



60 Years

Heartland Head Start

Parent Handbook

Serving McLean & Livingston Counties

Milestones
1206 Six Point Rd
Bloomington, 61701
309-829-4202

Pontiac
1305 E Indiana
Pontiac, 61764
815-842-2845

Stillwell East
206 Stillwell St
Bloomington, 61701
309-662-4880

Stillwell West
1401 Washington St
Bloomington, 61701
309-662-4880

YWCA
1201 N Hershey Rd
Bloomington, 61704
309-662-0461

www.heartlandheadstart.org

www.facebook.com/heartlandheadstart/

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Welcome to Heartland Head Start

Dear Parents/Guardians,

Welcome to the Heartland Head Start family!

Working together we can improve our services and give the best for all enrolled at Heartland Head Start. We believe that communication is the key to a positive experience. Education is a partnership between the school, students, parents/guardians, and our community. All children and families are more successful when we work as a team to reach common goals. We want your time with Heartland Head Start to be a rewarding and positive life-changing experience for you and your family.

Sincerely,

The Heartland Head Start Team

School Readiness

Heartland Head Start views school readiness as children possessing the skills, knowledge, and attitudes necessary for success in school and for later learning and life. It is foundational across early childhood systems and programs and includes physical, cognitive, social, and emotional development as essential ingredients for student development.

Mission Statement

Heartland Head-Start will empower families and children through a comprehensive curriculum that fosters growth, school readiness, and family development.

Vision Statement

Heartland Head Start is committed to delivering programming that fosters strong partnerships to ensure children and families are prepared for their educational journey. Heartland Head Start cultivates an organization of dedicated staff who are passionate about lifelong learning and utilize innovative approaches to support the unique needs of all children and families.

Program Goals

1. Increase school readiness and improve learning outcomes in Head Start/Early Head Start students
2. HHS will be a trauma-informed organization that is responsive to the impact of trauma on children, families, staff, and the community.
3. HHS will strengthen community partnerships to promote positive outcomes for our communities, families, children, and staff
4. Heartland Head Start will build overall effectiveness and sustainability of the organization by using data driven approaches and fiscally sound processes to support programmatic outcomes.

Policy Council

The Policy Council is a group of Head Start, Early Head Start, and Home Base parents along with community members who help lead and make decisions about our program. Policy Council members are elected by the Parent Committees of children enrolled in the program. Members help in decision making of how our program runs and shares in policy making with the Governance Board on behalf of Heartland Head Start. If interested reach out to your classroom teacher, FRA, or PCE.

Duties include:

- Responsible for the direction of the Head Start program.
- Review and submit items to the Governance Board.
- Set program recruitment, selection and enrollment priorities.
- Budget planning for program expenditures.

Governance Board

- Has legal and fiscal responsibility for the Head Start agency.
- Formulates financial policies.
- Delegates administration of the financial policies to the administrative staff.
- Review operations and activities.

One Call Now

Heartland Head Start uses One Call Now to inform parents about school closings, emergencies, job openings, and events. Parents can choose to be notified by phone call, text, or email. If you would like or need to change the method of communication, please contact your FRA, PCE, or teacher. It is your responsibility to keep contact information up to date.

Center Based Program Options

HHS offers programs that feature different educational hours. Each option includes all HS services and opportunities. All options provide home visits and parent/teacher conferences held twice per year.

Stillwell East	Stillwell West	YWCA	Milestones	Pontiac
SEA – (8 – 2:30 PM)	SWA– (7 – 5 PM)	YA- (8:15 – 2:45 PM)	(8:15 – 2:45 PM)	PEHS – (7:30 – 2 PM)
SEB- (8:15 – 2:45 PM)	SWB- (8:15 – 2:45 PM)	YB- (8:15 – 2:45 PM)		PHS – (7:30 – 2 PM)
SEC- ((8:15 – 2:45 PM)	SWC- (8:15 – 2:45 PM)	YC- (8:15 – 2:45 PM)		

Home-Base Early Head Start (Birth to 3 years old)

Our Home-Based (HB) option is a full year program devoted to assisting parents as their child's first teacher. Parent Child Educators (PCEs) help parents improve parenting skills and assist their children by focusing on their growth and development. A PCE will visit the home once per week for 90 minutes. All family members in the home are invited and must participate in the visit.

