0518 ext. 146 cindy.dotson@kidscentralinc.com
Appalachia EHS <i>Teacher: Melissa Mullins</i>	Full Year 8:00-4:00	679-0518 ext. 141 Melissa.mullins@kidscentralinc.com
Parker Center EHS 1 <i>Teacher: Courtney Lintz</i>	Full Year 8:00-4:00	679-0518 ext. 135 courtney.lintz@kidscentralinc.com
Parker Center EHS 2 <i>Teacher: Angela Deel</i>	Full Year 8:00-4:00	679-0518 ext. 134 angela.deel@kidscentralinc.com
Esserville EHS 1 <i>Teacher: Glenda James</i>	Full Year 8:00-4:00	679-0518 ext. 136 glenda.james@kidscentralinc.com
Esserville EHS 2 <i>Teacher: Cassie Bolling</i>	Full Year 8:00-4:00	679-0518 ext. 134 cassie.bolling@kidscentralinc.com
Esserville EHS 3 <i>Teacher: Megan Mullins</i>	Full Year 8:00-4:00	679-0518 ext. 137 megan.mullins@kidscentralinc.com
Esserville HSP <i>Teacher: Stacie Mullins</i>	Full Year 8:00-4:00	679-0518 ext. 133 stacie.mullins@kidscentralinc.com
Wolfpack Full Year HSP <i>Teacher: Chante Wampler</i>	Full Year 8:00-4:00	835-8953 ext. 149 chante.wampler@kidscentralinc.com
Pound EHS <i>Teacher: Angela Rose</i>	Full Year 8:00-4:00	835-8953 ext. 145 angela.rose@kidscentralinc.com
Wise EHS <i>Teacher: Ambryetta Jesse</i>	Full Year 8:00-4:00	679-0518 ext. 144 ambryetta.jessee@kidscentralinc.com

Please refer to current program calendars for days of operation.

Staff Credentials

It is a part of Kids Central's "best practices" to employ the finest staff available to ensure each child receives quality services. Kids Central employs teachers, lead caregivers, home visitors, assistants, caregivers, bus drivers and bus monitors in addition to administration staff. All staff have criminal background checks, tuberculosis screenings, child protective services central registry checks and reference checks before employment. Annually, all staff attend CPR/FA, and child development training. All teachers, lead caregivers and home visitors are required to have a bachelor's degree in Early Childhood Education. Currently some hold associates degrees in Early Childhood Education and are working on their bachelors. Classroom assistants and caregivers are required to have a Child Development Associate certificate (CDA) or associate's degree in Early Childhood Education. Bus drivers are required to hold a CDL drivers permit along with a good

standing driving record. Bus monitors are required to have a GED or high school diploma along with annual child development training.

Volunteers

Volunteers are encouraged to participate in our program. All regular volunteers must have a criminal background check, tuberculosis screening, child protective services central registry check and reference check. Volunteers are welcome and encouraged to attend all staff trainings.

Accreditation/ License

All Kids Central's classrooms are licensed by the Commonwealth of Virginia's Department of Social Services (CVDSS). Kids Central is licensed to serve 457 children in twenty-one classrooms. We chose to serve 316 children in order to maintain a high-quality program.

Age Group:	CVDSS Capacity	H.S. Standards Classroom Space	Kids Central's "Best Practices"
Infants (6 weeks – 16 months)	8	8	4
Toddlers (16 months – 36 months)	30	24	24
Preschoolers (3 years – 5 years 11 months)	419	340	288

Classroom Ratios

Kids Central maintains a staff to child ratio of 1:4 infants, 1:4 toddlers and 1:10 or less for preschoolers. We believe that low staff-to-child ratios provide a higher quality service to your family. We maintain a lower staff to child ratio than is required by both state and federal standards. All full year classrooms have 3-4 staff members, and all part year classrooms have 2-3 staff members always present.

Attendance Policies

For your child to receive the maximum benefits of Head Start, regular attendance is very important. Your child is expected to maintain at least an **85% attendance rate** while enrolled in a Kids Central classroom. Families enrolled in the home-based program are expected to maintain home visits as scheduled by your teacher. Home Visits cancelled by families should be rescheduled for completion in the same week.

- You must **call your child's teacher if your child is not attending class within one hour of your child's classroom start time**. If you fail to do so you can expect a call from the teaching staff. You must let the teaching staff know why they are not in class.

Teachers must document why children are not present each day. When a child does not attend class for three (3) consecutive days, the teacher will notify the Family Advocate, in writing, using the Absentee Follow-Up (FCP-602) form, of the days missed and if there has not been any communication with the family. After receiving the report, the Family Advocate will review it and determine if follow-up is necessary. An absence is excused only when:

- The child is sick
- The parent is sick
- The child is quarantined
- There is an emergency beyond the family's control
- The child is away from home with a parent/relative as required by law

Please Note: The above items are limited to fourteen (14) consecutive days unless prior arrangements have been made. Absences resulting from any reason other than those listed above, as well as any unverified absences will be considered unexcused. If a child continues to have unexcused absences after Kids Central, Inc. Head Start staff makes every effort to help the parent send the child back to class, the parent will be notified that the child is in danger of being dropped from the program. When a child is absent for a total of ten (10) days within a month's time, and the necessary excuses are not provided, s/he will be placed on the program's waiting list and the parent will be sent an Excessive Absence letter. If the parent does not respond to the letter within three (3) days, the child will be officially dropped from the program.



Daily Schedule

Please note: The following are examples of a typical daily schedule for a child enrolled in a Kids Central, Inc. program. This may not be your child's exact schedule due to varying times, etc. Your child's daily schedule can be found displayed in his or her classroom.

Sample Infant Daily Schedule

8:00-8:30	Arrival/Wash Hands/Free Play
8:30-9:00	Wash Hands/Breakfast
9:00-9:15	Diapering/Wash Hands
9:15-9:30	Floor Time
9:30-10:00	Outside
10:00-10:10	Wash Hands
10:10-10:30	Free Play
10:30-10:40	Story Time & Songs
10:40-10:50	Art Activity
10:50-11:00	Diapering/Wash Hands
11:00-11:30	Wash Hands/Lunch

Sample Toddler Daily Schedule

8:00 – 8:30	Arrival and Choice Time
8:30- 9:00	Wash Hands and Breakfast
9:00 – 9:15	Diaper and Potty
9:15- 10:10	Choice Time
10:10- 10:25	Small Group – Art Time
10:25- 10:30	Large Group – Music and Movement
10:30- 11:30	Outside
11:30- 12:20	Wash Hands and Eat Lunch
12:20-12:30	Brush Teeth
12:30-12:45	Circle Time
12:45-1:00	Diaper and Potty
1:00-3:00	Nap
3:00-3:15	Diaper and Potty
3:15-3:45	Snack
3:45-5:00	Free Choice/Outside and Departure

11:30-11:45	Wash Hands/Brush Teeth
11:45-12:00	Music Time
12:00-12:15	Floor Play
12:15-12:30	Diapering/Wash Hands
12:30-12:45	Prepare for Nap
12:45-2:45	Nap Time/Quiet Activities
2:45-3:00	Diapering/Wash Hands
3:00-3:20	Wash Hands/Snack
3:20-3:50	Outside
3:50-4:00	Wash Hands
4:00-5:00	Free Play/Departure

Sample Part Year Preschool Schedule

9:00-9:30	Greeting/Bathroom/Breakfast
9:30-9:50	Circle Time
9:50-10:05	Planning
10:05-11:00	Work Time
11:00-11:15	Clean Up Time
11:15-11:30	Recall Time
11:30-12:15	Outside Time
12:15-1:00	Bathroom/Lunch/Brush Teeth
1:00-1:30	Small Group Time
1:30-2:30	Rest Time
2:30-2:45	Wash Hands/Snack Time
2:45-3:00	Prepare for Departure

Sample Full Year Preschool Schedule

8:00	Arrival/Quiet Activities
9:10	Breakfast
9:40	Circle Time
10:00	Small Group
10:20	Planning
10:30	Work-Time
11:30	Cleanup Time
11:40	Recall
12:00	Lunch
12:30	Brushing Teeth
12:45	Outside
2:00	Transition to Rest-Time
2:30	Rest-Time
3:30	PM Snack
4:00	Story Time
4:25	Music Time
4:40	Quiet Activities; Computer; Table Activities
5:00	Departure

Curriculum

Kids Central utilizes the HighScope Curriculum for infants up to age 5. HighScope focuses on five dimensions of school readiness, identified by the National Education Goals Panel, and widely accepted as the standard in the early childhood community. Those five dimensions include:

- Approaches to Learning
- Social and Emotional Development
- Physical Development and Health
- Language, literacy, and communication
- Mathematics
- Creative Arts
- Science and Technology

- Social Studies

Kids Central encourages curiosity, decision-making, cooperation, persistence, as well as developing social-emotional skills and other abilities that prepare children for transitioning to Kindergarten. HighScope teachers regularly record notes, or anecdotes, on children's behaviors, experiences, and interests. They use these notes to assess each child's development using HighScope's child assessment instrument called the Child Observation Record (COR).

Many of the activities that HighScope teachers do in the classroom or center can also be done at home. For example, families can provide many different learning materials, often using everyday objects that cost little to nothing. Families can encourage children to make plans, carry them out, and talk about what they have learned from the experience. Through parents' visits to their children's preschool and teachers' home visits, parents and teachers learn from one another and become partners in children's success.