Home-Based Expectant Mothers/Family Services

Within our Home-Based option PCEs provide services for pregnant women and their family in exploring the joys of parenthood and providing prenatal education. Family services include support in accessing pre/post-partum care, in obtaining dental/health services and post-birth transition planning to appropriate childcare options. Expectant families are also invited to participate in social events with other EHS expectant families.

A Home Base requirement is to complete 46 visits per family within a calendar year. Weekly home visit attendance is necessary to meet this goal. If you need to cancel a home visit, you must contact your PCE directly.

When a family has no contact with their PCE for two weeks or continuously cancels visits, an attendance letter will be mailed to the family informing them of possibly being dropped from the program. In the event of cancellation by either the family or PCE every effort will be made to reschedule the visit. Optional times and days will be offered to meet the family's need.



Attendance

Attendance is critical in a child's development of school readiness skills. We monitor and document attendance daily. Your assigned FRA or teaching team should be contacted each day your child will not attend. When calling, provide your child's name, and reason for their absence. If your child is absent, and HHS has not received notification of your child's absence the FRA will contact you within an hour of class start time to determine the reason for the absence.

If a child misses' class and the parent/guardian has made no contact with the FRA within 3 days the FRA will conduct a wellness check on the family.

Head Start requires a 90% attendance rate. If a child does not meet this requirement in any calendar month, an attendance warning letter will be sent home. If the requirement is met the next month, no further action is needed.

If the requirement is not met the following month, your child’s FRA will schedule a meeting with you to create an attendance plan to help to improve attendance.

If the child has not attended class for 10 days and there is no communication with the family the child will be dropped from the program.

If your child will not attend class for 10 days or more you need to get a pre-approved short-term exclusion form on file or provide a valid explanation, without this, your child will be withdrawn from the program.

Arrival and Pick-Up Procedures

Your child must be accompanied by a parent or someone on the emergency contact card who is 18 years or older. You are **required** to sign your child in and out when bringing your child to and from the classroom.

Parents must never leave their child alone in the classroom or at the door.

According to Illinois law, children must be restrained in an appropriate child safety seat. If you do not have an appropriate car seat(s), please talk to your teacher, FRA, or PCE about assistance options.

No child under the age of 13 should be left unattended in your car or in the parking lot while you take your children to the classroom. Unattended children could be reported to the authorities.

For everyone’s safety, you are **required** to update your emergency contact form with current information on individuals allowed to pick up your child. If a person is not listed, your child will not be released to the person without confirmation from you. You need to inform the classroom staff or FRA, to update the form when changes need to be made.

Late Arrival, Early Pick-Up, and Late Pick-Up

If you are going to arrive late or pick your child up early, you need to contact your teaching team or FRA. Repeated incidents of late pick-up will require you to sign an attendance plan to address this issue.

Heartland Head Start Executive Director: Dr. Charles (Chuck) Hartseil

Heartland Head Start Departments

Child Services Director:	Kathy Trainor	Human Resources:	Patrice Rusk
Data Coordinator:	Sonya Phifer	Nutrition Specialist:	Mary Lou Nelson
Family Services/ERSEA Manager:	Keshona Jackson	Operations/Technology Manager:	Drew Gutu

Illness Exclusion Policy

Staff and families need to understand when a child is too sick to attend school and/or when to seek medical attention. HHS collaborates with the Health Services Advisory Committee (HSAC) to develop a Communicable Disease Plan to provide a procedure for reporting and responding to sickness and communicable diseases.

HHS will send notes home with a child and post in the classroom when a communicable disease occurs at a classroom site. A report of any known or suspected case or carrier of communicable disease will be sent to the local health authorities.

Central Office Hours of Operation (309-662-4880)

The Central Office is open from 8:00 AM to 4:30 PM, Monday – Friday and closed during scheduled holidays.

Weather and School Closings

The procedure for weather related emergencies and school closings is as follows:

- Parents/guardians will be informed about school closings through One Call Now.
- Families should listen to the radio station WJBC (1230 AM), check the website (www.wjbc.com) for information or watch the WMBD ribbon.

We urge parents and caregivers to have back-up childcare arrangements in place. When severe weather is threatening, we may call to dismiss your child earlier than usual.



Family Engagement Opportunities

The goal of family engagement is to provide support, encouragement, and training to help parents/guardians, and other family members in their role as their child's first and most important teachers.

Socializations

The Home Base program includes socializations twice a month. This is an opportunity for children and parents to get to know one another and share experiences.

Parent Child Connection (PCC) Events

At the beginning of each school year, parents are asked to complete a PCC Interest Form to gauge what topics they are interested in learning about. We help parents develop skills through educational training on an array of topics and doing fun activities with their child.

Each FRA/PCE is responsible for hosting Parent Child Connection events 4 times per year. The FRA/PCE and teaching teams will collaborate with the parents to plan and carry out these events which give parents a chance to visit the classroom, meet other families, and learn new skills.

Volunteering

Head Start receives funding from the Federal Government. HHS must get an additional 20% funding through donated goods or services through In-Kind donations. Being involved in our program is the easiest way to help support our In-Kind efforts. Every hour you spend with us volunteering represents a dollar amount. Helping in the classroom, our office, or doing projects at home would be an In-Kind donation. If interested reach out to your classroom teacher, FRA, or PCE.

Field Trips

Each field trip will require a field trip permission slip that will be sent home for the parent/guardian to sign and return. Permission slips must be returned before the day of the field trip, or your child cannot attend Head Start the day of the field trip. Adult family members may be invited on field trips if chaperones are needed. A Guidelines for Parent & Volunteer Field Trip Chaperone form must be filled out during when your child is enrolled.

- You will need to attend a virtual meeting and provide a copy of your driver's license.
- A registry background check is required to be able to chaperone field trips.
- Please dress your child according to the weather on the day of the field trip.

We do walking fieldtrips and will obtain your permission at the beginning of the year.

Health Screenings and Health Services

At HHS we are required to monitor your child's growth and development through a variety of screenings and assessments to assure that children are meeting developmental milestones. These screenings/exams may also detect any medical conditions or delays. Below are a list of the health and mental health services HHS monitors and works with parents to assure they are completed.

Blood Pressure Screenings: HHS staff must check the blood pressure of children ages 3 years and older if a reading is not recorded on the annual physical form.

Dental Exam: Dental clinics are offered on-site 2 times each program year for students ages one and older. Exams include cleaning and fluoride treatment. If students do not attend the on-site dental clinics, they must receive an exam at their dental home and provide their FRA/PCE with documentation of their visit.

Developmental Screenings: An Ages and Stages Developmental Questionnaire (ASQ) must be completed by the parent within the first 45 days of enrollment. Children are screened for cognitive, language, and motor development stages by HHS staff throughout the school year.

Hearing/Vision Screening: Within the first 45 days of attendance each year, all children must receive an age-appropriate vision and hearing screening.

Height and Weight Measurements: Every child's height and weight are measured three times per school year to monitor and assess the child's growth rate.

Hemoglobin Screening: Newly enrolled children, ages one and older, must have a Hemoglobin (or Hematocrit) screening on file.

Immunizations: Immunizations/vaccines are one of our greatest defenses against many serious illnesses. Children must follow minimum immunization requirements entering a childcare facility or school in Illinois. Children who are not immunized must have a Certificate of Religious Exemption on file to participate in center-based services.

Individual Health Care Plan: Center based children with individual health needs requiring accommodations to daily activities/meals must have an Individual Health Care Plan (IHCP) on file before attending a Head Start or Early Head Start classroom.

If further testing or treatment is required, HHS staff will work with the child's parent(s)/guardian(s) to aid in further evaluation and/or treatment for all the service areas listed above.

Lead Screening: At age 12 and 24 months a child must have blood lead test screening done. Children ages 1 and older will need to provide a blood lead test result prior to enrolling in a classroom program.