Home Base programs utilize curriculums designed to implement in the home setting with parents as the main educator and teachers providing support in this process. Early Head Start Home Base implements Partners for a Healthy Baby along with HighScope COR for continuous assessment and Home Base Head Start implements Growing Great Kids along with HighScope COR for continuous assessment.

Late Arrival and Late Departure Policy and Procedures

- If a child arrives late to the center, he or she must be accompanied into the classroom by the parent. The child will be greeted by the teacher or assistant, who will encourage him or her to participate in ongoing activities. You must sign your child into the classroom. We encourage children to arrive on time in order to fully benefit from the daily activities.
- If any child has not been picked up by the close of the center, the staff will contact the family and other emergency phone numbers on the application. The Department of Social Services may be contacted if after thirty minutes (30) of closing time no contact can be made to arrange pick-up and care of any child left after hours.

Arrival and Departure Procedures

- Two adults must be present at the center from the time the first child arrives until the last child leaves. For this reason children cannot be accepted early or before two staff members are present.
- Please have your child at school on time if you are transporting your child. If your child arrives after breakfast, the center will provide a snack until she/he can eat lunch.
- There will be a sign-out sheet posted, the person who picks up the child must sign and provide proper identification when requested.
- Children must be accompanied into the classroom or to the school bus by an adult.

Who May Pick Up Your Child

For your child's safety, your child will only be released to those persons listed on the application. Anyone picking up children must sign out at the center and may be asked to show identification. If for some reason you need to send someone else to pick up your child, please notify the classroom staff, preferably in person, to add the name to the list.

School Bus Procedures:

- The parent will keep the children in the house or on the sidewalk until the bus arrives. The parents will then guide the children to the bus. Each child will board and exit the bus from the front end and not from the rear.
- The bus driver or bus monitor will help the children on and off the bus. If there is a street to cross, the parents will be responsible for assisting in their child crossing the street. Each child will board and exit the bus on the side of the street where they live, when possible.
- Parents must phone the bus driver to inform them in advance of the morning run if their child is not attending school on that day. This will eliminate a great deal of unnecessary travel.
- Children should be dressed and ready when the bus arrives. If the child misses the bus, it is the parent's responsibility to get the child to school. The bus will wait no more than 2 minutes for each child. This will help keep the time the children are on the bus to a minimum.
- A designated responsible adult must be home to receive your child after school.
- If you will not be home, you must pick up your child at school early or notify the center on each occasion of a specific place to leave your child. An alternate place to leave your child must be on a regular bus route. A permission form must be signed one (1) day in advance by the parent and the person with whom the child is to be left. Those picking up the child may be asked to provide identification to ensure your child's safety.
- If no one is home to get the child off the bus, the Department of Social Services may be contacted. Parents should phone the center if pick up arrangements need to be changed. The bus will not pick up your child again until the parent confers with the family advocate.
- The bus driver will not allow your child leave to the bus until he/she sees the adult; therefore, when the bus arrives at your home, please come to the bus door to assist your child off the bus and to the door of your home.
- The bus driver will wait until the child/children are safely in the custody of an adult before resuming the route.
- A parent, volunteer or bus monitor will ride the bus at all times to assist the driver with the children. These assistants must stress the fact that everyone must remain seated at all times.
- The bus driver may determine if a child is ill at the time he/she boards the bus. A sick child will be returned to the parent.
- All bus passengers must wear seat belts or protective devices.
- There is no food, drink, or use of tobacco products on the bus.
- Parents can help by stressing the fact that the children must stay seated at all times while riding the bus and stay in their seat belts.
- Children or other passengers will not throw anything out the windows and will keep their arms,



- head, articles of clothing, or anything else inside the bus/window.
- Drivers will have a list of children and emergency phone numbers and parent's names on the bus.



Access to the Center

Center operations hours are posted at each classroom. Parents are welcome at all times in the classroom. Parents are encouraged to volunteer in their child's classroom.

"Shoe-Free" Environment for the Infant Room

With infants commonly on the floor, Kids Central wants to provide a clean, safe, and healthy environment in the Infant Room. We practice a "shoe-free" policy in this room. We ask that parents, volunteers and any other adults please slip a pair of shoe covers over their shoes before entering the infant room. We take this action to prevent outside contaminants from being brought into the room and spread onto the floor; particularly during the cold weather with the snow and salt. The infants spend much of their time exploring on the floor, so it is best that these areas be kept as clean as possible.

Incident or Injury Policies and Procedures:

- The teacher or teaching assistant will check the child to see how serious the accident or injury is and will follow the proper procedure.
- The center staff will notify the parent immediately in the event of a serious accident or injury. Example of a serious accident or injury may include unconsciousness, broken bones, deep cuts requiring stitches, concussion, and foreign object in the eye, nose or ear.
- A staff member will contact 911 for emergency transportation if your child needs to go to the nearest hospital or clinic. Payment for medical services will be provided through Medicaid, private family insurance coverage or Head Start funds, as a payee of last resort.
- The center staff will complete the Child Incident Report for any accident or injury. The Child Incident Report shall be completed as soon as possible. A copy is kept in the child's file, and the original is sent to the Health Service Specialist. The Health Services Specialist will keep the Child Incident Report on file for three (3) years from the date of the accident.
- In case of a minor accident or injury, the teacher or teaching assistant will notify the parent by phone or a note at the end of the day. Example of a minor accident or injury may include small scratches, cuts, scrapes, bruise or discoloration of the skin.



Items Parents or Children May Not Bring

Kids Central Inc. provides all needed supplies. Parents will not be asked to send anything other than a change of clothes for their child. **Children will not be allowed to wear flip flops, slip on shoes or high heels to school, please be sure your child has properly fitting shoes on that will ensure his/her safety during running and climbing activities. All shoes should have closed toes and heels to ensure a proper fit.** Please do not bring any hot beverages, convenience foods such as sodas, candies, or fast foods into your child's classroom. No tobacco products or weapons of any type are allowed on Kids Central Inc. properties. If you are need of assistance for shoes/clothing for your child please contact your Family Advocate or child's teacher.

Monitoring Process of the Center

Kids Central Inc. believes in the highest quality of care for your child. Classrooms are monitored for program compliance by education supervisors and other managing staff during regular routine visits. The daycare licensing division of the Commonwealth of Virginia's Department of Social Services monitors each classroom for compliance to state standards. The local Health Department Inspectors and Fire Marshals inspect our classroom once a year and as needed. Each year the United States Federal Government conducts an onsite federal review to ensure compliance with Head Start Performance Standards.



Equipment Inside and Outside

Areas and equipment of the center, inside and outside, shall be maintained in a clean, safe and operable condition. Unsafe conditions shall include, but not be limited to, splintered, cracked or otherwise deteriorating wood; chipped or peeling paint; visible cracks, bending or warping, rusting or breakage of any equipment; head entrapment hazards; and protruding nails, bolts or other components that could entangle or snag skin.

Criminal Background Check

All employees are required to declare all convictions, including arrests (pending and prior). A background check will be performed through the Virginia State Police. Any employee with a conviction of a crime of violence will be terminated from their position immediately. If an employee is convicted of a crime while employed, the employee is required to discuss this with the Executive Director. Continued employment is dependent on the nature of the conviction as it relates to the employee's responsibilities. Criminal Background Checks will be performed on all employees every three (3) years according to the Licensing Division of the Virginia Department of Social Services.

Child Protective Services/Abuse and Neglect Background Check

All employees are required to declare all convictions related to child abuse and neglect. A background check will be performed through the Department of Social Services. Any employee with a child abuse and/or neglect charge will be terminated from their position immediately. Abuse and Neglect Background Checks will be performed on all employees every three (3) years according to the Licensing Division of the Virginia Department of Social Services.

Tuberculosis Screenings

All staff are screened by a physician for tuberculosis and are retested every two years. Anyone handling food such as volunteers must have a negative tuberculosis screening within the past 12 months.

Emergency Procedures

The following disaster plan includes power failure, flooding, earthquakes, hurricanes, tornadoes and fires. Each is described separately as follows:

Power failure:

- In the event of a power failure, staff will contact an Education Supervisor and the local Power Company. Children will remain in the center unless evacuation is indicated. Staff will remain calm and explain the situation to the children. Each classroom is equipped with a battery-operated flashlight and radio.

Flooding:

- In the event of a flood, children should be kept in the center if it is safe to do so. If an evacuation is indicated, children should be taken to the highest possible location. Children should be kept as dry as possible and reassured by staff.

Earthquake:

- When shaking starts, staff will instruct children to turn away from windows, drop to their knees and get under a table if possible. Children and staff on the floor should clasp their hands behind their necks, bring their arms against their head (covering their ears), close their eyes and drop head to knees. If there is no space under a table for staff they should stand in an interior doorway with their back braced against one side of the doorframe, feet slightly forward and knees slightly bent. Everyone should remain in this position until the shaking stops with staff providing reassurance to children. Once the shaking has stopped, the building should be evacuated before aftershocks occur because the initial quake may have caused structural damage. This structural damage may cause the building to collapse with additional shaking.



Hurricane/Tornado:

- If there is sufficient warning, children can be picked up by their parents. Otherwise children should be kept inside the center and moved to an inner hallway away from windows. If there is no inner hallway available, children and staff should get on the floor and under furniture with their heads covered. A door and window should be opened to allow air to move through the building. Flashlights and portable radios should be used to keep informed of the hurricanes/tornadoes status and special instructions provided by local officials. If children and staff are outside, everyone should move into a ditch or culvert if possible to avoid the force of the wind and flying debris.

Fire:

- The fire alarms, located at the doorways in each center will be activated by anyone who discovers smoke or fire and the building will be evacuated. The proper authorities will then be notified from a safe location after the building evacuation is completed. Staff will be trained on the appropriate use of fire extinguishers and will use them when necessary and safe. Doors and windows will be closed during the evacuation process. Children will be taken to a designated location where staff will determine that all children and staff are present. Fire drills will be performed monthly in accordance with the instructions of the local fire authority and documented appropriately.

Evacuation Plan

In the event of an earthquake, fire, flood, bomb threat, tornado, cyclone, hurricane or power outage the following emergency evacuation procedure will be followed:

Staff will escort children to a designated area indicated in the classroom and provided to you by the classroom teacher until notice received to return or to move to an area as designated by local authorities. Staff will carry attendance records; emergency contact information, first aid kit and battery operated radio to the new site and will ensure that all children and adults are present.

Medical Emergency Plan:

- There shall be at least one staff person on the premises during all hours of operation who has received within the past three years a Standard First Aid Card and within one year a CPR card issued through American Red Cross or American Heart Association.
- The following telephone numbers shall be posted for quick reference:
 - Physician or Hospital
 - 911
 - Local Fire Department
 - Local Police Department
 - Regional Poison Control Center
 - Parents and Emergency Contacts
 - Dentist Office
- A list of any known allergies for each child must be in child's individual file and posted in classroom and in kitchen.
- Children's individual records are on file in the center with permission form signed by parents on action to be taken in case of an emergency.
- Center staff will notify parent immediately in the event of an accident or injury and will notify the parent of a minor occurrence injury at the end of the day. Following the injury staff must document what occurred, the date, and the method notifying the parents. This documentation will be kept on file one year following the injury or accident. Note: Examples of a serious injury or accident may include unconsciousness, broken bones, deep cut (requiring stitches), and concussion, foreign object in eye, ear or nose. Examples of a minor injury or accident may include a scratch, cut scrape or minor bruise causing discoloration of skin.

**Emergency**

premises
within the

- In the event of death of a child, the appropriate professional staff will notify parents immediately.
- All serious injuries are reported to the administrative office and documented on proper forms.
- A First Aid Kit with instruction will be at each center and easily accessible to staff.
- Staff will stay calm while responding to child's needs in an appropriate manner. If child is in a state of panic it can effect treatment and cause further trauma.

Threats to the Center, Children or an Individual

A lock down procedure will be used in an attempt to minimize the risk of violence and increase the safety of the children, employees, parents and volunteers by restricting access and visibility by a threatening person or event internal or external to the classroom. If an individual makes a threat to harm themselves the staff who heard the threat will contact their supervisor or any other appropriate authorities. Referral for mental health services would be provided to the individual. Staff will follow lockdown procedures if an individual is attempting to harm themselves.



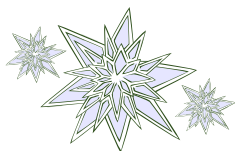
Lock Down Procedure (In Place Shelter Procedure)

The doors to the building are to be locked and no one is allowed to enter. The air-conditioning system should be turned off to keep fumes from entering the building. Staff will contact appropriate authorities. Everyone will remain in the safe area until the all clear signal is made by appropriate authorities.

Emergency Closings & Closing Due to Inclement Weather

The following information will constitute the inclement weather policy and procedures for Kids Central, Inc.

1. Great care and consideration is given to the decisions regarding KCI's delays and closures. The decisions are made collaboratively with input from staff members, community officials, weather reports, and parents.
2. Kids Central, Inc. understands that school closings, delays, and early dismissals create many schedule problems for families and that the decisions are not always pleasing to everyone. Please know that we strive to make the best decision possible at the time and that the safety and security of your children are always at the forefront of those decisions.



Full/Day - Full/Year Programs

The purpose of having Full/Day - Full/Year centers is to afford parents the opportunity to attend school or to hold a job. Kids Central, Inc. realizes that to require attendance at our centers would place some parents and their children at great risk therefore we do not mandate attendance during inclement weather periods.

Kids Central does however intend to be open for enrolled children during inclement weather periods and will only close our full/day full/year centers if a clear and present danger exists.

Full/Day - Full/Year Centers; Wolfpack Full Year HSP (8:00-4:00), Esserville HSP (8:00-4:00), Appalachia HSP (8:00-4:00), Esserville EHS 1 (8:00-4:00), Parker D. Mullins Center for Early Learning 1 & 2 (8:00-4:00), Appalachia EHS (8:00-4:00), Esserville EHS 3 (8:00-4:00), Esserville EHS 2 (8:00-4:00), Big Stone Gap EHS 1 & 2 (8:00-4:00), Wise EHS (8:00-4:00), and Pound EHS (8:00-4:00).

Delay - Full/Day - Full/Year Centers (as needed due to extreme inclement weather)

Early Dismissal - Full/Day - Full/Year Centers will have no early dismissal postings. (Early Dismissal may occur if and when all parents have been contacted and arrangements have been made for the children to be picked up from the centers. After such action the staff may leave.)

Closing - Full/Day - Full/Year Centers will close only when the weather has caused power outages or is so bad the advisory is for all traffic to stay home and not venture out.

Kids Central, Inc.'s current Weather Partner is WCYB TV Bristol Channel 5
Code:

1. Kids Central Inc. (All Programs) Closed

Part/Time - Part/Year

Various opening and closing times

Types of delays, early dismissals, and closings for our Part/Time - Part/Year Centers;
Wolfpack Part Year HSP Center.

Delay - Kids Central, Inc. will use a two (2) hour delay if inclement weather is at a point that it would be unsafe to ask our drivers and our parents to transport children to centers. If the center in which your child attends is delayed due to inclement weather Kids Central will move the starting times for all activities ahead two hours. Staff will report to work at 10:00 am. The official opening time is based on two hours after they are scheduled to open. For example, one center may open at 8:30am therefore; the official opening time for children will be 10:30 am. Please note - do not bring your child to a center prior to the official opening time. Staff will record inclement weather time as "other" on the employee's timesheet.

Notification of Delay - If a delay of class start is warranted Kids Central, Inc. will have the information posted with our weather partner by 6:00am or before. This is the only notification for a delay of class start Kids Central, Inc. will issue.

Early Dismissal - Kids Central, Inc. will endeavor to make solid decisions regarding weather and the impact of inclement weather on our program. If a session has begun and the weather turns and threatens the safe return of our children to their homes Kids Central will issue an Early Dismissal Notice. The center will close at a stated time only after all children have been transported home or parents have picked up the child from the center. The times for early dismissal will vary due to the nature and threat of the weather condition. Example: The center

has information that a severe snowstorm is coming, and the roads will become impassable. The teacher at the Center will call the Administration Office alerting them of the notice to dismiss early. Once permission is granted to the Center Teacher, he/she will instruct the staff to notify all parents of the pending actions regarding early dismissal. Once all children have been safely delivered home or have been released to their parents then the staff can close the center. (When there is an early dismissal due to weather problems, generally, there will be either a one-hour or a two-hour early dismissal.)

Notification of Early Dismissal - The Teacher will instruct the staff to call all parents and alert them of the early dismissal action. Parents can call the center to get information about conditions that would warrant an early dismissal. The time staff does not work should be recorded as “other” on the employee’s timesheet. **Kids Central encourages all parents to sign up for the One Call system so they can receive text messages, calls or emails about program schedule changes.**

Closings - If the weather is so bad that Kids Central, Inc. must close its centers in order to ensure that the safety of our children, parents, and staff is maintained we will do so.

Notification of Closing- Kids Central will post the notice on our weather partner's site informing our parents and staff of the closing. Employees will not record any time on their timesheet for closings. Parents may also check for closing on Kids Central’s Facebook and Twitter pages.

Kids Central, Inc.'s current Weather Partner is WCYB TV Bristol Channel 5



Codes:

1. *Kids Central Inc. Part Year 2 hr Delay*
2. *Kids Central Inc. Early Dismissal (Time)*
3. *Kids Central Inc. Part/Day Part/Year Closed*

Nutrition/Food Policy

Children are served a minimum of one hot meal and snack each day, in order to meet at least one-third of their daily nutritional needs. A trained nutritionist oversees the nutritional activities of each Head Start and Early Head Start programs and helps the staff to identify the nutritional needs of the children. The program is designed to teach parents how to select healthy foods, prepare well-balanced meals, and how to obtain food stamps and other community assistance, when needed. Good nutrition must be promoted in all aspects of Head Start operations. Head Start must promote good health and children should benefit from good nutrition. There are certain state and federal regulations pertaining to nutrition. The program has the following food policies:

- All adults and children share the same menu. During meals and snacks it is against the rules for any adult to have something that is not available to all the children. Only nutritious food items may be provided to children or promoted by Head Start. Menus are posted in every classroom and a copy is sent home to parents each month.
- Kids Central Inc. will provide all the food items for Early Head Start and Head Start children, staff, parents and volunteers. Children and families are not to be asked to provide money for food, or donate food item
- Food policy must be followed on field trips. See field trips section to find out more.
- If there is a food that a child cannot eat because of special diet, religious reasons, or an

allergy, there must be a doctor's or appropriate person's statement on file in the center to verify medical special diets. The nutrition coordinator and classroom staff will plan accordingly and the program will provide the special food.