Physicals/Well-Child Checks: Children are required to stay up to date with physical/well-child checks to help track their development. The parent/guardian must provide their FRA/PCE with a copy of the most updated physical/well-child check after each visit.

Social Emotional Screenings: Children will be screened for social-emotional development using the Ages and Stages Social Emotional Questionnaire. Parents will complete the screening at the beginning of the school year.

Medications

Medications must be administered according to DCFS regulations and when prescribed by a child's physician. HHS does not administer any prescription medications without signed authorization from a physician and the parent. If your child requires medication while at school, he/she must have an Individual Health Care Plan (IHCP) and Medication Administration Form on file. Medicine must be in the prescribed bottle for the staff to administer.

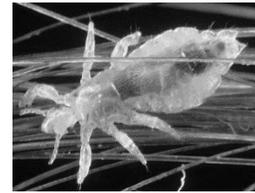
Head Lice

Each day a daily health check will be done by the HHS teaching staff including a routine head lice check. If signs of head lice or nits are detected, the parent/guardian will be notified, and the child must be treated before returning to the classroom. Children and staff who have been in close contact with an affected child will be examined and treated if infested.

Bed Bugs

Students are not allowed to transport blankets, stuffed animals, or other items of comfort for sleep purposes to and from home to prevent potential bed bug infestation. HHS will provide each child with a blanket for naptime.

If a bed bug infestation occurs, all families within your child's classroom will be alerted immediately. If there is an infestation within a home, HHS staff will work with your family to provide resources to get help. Children will not be able to receive center services until they are bed bug free, but the FRA or PCE will continue to provide support.



When a Child is Hurt or Ill

If a child becomes ill or injured at school, parents will be immediately contacted.

Major and minor accidents or illnesses that happen to a child at HHS will be recorded, placed in your child's file and a parent will be notified.

Reports of all incidents and injuries involving children are documented by the person responsible for the child at the time of the incident and include:

- ❖ The time and place of the incident or injury and details about how it occurred.
- ❖ When medical care is necessary, a statement will be signed by the physician attending to the child describing the nature and extent of the injury.

If a child needs emergency care because of an accident or illness that occurs while the child is in HHS care, staff will document all attempts to contact the child's parent at the phone numbers provided. If unable to locate the parents, we will attempt to contact other individuals listed on the emergency contact form.

If immediate medical treatment is needed, staff will call 911 and accompany a child to the emergency room via ambulance. Children who are referred for emergency medical treatment **MUST** have a doctor's note to return to school.



Mental Health Services

HHS contracts for Mental Health Consultants to provide services for your child, when needed. They provide additional social-emotional support in the classroom and are a resource for both teachers and parent/guardians. Please feel free to ask for help if you feel your child needs additional support. Your teacher will contact you if the Mental Health Consultant is specifically observing your child. Individual observations are not conducted without parent/guardian permission.

Nutrition Services

Heartland Head Start serves family-style breakfast and lunch, and an afternoon snack each school day. All meals meet USDA Child and Adult Care Food Program (CACFP) guidelines. Breakfast and lunch meals include 1% milk for children 3-4 and younger children are given whole milk. All children will be offered food no sooner than two hours of attendance and no longer than three hours from the last meal served.

If a child has a food allergy or is on a special diet, notify your FRA. If food substitutions are to be made for a food allergy the child must have an Individual Health Care Plan and a Food Substitution Form on file before your child can start school.

Parents may view menus on the HHS website or a paper copy is posted in each classroom.

Outside Food Policy

Under current health guidelines, we cannot permit parents to bring food/beverage items to celebrate student birthdays, holiday parties, or other occasions due to the rise in food allergies.

If food is brought in, we cannot accept it under any circumstances.

Families are more than welcome to provide non-food items to celebrate.

Classroom staff will take time to make sure a child feels special on their birthday.