- Children and adults will eat "family style". Adults and children sit and eat together in a family style environment. Children may serve themselves, help in preparing snacks, setting the table, pouring juice and helping to clean up. This will be more comfortable for the children. All persons serving food must wear gloves and have a negative TB test.
- On special occasions such as a birthday party or other function approved by the center director, only food purchased at a restaurant or deli may be brought in. The center director will enforce this policy.
- Parents may join their child during any meal or snack time. Parents are asked to let the center staff know if they plan to join their child for a meal in order to ensure enough food is prepared. There is no cost to the parent or volunteers for any meal or snack.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#). (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, 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
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Health/ Ill Policies

Kids Central Inc. emphasizes the importance of early identification of health problems. Head Start provides every child with a comprehensive health care program, including medical, dental, mental health, and nutrition services. Kids Central, Inc. will work with each family to establish a medical home. All newly enrolled children must have a physical within 30 days of enrollment, dental exam within 90 days of enrollment. All physicals must have a HgB and lead

level results. Children enrolled in Early Head Start will have a lead screening at 12 and 24 months, these results can transition with your child into Head Start. When entering Head Start for the first time you will need to obtain a lead screening if your child has never been previously tested. All re-enrollee children must have a physical and dental exam with cleaning and fluoride within one year of their last physical and dental exam. After your child has had their physical and dental exams, all referrals should be completed in a timely matter. Families with no insurance may visit the Health Wagon or VA Department of Health for their medical/dental needs. If you need assistance to make an appointment, please call 276-679-0518 ext. 108 or ext. 111.

Inclusion, Exclusion and Dismissal of Children

The parent/guardian or other person parent authorizes shall be notified immediately when a child has any sign or symptom that requires exclusion from the center. Parents or their designated person must pick their child up as soon as possible when notified by staff of possible illness. Children that appear ill will be kept away from other children as much as possible. Staff may ask the parents to consult with the child's health care provider. The staff shall ask the parents to inform them of the advice received from the health care provider and may require a return to school slip from your child's physician to return to school. **For the continued safety of children and staff no child will be allowed to remain at school if they exhibit any symptoms of illness, this may include but is not limited to coughing, runny nose, congestion and/or fever. Children with fevers above 100.4 must go home immediately and will not be permitted to return until they are fever free without medications for 24 hours. Kids Central reserves the right to request a doctor's excuse before returning to class.**

Children will be sent home if an illness prevents the child from participating comfortably in activities as determined by the classroom staff; if the illness results in a greater need for care than the staff can provide without compromising the health and safety of the other children as determined by the staff; The child has any of the following conditions:

- Temperature of 100.4 degrees or higher. Children are not to attend class if they have had a fever within the past 24 hours. Your child must be fever free without medication for at least 24 hours before returning to class.
- Lethargy that is more than expected tiredness
- Consistent coughing
- Flu like symptoms
- Inexplicable irritability or persistent crying
- Difficulty breathing
- Wheezing, or other unusual signs
- Diarrhea, defined by more watery stools, stool that is not associated with changes of diet and increased frequency of passing stool. (Two or more episodes of diarrhea within 24 hrs.)
- Vomiting illness (Two or more episodes of vomiting in 24 hours)
- Persistent abdominal pain
- Mouth sores with drooling, unless health care provider determines that child is not infectious.
- Rash with fever or behavior change, until a physician determines that these symptoms do not indicate a communicable disease;



- Purulent Conjunctivitis (pink eye with white or yellow discharge), until after treatment has been initiated. In epidemics of no purulent pink eye, exclusion shall be required only if the health care provider recommends.



- Tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and may attend childcare.
- Impetigo, until 24 hours after treatment has been initiated
- Strep Throat or other streptococcal infection, 24 hours after initial antibiotic treatment and cessation of fever.
- Varicella (Chickenpox) until all sores have dried and crusted (usually 6 days)
- Pertussis, until 5 days of appropriate antibiotic treatment (currently, erythromycin, which is given for 14 days consecutive days) has been completed
- Mumps, until 9 days after onset of parotid gland swelling
- Hepatitis A Virus, until 1 week after onset of illness, jaundice, or as directed by the health department when passive immunoprophylaxis (currently immune serum globulin) has been administered to appropriate children and staff members.
- Rubella, until 6 days after onset of rash.
- Measles, until 4 days after onset of rash.
- RSV, child cannot attend school until 5 days from RSV diagnosis, child may return on day 6 if they have no symptoms. Ex: Wednesday (RSV diagnosis) Child can return Monday.
- Parental report of seizures or asthma will require a completed care plan in order for the child to return to the classroom.
- Parent states that their child is not well enough to go outside.
- Covid, child can return 48 hours after parent report or diagnosis from a doctor with improving symptoms and fever free for 24 hours without medication.
- Strep Throat, can return after 48 hours of taking antibiotic and improving symptoms/fever free.
- Hand, Foot & Mouth, fever free for 24 hours, have no uncontrolled drooling with mouth sores and be well enough to participate in class.
- *Please contact your Health Specialist for any questions you may have related to your child's illness: 276-679- 0524 Jennifer Owens: ext. 118 Regina Cantrell: ext. 108*

Administration, Handling and Storage of Medication

Prescription and non-prescription medications will be administered by staff that have Medication Administration Training (MAT) and is ordered by a physician or nurse practitioner (health care provider). The center's staff will attend a Medication Administration Training conducted by a Registered Nurse or LPN who is licensed to teach MAT. Staff will be recertified every three years. This training will focus on appropriate techniques for Medication Administration. If MAT trained staff are absent from the center, the substitute will call the Health Services office and they will be responsible to send a trained staff person to go and give medication that day.

- The health provider must complete the medication administration consent form before any medication is given by the staff. The parent also signs this consent form.
- Prescription medications must be in the original, child-resistant container with a pharmacist's label showing the child's name, name of the medication, date the prescription

was filled, name of health care provider who write the prescription, medication expiration date and the administration, storage, and disposal instructions.

- Non-Prescription Medications will be administered when recommended by a Health Care Provider. Parents will provide instructions and information on a label including the child's first and last name, instructions for administration and storage and Health Care Provider who recommended the medication. If a medication is ordered PRN (as needed) it will have specific directions for administration including maximum number of doses. Sunscreen and lip balm will be applied with parent's written permission. No bug spray or diaper rash ornament will be used unless it is ordered by a health care provider.
- All medications will be stored in a lock box designated for medication storage. Medication will be refrigerated as indicated and kept away from food. Medication expiration dates will be checked prior to administration and no medication administered when it has expired. When medications expire, the parents will be notified.
- When any medication is given, it will be documented on the Medication Log Form. This form includes the child's name, amount of medication given, the time, date of administration, and the name of staff giving medication, any adverse reactions and actions related to medical error. Any reactions will be reported to the parent and health care provider. Parents are encouraged to give the first dose of any medication at home so reactions can be observed. If giving the first dose in the center cannot be avoided, the teacher/assistant will observe the child for signs of reaction and report any reaction to the parents and health care provider. If the child has a severe reaction, the emergency medical system will be notified.

Outdoor Policies

Children will go outside for a minimum of one hour per day weather permitting. Outdoor time is required if weather and air quality allows based upon the Air Quality Color Chart as provided by the Department of Environmental Quality and the Child Care Weather Watch chart. You may get a copy of these charts from your child's teacher. The Child Care Weather Watch chart combines air temperature, wind-chill factor and the heat index to guide childcare providers with safe temperatures for outside activities. With the right wind speed conditions children may go outside in temperatures in the twenties (Fahrenheit) the Child Care Weather Watch chart must be used to determine the degrees Fahrenheit that is safe for outside activity. If children are not well enough to go outside based on the Air Quality Color Chart or the Child Care Weather Watch chart then parent must keep them home. Individual disposable cups with safe drinking water shall be accessible at all times.



Inside Temperature

In inside areas occupied by children, the temperature shall be maintained no lower than 68°F. Fans or other cooling systems shall be used when the temperature of inside areas occupied

by children exceeds 80°F. Individual disposable cups with safe drinking water shall be accessible at all times.

Hazardous Substances

Hazardous substances such as cleaning materials, insecticides, and pesticides shall be kept in a locked place using a safe locking method that prevents access by children. Exception: Cleaning supplies to clean and sanitize the diapering area do not need to be kept locked during diapering or toilet training time as long as they are inaccessible to children.

Sand and Water Use

Kids Central Inc. believes that sensory play is an important part of the curriculum. Each classroom has access to sensory tables that may be used for water and sand play. Children and staff are required to wash their hands before and after using these materials. The sensory tables must be sanitized before uses. Outdoor wading pools may be used occasionally when appropriate weather conditions are available. Wading pools must be supervised at all times when water is present.

Sanitation and Hygiene

All staff, volunteers, and children will wash their hands at the following times:

- Upon arrival for the day, when moving from one child care group to another or coming in from outdoors.
- Before and after eating, handling food or feeding a child.
- Before and after giving medication.
- Before and after playing in water, sand, clay, and play-doh.
- After diapering and toileting, handling bodily fluids (mucus, blood, vomit) and wiping noses, mouths, and sores.
- After cleaning or handling garbage, handling pets or other animals.

Procedure to Follow When Washing Hands

- Moisten hands with water and apply liquid soap.
- Rub hands with soap and water for at least 10 seconds. Include between fingers, under and around nail beds, backs of hands, wrists and any jewelry.
- Rinse hands well under running water with fingers down so water flows from wrist to finger tips. Leave water running.
- Dry hands with paper towel or approved drying device.
- Use a towel to turn off the faucet and, if inside a toilet room with closed door, use towel to open the door. Discard towel in trashcan.
- Disposable wipes are not to be used when soap and water are available.

Field Trips/Walks

For Walks:

Kids Central values the importance of walking. Walks are beneficial in many ways such as improving the child's cognitive, social, emotional development and physical health. Walks promote a sense of community and provide opportunities for teachable moments.

- Safety is number one priority when it comes to walks in and around the community. Teachers must consider the number of children and adults that are available for the walk. Adult/child

ratios must be maintained. Kids Central Inc. feels very strongly that parents need to know where their children are at all times, this includes walks. The teacher must notify the parents of any walks that will take place off of Kids Central property.

- Staff must take daily attendance sheet, emergency contact information and first aid kit with them during each walk. During walks a personal or company cell phones is permitted for emergency use. With parent's permission, staff will apply sunscreen as recommended before going on their walk. When permissions slips are signed for walks they must be taken on the walk also.
- During all walks there must be at least two staff with each group of children. Teachers are responsible for maintaining the adult/child ratios in their group. Kids Central maintains adult/child ratios as followed:

Age Group:	Kids Central's
Infants (6 weeks – 16 months)	1:4
Toddlers (16 months – 36 months)	1:4
Preschoolers (3 years – 5 years 11 months)	1:10

- Some centers like to take short walks around their center and community. Walks may take place at any time during the center hours with the exception of meal times and rest times. Walks in the community must be within fifteen minutes from the center, 30 minutes round trip. Staff must post a sign on the center door while they are out walking. Teachers must have approval from an education supervisor before going on any walks over 10 minutes round trip. Parents must sign permission slips for walks over 10 minutes round trip. Kids Central Inc. feels very strongly that parents need to know where their children are at all times this includes walks.
- Children must dress according to the weather for walks; therefore, we ask parents to dress their child accordingly. Example: For a forecast of a windy day then, your child may need a light jacket. If you are unsure of the weather forecast, you may want to dress your child in layers that can be removed. If you are in need of clothing, please contact your child's teacher or family advocate at Kids Central Inc.

For Field Trips:

Kids Central values the importance of allowing children to gain a diverse variety of experiences. Field trips are a hands-on approach at introducing concepts to young children. The purpose of a field trip is to provide children with

experiences and expand their knowledge. Each field trip should be planned accordingly and be complimentary to the High Scope Curriculum and the Houghton-Mifflin Pre-K supplement. All field trips must be approved by an education supervisor. Buses are available for transportation.



- Parents must sign a permission slip for each field trip that their child will attend. Your child's teacher will send home a field trip permission form at least three days before the planned field trip. For more advance notice please check the monthly classroom calendar for dates. You must keep your child home if he or she cannot attend the field trip. The bus driver cannot accept your child on the bus without the signed permission slip for the field trip. The driver will carry extra permission slips on the bus.
- Safety is number one priority when it comes to field trips. Teachers will do child counts when entering and exiting the bus, all buildings and throughout the field trip. Teachers must consider the number of children and adults that are available for the field trip. Adult/child ratios must be maintained. Kids Central Inc. feels very strongly that parents need to know where their children are at all times, therefore; signed permission slips must be obtained before attending the trip. For health reasons all field trips must have proper hand washing and toileting facilities available. Teacher must check the first aid kit for adequate supplies before leaving for the field trip.
- Staff must take daily attendance sheet, emergency contact information and first aid kit with them during each field trip. Personal or company cell phones are permitted for emergency use. With parent's permission, staff will apply sun screen as recommended before going on their field trip. Signed permissions slips must be taken on the field trip in case of emergency.
- During all field trips there must be at least two staff members with each group of children. Some field trips may require more adults than others. The teacher must decide how many adults are needed for the safety of the children. Teachers are responsible for maintaining the adult/child ratios in their group. Kids Central maintains the following minimum adult/child ratios:

Age Group:	Kids Central's
Infants (6 weeks – 16 months)	1:4
Toddlers (16 months – 36 months)	1:4
Preschoolers (3 years – 5 years 11 months)	1:10 or 1:8

Based on age of group.

- Your child's teacher will send home a field trip permission form with the following information on it; child's name, field trip destination, date of field trip, time of departure and return, name of activity or event and any items for your child needs to bring.
- Teachers take lots of pictures during each field trip and make documentation boards to post in the classroom for review. Feedback about the field trip is also available in the classroom monthly newsletter.
- If you need to contact the teacher while they are on a field trip you may call Kids Centrals main office and ask to speak with an education supervisor. An education supervisor will have contact information. The teacher will leave a note on the classroom door with contact numbers also.
- Parents are encouraged be involved in planning field trips. Trips for the month will be discussed at family day or given to parents in the form of the monthly calendar. Classroom teachers will meet with parents to discuss trips and decisions such as volunteers can be made at this time. Parents are not required to attend field trips, but they are encouraged.

Mental Health Services

Kids Central Inc. Head Start recognizes the importance of promoting a child and family's complete health. Our program includes collaboration with local behavioral health services for referral and intervention services. The case managers work with families and children on an individual or in a group setting in the classroom. They also provide resource materials or parenting informational workshops. Currently, we are implementing a violence prevention/ social skill curriculum in our classrooms as well as a parenting curriculum.

Disability Services

Since 1972, Head Start has operated under the requirements of a Congressional mandate to make available, at a minimum, ten percent of its enrollment opportunities to children with disabilities. Kids Central Inc. staff plays an important role in helping to find children who may be in need of special services. Staff actively recruits families and offers enrollment opportunities for children with disabilities with our integrated, developmentally appropriate programs. Staff collaborates with other community agencies that assist children with disabilities to ensure that children are identified and provided a full range of services to meet individual needs. Kids Central's philosophy of inclusion supports the rights of all children to be active participants in natural settings within their communities.



Parent Involvement /Communication

..... Kids Central wants to form a family partnership with you. Your child's teachers and family advocate will engage in a process of collaborative partnership building with parent/guardians to establish mutual trust and to identify family goals, strengths and necessary services and other supports. Teachers and the family advocate will offer each family the opportunity to develop and implement an individualized Family Partnership Agreement that decides family goals, responsibilities, time tables and strategies for achieving those goals as well as progress in achieving them. Parents will have opportunities to be involved in program policy making and operations.

Parents are the most important influence on a child's development. An essential part of every Head Start program is the involvement of parents in parent education, program planning, and operating activities. Many serve as members of the Policy Council and committees and have a voice in administrative and managerial decisions. Those parent committees will meet on a monthly basis.

Through participation in classes and workshops on child development and through staff visits to the home parents learn about the needs of their children and about educational activities that can be



carried out at home. Many parents also serve in Head Start on a volunteer basis as aides to teachers, family service personnel, cooks, storytellers, and supervisors of play activities. They receive preference for employment in nonprofessional Head Start staff jobs.

If you need transportation to volunteer at your child's center; you may be able to ride the Kids Central, Inc. school bus to the center (if space is available). This is the only transportation available unless there is a volunteer who is willing to transport others to the center.

Records must be kept at the center on "ALL" volunteers. Parents and volunteers shall be prohibited from reviewing any records except their own. Staff and volunteers are required to have their file at their center. All items below must be kept in staff and volunteers files.

- Criminal Records Check/Sworn Disclosure/Child Protective Services Central Registry Check: These are forms that must be completed on regular volunteers (who volunteer at least once a week) and anyone who is left alone with a child. This will ensure that individuals who have been convicted of crimes against children are not working with your children.
- TB Skin Test. This is required of "ALL" volunteers who volunteer on a regular basis. All tests must be negative. The program will pay for your test to be conducted if you do not have insurance to cover the cost of the test at the facility provided by the program.
- Emergency Information. Information such as allergies, emergency phone numbers, contact persons, and who to notify in case of emergency with phone numbers.
- Kids Central makes every effort to ease any transition your child may make, this includes from infant to toddler rooms, toddler to preschool, preschool to public school preschool, or preschool to Kindergarten or home settings. Transitions are discussed at many times throughout the program year such as parent conferences or home visits, families are always encouraged to let staff know when they have changed their mind about their child's place of transition. For children turning 4 before September 30th of any program year a family may choose to re-enroll at Kids Central another year or apply for the public preschool option in their county. If a family chooses to apply for public preschool a re-enroll application will not be completed and the family must call Family Services to reapply. For children in the full year program option this means your child's last day will be the last school day in May, this will complete your child's enrollment year. All families are encouraged to reapply if they are not accepted into a public preschool slot.

As you see, you and your child are both valuable to the Head Start Program, and we certainly want to welcome you. If you need anything or have any questions please don't hesitate to contact your child's teacher, family advocate, or any of the administration staff for assistants.