No Peanuts or Tree Nuts

- We take reasonable precautions to avoid serving products containing peanuts or their byproducts to all children.
- Tree Nuts, peanuts, or peanut products could show up in the classrooms and at our sites without our knowledge, exposing a child to this allergen.
- HHS avoids ordering food processed foods because some manufacturers make and package foods in areas where there are peanuts, peanut dust, or tree nuts.
- If a child has a diagnosed nut allergy, parent/guardian(s) must provide all emergency medication and related information to treat a possible reaction. 911 will be called as soon as an allergic reaction is suspected, when identified in the student's medical plan.
- Parent(s)/guardian(s) will be notified immediately whenever emergency medical personnel are contacted.

Child Abuse and Neglect Reporting

HHS is licensed by the Department of Child and Family Services (DCFS). As a licensed agency, any staff member who suspects possible child abuse or neglect is required by law to report it to DCFS.

Sex Offender Guidelines

In Illinois, the law requires that sex offenders and sexual predators register with their local law enforcement to report where they live and work. Illinois law prohibits convicted sex offenders and predators from being within 500 feet of a school or childcare program and 100 feet from a school bus stop. They are also prohibited from public places where children may gather such as a park, library, or playground.

An offender may not pick up or drop-off their child, be invited to attend any HS sponsored events which includes parents, family members, or juvenile offenders. Police will be called if a sex offender or predator is found to be violating the signed agreement.

Heartland Head Start Acronyms

CCAP	Childcare Assistant Program	EHS	Early Head Start
FRA	Family Resource Advocate	OHS	Office of Head Start
PC	Policy Council	GB	Governing Board
HB	Home Based	HHS	Heartland Head Start
PCC	Parent Child Connection	PCE	Parent Child Educator
PFCE	Parent Family Community Engagement		
IDHS	Illinois Department of Human Services		
ERSEA	Eligibility, Recruitment, Selection, Enrollment, and Attendance		

Community Resources

McLean County Resources

Organization	Address	Category	Email / Website	Phone Number
Abundant Life Church	108 E Market St, Bloomington, IL 61701	Food Pantry	https://www.abundantlifebloomington.org/	(309) 232-8702
American Red Cross	311 W John Gwynn Jr Ave, Peoria, IL 61605	Job Training & Emergency Support	centralillinois@redcross.org	(309) 677-7272
Apostolic Pentecostal Church – The Pantry	606 W Olive St, Bloomington, IL 61701	Food Pantry	https://www.apcbloomington.org/	(309) 829-3936
Autism McLean	1602 W Washington St, Bloomington, IL 61701	Special Needs Support	info@autismclean.org	(309) 661-9440
Birthright of McLean County	102 E Jefferson St, Bloomington, IL 61701	Pregnancy Support	contact@birthright.org	(309) 829-5430
Bloomington Public Library	205 E Olive St, Bloomington, IL 61701	Education	reference@bloomingtonlibrary.org	(309) 828-7323
Boys & Girls Club of Bloomington-Normal	1615 Illinois St, Bloomington, IL 61701	After- School Care	https://www.bgcbn.org/	(309) 829-3034
Brightpoint	319 E University Ave, Bloomington, IL 61701	Therapy & Crisis Support	https://www.brightpoint.org/	(309) 834-5209
Butterfly Project	Bloomington, IL	Therapy Support	https://www.butterflyproject.org/	(309) 827-0374
Calvary United Methodist Church	304 E Mulberry St, Normal, IL 61761	Food Pantry	https://www.calvaryumc.org/	(309) 945-2541
Career Link	121 N Center St, Bloomington, IL 61701	Employment Services	https://www.careerlink.org/	(309) 827-6237
Center for Youth and Family Solutions	2200 E Washington St, Bloomington, IL 61704	Family Services	https://www.cyfs.org/	(309) 323-6600