Positive Guidance (Disciplinary)

Kids Central uses a preventive approach to child behavior problems. Children will be protected physically, socially and emotionally by all staff. Teachers are trained in classroom management that includes providing a supportive environment and organized daily routine. Teachers arrange equipment, materials, activities, and schedules in a way that promotes desirable behavior. Teachers use limits that are fair, consistently applied and appropriate and understandable for each child's development level. Teacher will provide children with reasons for limits. Teachers will give positively worded directions. Teachers will model and redirect children to acceptable behavior. When prevention fails, teachers will use HighScope's six steps to conflict resolution were adults help children resolve their own problems with each other. Teachers will help children to

constructively express their feelings and frustrations to resolve conflict. HighScope's six steps in conflict resolution are: (1) Approach calmly, stopping any hurtful actions. (2) Acknowledge children's feelings. (3) Gather information. (4) Restate the problem. (5) Ask for ideas for solutions and choose one together. (6) Be prepared to give follow-up support (Graves, 2002).

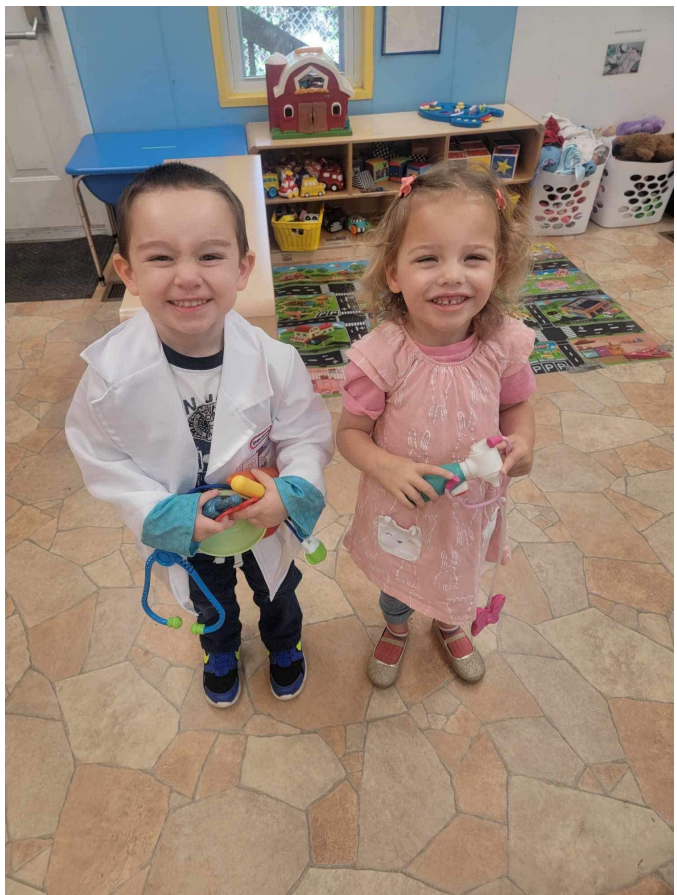
Teaching staff or volunteers will NOT use the following:

- shaking a child;
- hitting a child;
- shouting at a child or verbally abusing him/her;
- forcing a child to assume an uncomfortable position;
- forcing a child to stand in a corner;
- pulling a child up by his or her arms ;
- withholding food or deserts from a child;
- embarrassing a child or berating him or her;
- causing a child to wait long periods of time without an activity;
- physically restraining a child (exception: when a child is out of control; causing harm to self or others);
- exclude a child from receiving a treat.

Enrolling/exiting

Enrollment:

- To enroll in one of Kids Central's program options parents must complete an application; proof of income, proof birth, social security number, Medicaid/Health insurance number, and immunization record.
- Income can be verified using any of the following items: W-2 form, individual tax forms, pay stubs, written statement from employer or case worker on letterhead, documentation showing that one is a recipient of SNAP, SSI, TANF, family is homeless or the child is in foster care. S/he will then be asked to provide proof of income from the previous year (if applicable).
- Before your child starts in one of Kids Central's programs the teacher will contact you and set up a home visit for you and your child to meet. The teacher will provide you with this parent handbook (also accessible on the Kids Central website) and review some of its



contents. During this home visit parents are encouraged to ask questions and share information about their child with the teacher.

- To help your child transition into our preschool program Kids Central will provide a backpack loaded with crayons, washable markers, child safety scissors, construction paper and stick glues. All supplies are provided by Kids Central throughout their enrollment at no cost to the family.
- Kids Central staff is trained in supporting children with separation from family into the childcare setting. Parents are encouraged to bring their child to visit the classroom before beginning attendance. Parents are encouraged to stay with their child until s/he is comfortable with the setting. Parents are not to leave their child without saying good-bye or letting them know that they will be back to get them. In some cases parents must leave for work or other reasons before the child is ready for them to leave when this is necessary the teacher will continue to support the child's transition. When the child becomes upset because their parent had to leave the staff will talk to the child by reminding them that the parent will be back soon, they will stay close to the child for support as needed, they will encourage the child to engage in activities.
- You must provide documentation of your child's physical exam by a physician dated within the past year or within thirty days of enrollment and your child must have a dental exam within the past year or within ninety days of enrollment. Physical exams should include a lead and HGB screening.

Exiting/Transitioning:

- Kids Central's staff will treat each family with courtesy and respect throughout their child's enrollment in our program. Staff builds caring relationships with each family. Often it is hard on everyone involved when it is time for a child and their family to leave our program. This is why it is so important to work together to plan their exit from our program.
- At least six months before your child is public school age eligible and/or it is time for your child to leave our program the teacher will meet with you to discuss and design a transition plan for your child. The transition plan will detail activities to do before it is time for your child to leave our program. If applicable, the teacher will provide you with information about local public school orientation dates, documentation needed for public school enrollment and activities you can do at home to prepare your child for leaving Head Start. The teacher will plan a field trip to the public school where your child will transition.



Suspected Child Abuse or Neglect

The entire Kids Central, Inc. staff is responsible for reporting suspected child abuse/neglect to the local Department of Social Services.

Kids Central Inc. Fees

Kids Central neither requests nor receives fees for any of the services provided during your child's enrollment.

Breast Feeding Mothers

We encourage mothers to let us know at enrollment if their child is breastfed. Kids Central, Inc. supports families by storing breast milk for infant mealtimes and providing a private, comfortable location for women to pump.

Kids Central Inc.'s School Readiness Goals

School readiness goals help guide Kids Central's mission. Kids Central, Inc. establishes school readiness goals with their community partners, local school representatives, parents and child outcome data. Goals were established using outcome data, expectations from Wise County Public Schools, Dickenson County Public Schools, City of Norton Public School systems, Virginia's Foundation Blocks for Early Learning, HighScope curriculum expectations, and Kids Central's parents. The program goals are aligned with the Head Start Child Development and Early Learning Framework, Virginia Foundation Blocks for Early Learning, and the expectations of the public-school system in Kids Central's service area. Kids Central recognizes the need to review current school readiness goals to ensure they are aligned with Head Start requirements. Therefore, Kids Central will review and assess school readiness goals annually.

Perceptual, Motor, and Physical Development

Goal #1: All children will demonstrate age appropriate development in fine motor skills.

Objectives:

- Infants will progress from flexing their fingers to being able to grasp objects and then manipulate them in various ways.

- Toddlers and preschoolers age 3 to 4 years of age will gain strength, flexibility, and hand-eye coordination as they gain mastery over a growing number of objects and tools.
- Preschoolers age 4 to 5 years of age will take on increasingly complex fine-motor tasks and apply them to self-care and learning activities such as creating intricate structures, and writing.



Social & Emotional Development

Goal #2: Children will engage in and maintain age appropriate constructive social and emotional relationships with peers.

Objectives:

- Infants will show emotion as with facial expressions, gestures, sounds, and their whole bodies.
- Toddlers and preschoolers age 3 to 4 years of age will use words to express emotions.
- With adult support, preschoolers age 4 to 5 years of age will learn how to identify a social problem and participate in figuring out a solution that satisfies everyone involved.

Approaches to Learning

Goal #3: Children will engage in and sustain age appropriate creative and imaginative expression skills.

Objectives:

- Infants will show their eagerness to learn by choosing to participate in activities that they find interesting and personally meaningful.
- Toddlers and preschoolers age 3 to 4 years of age will make choices, decisions, and plans with increasing intentionality and purpose.
- Preschoolers age 4 to 5 years of age will develop plans that become more complex, taking several days to complete.

Language & Literacy

Goal #4: All children will engage in and maintain age appropriate vocabulary development.

Objectives:

- Infants will “talk” by cooing, babbling, and gesturing. Their sounds will gradually take on the inflections and other characteristics of the language spoken around them.
- Toddlers and preschoolers age 3 to 4 years of age will use words to describe objects and familiar symbols such as pictures in books, stop signs, and fast-food logos.
- Preschoolers age 4 to 5 years of age will use clause that starts with *when*, *if*, or *since* in a complex sentence.

Language & Literacy

Goal #5: Children will engage in and maintain age appropriate phonological skills such as alphabet recognition, name writing, print and word awareness skills.

Objectives:

- Infants will make sounds of an animal, a vehicle, or another familiar object.
- Toddlers and preschoolers age 3 to 4 years of age will recognize letter in their name and begin to write familiar letters.
- Preschoolers age 4 to 5 years of age will recognize all 26 alphabets and write their first and last name.

Cognition

Goal #6: Children will engage in and maintain age appropriate mathematical skills such as, number word and symbol recognition, counting including one-to-one correspondence, quantities, ordinal order and part-whole relationships, shapes, spatial awareness, measuring, and patterns.

Objectives:

- Infants will develop a sense of number by grasping the “oneness” of an object.
- Toddlers will learn number words and that number words refer to quantity.
- Preschoolers age 3 to 4 years of age will rote count to 10 and realize that the last number counted tell “how many” there are.
- Preschoolers age 4 to 5 years of age will rote count to 20 compare quantities and combine and separate numbers into their components.

Cognition

Goal #7: Children will engage in and maintain age appropriate science skills such as, classifying, experimenting, predicting outcomes, drawing conclusions and communicating their ideas about characteristics of things.

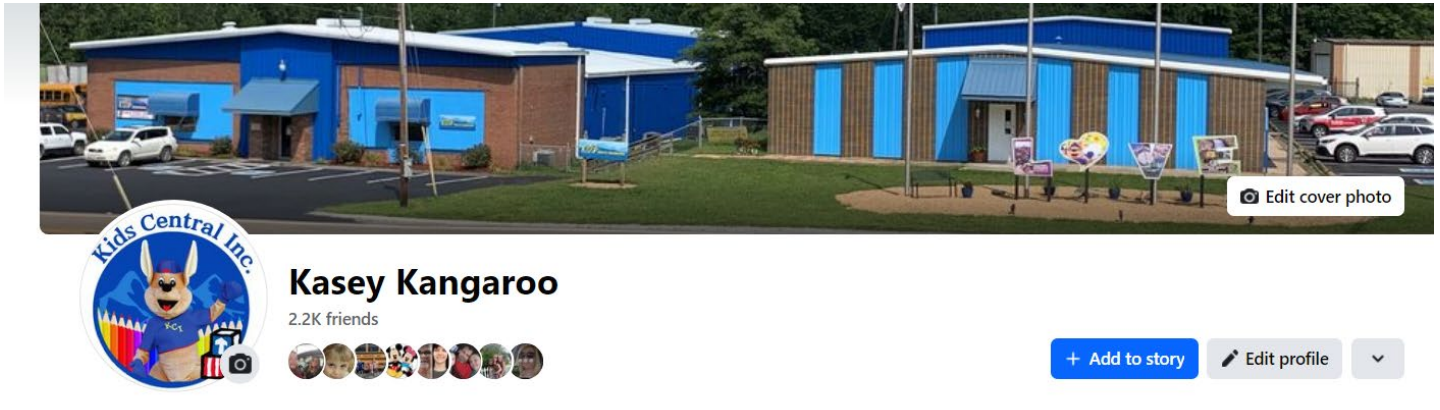
Objectives:

- Infants will use all their senses to observe.
- Toddlers and preschoolers age 3 to 4 years of age will explore materials to see what they can do and what happens.
- Preschoolers age 4 to 5 years of age will ask questions and test out their ideas, make predictions about what might happen, and then see whether what they thought would happen actually did.



- For the most up to date information please visit our website at:

www.kidscentralinc.com



Look for Kasey on Facebook.

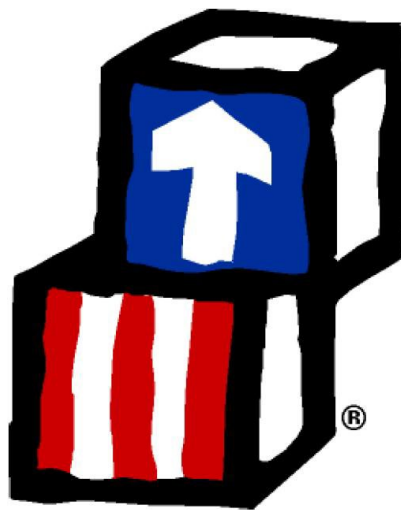
Fax Numbers:

**Send all health documents to 679-7869.
Send all general documents to 679-7533.**

For general information on Head Start visit :

<https://headstart.gov/>

Parent Resource Guide



PARENT RESOURCE GUIDE

Child Care

Kids Central, Inc.	276-679-0518 www.kidscentralinc.com	Child Support Enforcement	1-800-922-4903
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Child Care Connect 1-877-CCCKIDS

Wise County Dept. Social Services 276-328-8056

Dickenson County DSS 276-926-1661

Norton City DSS 276-679-2701

Ballad Childcare Center 276-679-4790

Little Cavaliers 276-328-0155

Dickenson Childcare Center 276-926-8516

Child Enrichment/ Recreation

Adolescent & Teen
Resources 523-8360

Big Brothers/ Sister
of Greater Tri-cities 423-282-6961

Boy Scouts 423-282-6961

Camp Bethel 328-6876

Explorers
Town of Wise 328-9369
Norton Police 679-1211
Wise Co. Sheriff 328-9647

Girl Scouts 1-800-428-3991

Libraries
Coeburn 395-6152
Wise 328-8325
Big Stone Gap 523-1334
Clintwood 926-6617
Haysi 865-4851

Parks & Recreation Depts.
Norton 679-0754
Big Stone Gap 523-4950
Wise 328-6013

Child Support

Child Support
Enforcement 1-800-922-4903

Clothing/Household Items

Goodwill Thrift Shop 523-6100

Helping Hands 762-7798

Red Barn 679-6709

Clothing/Household Items

Thrifty Treasures 796-9095

Salvation Army 523-5643

Binns Counts
Community Center 835-8774

Goodwill 679-6150

Red Barn Thrift Shop 679-6709

Duds & Dough 328-4105

Also contact local churches

Counseling/Mental Health

Anchoring Hope Counseling 298-5034

Healing Waters 963-0111

Propel Counseling 219-3237

His Ministries, Inc. 523-7447

The Crisis Center 466-2312

Wise Co. Behavioral
Health (children) 523-8360

Wise Co. Behavioral
Health (adult) 523-8300

Solutions Counseling 679-0162

Dickenson County
Behavioral Health 926-1680

Camp Bethel Pregnancy Counseling	328-6876
Health Connect America	644-7690
Family Preservation	679- 1045

*Virtual sessions (check with insurance provider)

Dentists

Abingdon

Dr. Timothy Collins	619-5020
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Big Stone Gap

Dr. Kevin Allred	523-0931
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Coeburn

Dr. Raymond Mark	395-6632
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Dentists

Norton

Dr. William Horne	679-0440
Dr. Michelle Mayerchak	679-7171
Dr. Jeff Montgomery	679-5141
Norton Dental	679-6030
Dr. Steven Nauss	679-8400

Pound

Dr. James Roberson	796-4523
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Wise

Dr. John Prince	328-5291
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Bristol, TN

Pillion & Smith	423-968-9661
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Pikeville

Dr. Joseph Raleigh	606-432-2773
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Drug, Alcohol, & Tobacco Addiction Treatment

Addiction Education Center	546-5432
SW VA Prenatal Council	276-676-4501
Cumberland River Comprehensive Care- Harlan, KY	606-573-1624
Solutions Counseling	679-0162
Frontier Health Wise Co. /Norton	523-8300

His Ministries, Inc.	523-7447
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Dickenson Co. Behavioral Health	926-1682
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Drug, Alcohol, & Tobacco Addiction Treatment

Indian Path Pavilion	1-800-366-1132
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Project Link	1-888-443-1804
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Ridgeview-Bristol, VA	1-800-697-2762
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Virginia Alcohol Treatment Program	889-3063
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Woodridge	1-800-346-8899
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New Beginnings	546-4300
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Support Groups

Adolescent Issues	523-8360
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Alzheimer's Support Group	523-4202
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Cancer Survivors & Families	523-4202
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Caregivers Support	523-4202
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Diabetes	328-8000 x 133
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Divorced/Divorcing	523-8360
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Domestic Violence Wise Co	1-800-572-2278
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Grief/Hospice	679-1387
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Lonesome Pine Office on Youth	523-5064
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KinCare - Relatives raising children. (MEOC)	523-4202
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Healthy Families – First time parents (MEOC)	523-4202
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Parenting Classes Frontier Health	523-8300
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Parent to Parent Children with disabilities	523-8360
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Parents of children	
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with emotional problems	523-8360
People with disabilities	679-5989
Sexual Assault The Crisis Center	1-888-540-4662

Support Groups

Family Crisis Support Services	1-877-348-3416
Smoking cessation Stroke	523-8300 679-8985
Wee Remember Perinatal grief support	523-8641 or 328-8000 Ext. 131
Weight Loss/TOPS	1-800-932-8677
Weight Loss/New Image Weight Management Clinic	523-6398
Weight Loss/Weight Watchers	328-8796
Weight Loss/Curves	523-3099 or 679-7333
Women's Issues	523-8300
Alcoholics Anonymous: Sundays:	
Big Stone Gap	523-2283
Kingsport	423-392-5552
Mondays:	
Jonesville	346-0101
Tuesdays:	
Big Stone Gap	523-3496
Abingdon	628-5133
Kingsport	423-392-5552
Wednesdays:	
Pennington Gap	546-5432
Thursdays:	
Abingdon	628-5133
Glade Spring	944-5052
Jonesville	346-0101
Wise	328-6825
Fridays:	
Big Stone Gap	523-2283
Bristol	423-878-3467
Clintwood	395-3752
Glade Spring	944-5052
Saturdays:	
Pennington Gap	546-5432
Co-Dependents Anonymous	523-4541

Narcotics Anonymous	796-5422
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Employment/Training

Experience Works	466-7766
Mental Disabilities <u>Employment/Training</u>	
Developmental Services, Inc.	523-0682
Physical Disabilities- Junction center for Indep. Living	679-5989
Mountain Empire Community College	523-2400
Old Dominion University	523-8294
MEOC Older Workers Program	523-4202
RADA Employment Services	386-6549
Regional Adult Education	1-800-422-3433
UVA's College @ Wise	328-0100
Virginia Employment Commission	679-9413
VA Dept of Rehabilitative Services	1-800-552-5019
Wise Skills Center	328-8081
<u>Food</u>	
Bread of Life Ministries	523-6066
Congregate Meals Persons 60+ MEOC	523-4202
Esserville Freewill Baptist Church Food Pantry	679-5548
Food Bank of Wise Co.	679-3663
Food Bank of BSG	523-0789
Food Bank of Pound	796-5062
Food Bank of Clintwood	926-1661
WIC- Wise County	328-8000

WIC- Dickenson County 926-4979

Food Stamps

Dept. of Social Services

Norton 679-2701

Wise County 328-8056

Dickenson County 926-1661

SHARE Virginia 423-354-0280

The Advocate Center 679-0967

Government Agencies

Health Dept.