Centennial Christian Church	1217 S Walnut St, Bloomington, IL 61701	Food Pantry	https://www.centennialchristian.org/	(309) 828-2185
Children's Discovery Museum	101 E Beaufort St, Normal, IL 61761	Youth Activities	https://www.childrensdiscoverymuseum.org/	(309) 452-2952
Community Health Care Clinic	900 Franklin Ave, Normal, IL 61761	Health Services	https://www.chcclinic.org/	(309) 451-4357
DCFS	406 S Roosevelt St, Bloomington, IL 61701	Child Welfare	https://www2.illinois.gov/dcfs/	(309) 827-5351
Dreams Are Possible	102 E Jefferson St, Bloomington, IL 61701	Education Support	dreamspossible2@gmail.com	(309) 287-5109
Gregg Chadwick Lifelong Access Pediatric Therapy Center	302 E Emerson St, Bloomington, IL 61701	Pediatric Therapy	https://www.lifelongaccess.com/	(309) 452-0069
Habitat for Humanity of McLean County	1402 W Washington St, Bloomington, IL 61701	Housing Assistance	https://www.habitatmcleancounty.org/	(309) 829-1500
Heartland Community College	1500 W Raab Rd, Normal, IL 61761	Higher Education	career.center@heartland.edu	(309) 268-8034
Home Sweet Home Ministries	901 N Western Ave, Bloomington, IL 61704	Shelter Services	https://www.homesweethomeministries.org/	(309) 827-4001
Housing Authority of the City of Bloomington	104 E Wood St, Bloomington, IL 61701	Housing Support	https://www.hacb.org/	(309) 829-3360
Life Center for Independent Living	311 W Monroe St, Bloomington, IL 61701	Disability Support	https://www.lcil.org/	(815) 844-1132
McLean County Center for Human Services	200 W Monroe St, Bloomington, IL 61701	Human Services	https://www.mcleancountyil.gov/cchs	(309) 827-5351
McLean County Health Department	200 W Front St, Bloomington, IL 61701	Public Health	IDDC@mcleancountyil.gov	(309) 888-5450

Mid Central Community Action	1301 W Washington St, Bloomington, IL 61701	Financial & Housing Assistance	https://www.mccainc.org/	(309) 829-0691
Midwest Food Bank	1937 W Grove Pkwy, Bloomington, IL 61704	Food Distribution	https://www.midwestfoodbank.org/	(309) 834-3359
Ministry & More	914 W Washington St, Bloomington, IL 61701	Food Pantry	https://www.ministryandmore.org/	(309) 823-9804
Mount Pisgah Baptist Church	806 S Lee St, Bloomington, IL 61701	Food Pantry	https://www.mountpisgahbaptist.org/	(309) 828-2571
Normal Public Library	206 W College Ave, Normal, IL 61761	Education	ask@normalpl.org	(309) 452-1757
PATH	Bloomington, IL	State Services	https://www.pathillinois.org/	(309) 827-4005
Prairie State Legal Services	204 E Jefferson St, Bloomington, IL 61701	Legal Services	https://www.pslegal.org/	(309) 827-5021
Recycling Furniture for Families	1107 W Front St, Bloomington, IL 61701	Furniture Assistance	https://www.recyclingfurniture.org/	(309) 829-6500
Salvation Army of McLean County	605 N Clinton St, Bloomington, IL 61701	Assistance Services	https://centralusa.salvationarmy.org/mcleancounty/	(309) 829-9476

Livingston County Resources

Organization	Address	Category	Email / Website	Phone Number
Authentic Church Food Pantry	902 W Custer Ave, Pontiac, IL 61764	Food Pantry	https://www.authenticchurch.cc/	(815) 200-8675
Livingston County Community Pantry	420 N Plum St, Pontiac, IL 61764	Food Pantry	https://illinoisfoodpantry.org/food-bank/livingston-county-community-pantry/	(815) 844-1039
Chad David Johnson Memorial Pantry	Saunemin, IL	Food Pantry	https://www.pontiac.org/739/Livingston-County-Food-Pantries	(815) 674-4629
Chatsworth Food Pantry	Chatsworth, IL	Food Pantry	https://www.pontiac.org/739/Livingston-County-Food-Pantries	(815) 635-2046

Christian Fellowship Food Pantry	715 W Lincoln Ave, Pontiac, IL 61764	Food Pantry	https://www.pontiac.org/739/Livingston-County-Food-Pantries	(815) 844-3219
First Baptist Church Food Pantry	515 N Ladd St, Pontiac, IL 61764	Food Pantry	https://www.fbcpontiac.org/food-pantry	(815) 842-4321
St. Vincent de Paul Food Pantry	401 E Water St, Pontiac, IL 61764	Food Pantry	https://www.pontiac.org/739/Livingston-County-Food-Pantries	(815) 844-3663
IHR Counseling Services	920 W Custer Ave, Pontiac, IL 61764	Mental Health & Counseling	ihr@ihrpontiac.com https://ihrpontiac.com/	(815) 844-6109
Boys & Girls Club of Livingston County	1303 E Indiana Ave, Pontiac, IL 61764	Youth & Family Services	jmartin@bgclivingston.org	(815) 842-3089
Livingston County Health Department	310 E Torrance Ave, Pontiac, IL 61764	Public Health	https://lchd.us/	(815) 844-7174
Mid Central Community Action	211 E Madison St, Suite 4, Pontiac, IL 61764	Financial Assistance	dwhite@mccainc.org / https://www.mccainc.org/	(815) 844-7174 <i>(directory)</i>
Pontiac Public Library	211 E Madison St, Pontiac, IL 61764	Education & Literacy	https://www.pontiac.org/721/Public-Library	(815) 844-2341
Salvation Army of Pontiac	112 N Division St, Pontiac, IL 61764	Basic Needs Assistance	https://centralusa.salvationarmy.org/livingstoncounty/	(815) 844-5005

Parent or Community Complaint Procedure

If a parent or community person has a complaint about a HHS she/he must follow the outlined steps listed below for addressing the issue. Anyone making a complaint should ALWAYS discuss the issue with the individual involved in the matter first.

NOTE: Issues that affect administrative operations (i.e. enrollment, finance, etc.) should go to the Executive Director.

1. If you have an issue with a HHS process, policy, staff member, service, or program, you must first try to resolve it at the source within 5 working days of the issue.
2. If it is not resolved, you may meet with the appropriate site manager within 10 working days of the issue. The Site Manager will provide a complaint form to you to complete.
3. If the complaint is still unresolved, the Site Manager will submit a written and signed report to the Human Resource office or the Executive Director to further attempt to resolve it within 15 working days of the issue.
4. An appointment should then be scheduled to meet with the Executive Director to explain in detail the circumstances of the complaint. The Executive Director will make every effort to resolve the complaint.
5. In the event there is still a problem, the person with the complaint can put his or her concern in writing for the Policy Council to review at their next regularly scheduled meeting, or a special meeting can be called by the Chairperson of the Policy Council.
6. The Policy Council Chairperson is responsible for seeing that the complaint is resolved in 30 days or less after the Policy Council members have reviewed the situation. The decision of the Policy Council in how to handle the complaint is final.

Notes:

1. The seriousness of the complaint may require immediate Executive Director involvement and you will be informed when that is the case.
2. All complaints will be provided to the Governance Board and Policy Council.
3. The Office of Head Start will receive a copy of the complaint as needed.



Complaint Form

Please describe your complaint: _____

1. Have you met with the person who is at the source of your complaint? YES NO
If yes, what was the result of your conversation? _____

2. If your above results were unsatisfactory, did you meet with the site manager to resolve your complaint? Please explain the results: _____

3. If the above meeting did not resolve the issue, did you meet with Human Resources or the Executive Director? Please explain the results: _____



4. If the meeting with Human Resources or the Executive Director was unsatisfactory, would you like to proceed with a Policy Council review? YES NO

5. Is there anything else that you would like the Policy Council to know about this situation? _____

Signature

Date

Are you a parent of a Head Start child? YES NO

Child's classroom_____



My Child’s Center/Home Base Information:

Center/Home Base Site _____

Center’s Phone Number _____

Center Site Manager _____

My Child’s Teaching Team _____

Room Name _____

Family Resource Advocate (FRA) _____

 Phone Number _____

Parent Child Educator (PCE) _____

 Phone Number _____

Class/Home Base Time/Day: _____