Birth Certificates/

Health Care

Dickenson County 926-4979

Wise County / Norton 328-8000

Social Services Dept.

Medicaid / all other Services

Norton City 679-2701

Dickenson County 926-1661

Wise County 328-8056

Social Security Admin.

Apply for SS number,

disability, survivor benefits 1-800-772-1213

TN Health Department 423-279-2777

VA. Corp.ext.(nutrition,

Educ.,parent and resource

Management)

Wise County / Norton 328-6194

Dickenson County 926-4605

Veteran's Affairs Dept. 523-1411

Homeless

Guest House

Homeless Shelter 679-5273

Hope House/Family Crisis

Support Serv. 1-800-572-2278

Haven of Mercy, Inc. 423-929-0616

Project Hope: Educ. for

Homeless Children 1-877-455-3412

RADA – SHARE

Homeless Intervention

Wise County 679-6000

Housing Shelter

Homeless Shelter 679-7240

Community Aid Fund 546-1080 or 1504

Hope House / FCSS-

safe house for

battered women

1-800-572-2278

BSG Redevelopment

and Housing Auth.

523-4788

Norton Redevelopment

And Housing Auth.

679-0020

Housing Shelter

Salvation Army

523-2701

Wise County Redevelopment

And Housing Auth.

395-6104

Legal

Circuit Court Clerk

Dickenson County

926-1625

Wise County / Norton

328-6111

General District Court Clerk

Wise County / Norton

328-3426

Dickenson County

926-1630

Juvenile& Domestic Relations

Court Clerk

Wise County

328-4486

Client Centered Legal Serv.

679-7717

Commonwealth Attorney

Wise County / Norton

328-9406

Court Appointed

Special Advocates-

for children

679-2272

Vision USA –

Free Eye Care

(income based)

1-800-766-4466

Wellmont Holston Valley

Hospital Emergency room

423-224-5108

Wellmont Lonesome Pine
Hospital Emergency room 523-8612

Wise County / Norton
Health Dept. 328-8000

Money Management / Budget Services

VA. Cooperative Ext.
Wise County 328-6194

Lighthouse Ministries 679-3725

Pediatricians

Dr. Jeff Begley 439-1280
Dr. James Campbell 679-0800
Dr. Samuel Deel 679-5390
Dr. James Potter 679-5437
Dr. Smita Akkinpally 523-8681
Dr. Raj Patel 276-935-6444
Dr. Helen Johnston 276-623-8100
Jane Kestner, FNP 276-523-8681
Dr. Haley Barnette 276-796-8100

Prescription Assistance

Advocate Center
Wise County / Norton
(Limited Assistance) 679-0967

St. Mary's Health Wagon
Pharmacy Connect 835-1300

Clinch River Health Serv.
Pharmacy Connect
Dungannon 467-2201

Junction Center for
Independent Living
Pharmacy Connect
Norton 679-5988

Lenowisco Health District
Pharmacy Connect 1-800-774-7370

Wise County
Health Dept. ext.129 328-8000

Mountain Empire
Older Citizens 523-4202 or
Pharmacy Connect 1-800-252-6362

Stone Mountain
Health Serv.
Pharmacy Connect
St. Paul 762-0770

Special Services For Children

Blue Mountain Therapy 525-4460

ARC of Lenowisco 452-4675

Bristol Regional
Speech & Hearing
Center, Inc. 669-6331

Birth Injuries <https://www.childbirthinjuries.com/>

Children's Advocacy Center
For abused children 523-4202 or 7100

Children's specialty
service 645-4900

Commonwealth Catholic
Charities 679-1195

Connie Reasor
Deaf Resources Center 679-5989

Infant & Toddler
Connection of DILENOWISCO 276-431-4370

Special Services For Children

Regional Child
Development Center 523-8360 or
1-800-453-4332

Frontier Health
Wise County / Norton 523-8360

Junction Center for
Independent Living 679-5989

Kluge Children's
Rehabilitation Center 804-627-8596

Mountain Regional
Speech & Hearing Center 423-246-4600

Regional Rehab Center 679-9799

Southwest Virginia
Child Development Clinic 386-3803

Virginia Dept. for
the Visually Handicapped 642-7300

Dickenson County
Behavioral Health 926-1682

Transportation

Logisticare – for non-emergency
Medicaid approved services –
for 48 hour advance notice 1-866-386 8331

METGo! 523-7433

Lyft- Medicaid recipients may request transportation through
Lyft services.

Mountain Empire
Older Citizens 523-7433 or 1-888-877-6748
Public Transportation for all ages
Under 18 years - \$.75 per boarding
Under 60 years - \$1.50 per boarding
Over 60 years - \$.75 per boarding
Wheelchair, any age - \$2.50 per boarding

Fuel Assistance

Department Of Social Services Fuel Assistance Program
Dickenson County 926-1661
Norton City 679-2701
Wise County 328-8056

MEOC Emergency Fuel 523-4202 or
Fund 60 yrs+ 1-800-252-6362

WiFi Access

C. Bascom Slemper Memorial Library 11 Proctor St. N. , Big
Stone Gap, VA 24219
(276)523-1334

Hours Today: 9:30 - 6.00

Jonnie B. Deel Memorial Library 198 Chase Street / P.O.
Box 650 , Clintwood, VA 24228
(276)926-6617

Hours Today: 8:30 - 5:00

Coeburn Community Library 111 Third Street / P.O. Box
2169 , Coeburn, VA 24230

(276)395-6152

Hours Today: 9:30 - 6:00

Haysi Community Library 157 O'Quinn Street / P.O. Box
CC , Haysi, VA 24256

(276)865-4851

Hours Today: 8:30 - 5:00

Wise County Public Library 124 Library Road SW , Wise,
VA 24293

(276)328-8061

Hours Today: 9:30 - 6:00

*Libraries will have mobile hotspots available for a 14-day
checkout period beginning September 1, 2020. Please
contact local library to reserve one.

*Available at all library branch sites for one 60-
minute session per day on a first-come, first-served basis.
Library staff may grant up to one additional 60-minute
consecutive session if two or more computers are available, no
one is waiting to use a computer, and group or high-demand
use is not anticipated.

Free and low-cost internet services:

Xfinity
838 Park Ave NE
Norton , VA 24273

*Out-of-home Xfinity WiFi hotspots. Find a map of Xfinity
WiFi hotspots at [xfinity.com/wifi](https://www.xfinity.com/wifi). Also check on internet
discounts for any family receiving SNAP, SSI or TANF.

<https://www.internetessentials.com/>

Important Numbers

Child Abuse Hotline 1-800-552-7096

The Crisis Center
sexual assault or

Domestic violence	1-888-540-4662
FCSS Lee, Wise Counties / Norton domestic violence	1-800-572-227
FCSS Sexual Assault Program	1-877-348-3416
Poison Control Center	1-800-451-1428
Southwest Virginia Children's Advocacy Center – MEOC	523-7100 or 4202
Suicide/Crisis Hotline	988

***FYI.....If your child was born in
Virginia you can now get an official
copy of their birth certificate from
the DMV office.***

Emergencies

Wise County / Norton – 911
Dickenson County – 911

NOTES :



**Family Day Schedule
2025-2026**

First Tuesday
Big Stone Gap EHS 2: 10:00 am
Big Stone Gap EHS 1: 10:30 am
Changes to normal schedule:
January 12, 2026

First Thursday
Appalachia EHS: 10:30 am
Appalachia 1: 11:00 am
Changes to normal schedule:
January 14, 2026

Second Thursday
Esserville EHS 2: 10:30 am
Esserville: 11:00 am
Changes to normal schedule:
October 13, 2025
February 10, 2026

Third Tuesday
Parker's 1: 9:30 am
Parker's 2: 10:00 am

Third Wednesday
Wise: 10 am
Esserville EHS 1: 11 am

Fourth Tuesday
Esserville EHS 3: 10:30 am
Pound: 12:15 pm

Fourth Thursday
Wolfpack Full Year: 11:00 am
Wolf Pack Part Year: 1:00 pm
Changes to normal schedule:
November 11, 2025

MY FAMILY DAY IS:

MY POLICY COUNCIL REP IS:
