



Volunteer Handbook

Cleveland County School District

Cleveland County Head Start

ABC Program

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Center Locations

Kingsland Head Start Center

16651 Hwy 79
Kingsland, AR 71652
Phone: 870-348-5778

Rison Head Start Center

700 Main Street
Rison, AR 71665
Phone: 870-325-6306
870-325-6309
870-325-6324

Woodlawn Head Start Center

6760 Hwy 63
Rison, AR 71665
Phone: 870-357-2579

Mission Statement

Cleveland County School District Cleveland County Head Start-ABC Program

THE MISSION OF THE CLEVELAND COUNTY SCHOOL DISTRICT- CLEVELAND COUNTY HEAD START/ABC PROGRAM IS:

To bring a strong awareness on positive family and child outcomes. To close the achievement gap and to build a better future for children, families, and communities served by the Head Start program.

Head Start Performance Standards

The Performance Standards are rules CCHS/ABC Program must go by to keep in compliance with Head Start laws. Volunteers are encouraged to review them.

Target Population

Head Start is primarily for children from low-income families. At least 90% of the children enrolled must meet federal income guidelines, which are updated annually. CCHS/ABC Program provides services to eligible children 3 years old to 5 years old in Cleveland County. The child must be at least 3 years old by August 1st of the year he/she is enrolled. The program's over-income slots are selected through criteria that is entered into an online tracking system called (COPA) and given points by criteria such as disabilities, age, etc.

Agency Structure

CCHS is a federally funded program and is administered by the Cleveland County School District, an Executive Director and a governing Policy Council.

The Head Start Policy Council is composed of thirteen (13) members. Ten (10) are parents of currently enrolled Head Start children, and three (3) are community representatives who have demonstrated an interest in services provided to low-income children and families. The Policy Council has general responsibility for establishing a method of hearing and resolving complaints about the Head Start program, operating responsibility for conducting program evaluation, and approval/disapproval responsibilities before major decisions are finalized or action is taken.

The Program Director is responsible for supervision of the staff at their local center. The local program staff includes classroom teachers and teacher assistants whose primary duties consist of nurturing and teaching preschool children through organized activities

that stimulate each child's physical, emotional, intellectual and social growth and get them ready for their transition to Kindergarten and beyond.

Committees

Parents serve on different committees to join with Head Start staff in making decisions about content and operations of the program, and how they and their children will participate in them. Parents and staff work together to help assess the agency to find strengths and weaknesses of the program. Each center committee is made of a chairperson, co-chair and secretary. The following is a list of committees:

Center Parent Committee
Policy Council
Education Committee
Health Advisory
Community Partnership

Agency Funding

Head Start is a federally funded program that requires a 20% community match called in-kind. The in-kind or non-federal share is raised through volunteer services, donation of equipment or supplies and donated space, etc. The nutrition program for the children is primarily paid for through the federally funded (USDA), state operated Child Care Food Program.

Services

Head Start is a comprehensive developmental program designed to meet the needs of children from low-income families. Many of those needs can and are met through the component areas. Those components include: Education and Disabilities Services, Family Services, Health and Nutritional Services and Community Partnerships. All services provided for the child and the families are of equal importance depending on the needs of the child and family.

Definition of a Volunteer

According to Head Start performance standard "Volunteer" means an unpaid person who is trained to assist in ongoing program activities under the supervision of a staff person in areas such as health, education, transportation, nutrition and management.

Volunteer Requirements

Age and Health:

In accordance with Arkansas State Licensing Requirement 304, all volunteers shall be 18 years old or older, unless the volunteer is under the direct supervision of the person in charge and has been approved on an individual basis by the Child Care Licensing Unit. If you are a regular Volunteer you will be required to complete the paperwork for a child maltreatment Central Registry Check.

Orientation

All volunteers are encouraged to attend an orientation. During this orientation, the person in charge will review key points of information, and the volunteer will be required to acknowledge this training by sign in log.

Volunteer Training

Volunteers are not required to have any special education, training, or skills. If a volunteer has any special talents we encourage them to utilize them in any way possible. In accordance with performance standards, volunteers will be given the opportunity and encouraged to attend trainings and workshops.

Volunteer Standards of Conduct

Volunteers will:

1. Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or disability.
2. Follow program confidentiality policies concerning information about children, families, and other staff members.
3. Not leave a child alone or unsupervised while under their care
4. Use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation.
5. Not employ methods of discipline that involve isolation, the use of food as punishment or reward or the denial of basic needs.
6. Not solicit or accept personal gratuities, favors, or anything of significant monetary value from contractors or potential contractors.
7. **Cell phone use is prohibited in the building and around students unless prior approval is given by Center Director for emergency situations only. This includes texting and calling. Please refrain from all use.**

Volunteer Bill of Rights

Every Volunteer has:

1. The right to be treated as a co-worker
2. The right to a suitable assignment
3. The right to know as much about the organization as possible
4. The right to training for the job
5. The right to continuing job education
6. The right to sound guidance and direction
7. The right to have a place to work
8. The right to promotion and a variety of experiences
9. The right to be heard
10. The right to be recognized

Volunteer Job Descriptions

CCHS maintains a list of available volunteer job descriptions. All volunteers are encouraged to investigate opportunities within the program at any time, and we invite your ideas for new work opportunities.

Activities

1. Comfort or make children feel wanted at the center as they come in.
2. Read stories to the children.
3. Help children with puzzles or other games they can work with.
4. Help with finger paints and other art materials.
5. Play games with children.
6. Help with supervision on playground.
7. Help with supervision on field trips.

Guidance and Discipline Policy

Our guidance policy is to begin with an environment which reinforces positive behavior in children. If a child behaves inappropriately, we will use a number of methods to encourage positive behavior. It is the responsibility of the adult that is supervising the children to help prevent discipline problems by:

1. Accepting each child's worth and importance and understanding that each child's behavior is a reflection of their experience to date.
2. Anticipating and intervening before disruptive behavior occurs.
3. Providing a learning environment that is interesting, challenging, and at the developmental level of the child.
4. Being consistent, following the daily schedule and having an orderly flow through routines.

Having rules that children help develop help ensure that children understand the rules and take ownership in keeping their classroom safe. Be firm, fair and consistent. When inappropriate behavior occurs in the center, these steps will be taken:

1. Teacher will talk to the child and try to help them find appropriate ways to correct the behavior or solve the problem causing the behavior.
2. If talking is unsuccessful, the adult will re-direct the child by giving them other acceptable choices.
3. If the previous steps have not changed the behavior, the child will be placed in "time-out" where they are instructed to sit, relax and calm themselves for one minute per year of age (3 year olds sit "quietly for 3 minutes). An adult will supervise the child at all times. The adult explains to the child the reason they are being placed in "time-out."

The maximum time spent in time-out coincides with their age, but does not begin until the child is calm. If the child refuses to go to time-out, or their behavior is disruptive to other children, the child may be removed from the group (out of the classroom) until his/her behavior is appropriate. It is the responsibility of the teacher (adult responsible for supervision of children) to ensure that discipline shall not be associated with food, rest, toilet training or isolation for illness. Physical punishment shall not be administered to children. The following activities are forms of punishment, not discipline, and are not to be used for children. These include, but are not limited to: restraints, harsh treatment, washing mouth out with soap, verbal or abusive language, isolation without supervision, hitting, pinching, pulling hair, slapping, swatting, spanking, etc.

Reporting Child Abuse & Neglect

It is the responsibility of everyone at Head Start to help keep children safe. Sometimes you may suspect that a child has been abused or neglected. Sometimes children will tell teachers, other staff members and other adults that they have been abused.

Arkansas law requires that any individual working in a licensed childcare facility that suspects a child has been abused or neglected **MUST REPORT** to the proper authorities. CCHS/ABC staff and volunteers are required to obey that law by reporting suspected incidences of abuse or neglect. All reports are kept confidential.

The Arkansas Child Abuse Hotline is available 24 hours per day, 7 days per week, 365 days per year to take your call. The phone number is 1-800-482-5964.

Emergency and First Aid Procedures

Each center has a plan for emergency procedures and a plan for emergency situations that require first aid. The center director will provide you with clear rules about universal precautions and first aid treatment. Maps of evacuations are posted in each classroom. The center director and classroom staff will identify this information for you, but it is the responsibility of volunteers to familiarize themselves with these routes. Volunteers will be given the opportunity to receive CPR and First Aid training with CCHS/ABC staff; however, volunteers should not practice first aid treatment unless program staff is not able to. Regular fire, tornado, vehicle evacuation or emergency drills will be conducted and everyone is responsible for knowing his/her role in case of an emergency.

Transportation

Seat belts must be worn at all times by everyone in the vehicle. Vehicles must be checked using the established procedures. Eating and drinking is not permitted while transporting children.

Personal Appearance/Hygiene

All volunteers are expected to adhere to the dress code suitable for your school district. Volunteers are expected to wear clothing that will reflect pride in the center as well as setting a good example of dress and grooming for the children. Dress in comfortable, well-fitting clothes that will allow you to join in the children's activities.

Confidentiality

All volunteers are expected to adhere to the Cleveland County School/Cleveland County Head Start confidentiality policy. Specifically, child records, family records and employee records are confidential information.

Tobacco Use

Volunteers are expected to adhere to the CCHS personnel policy with regards to smoking. No smoking is permitted at any time on program premises (including the building, the parking lot, sidewalks, etc.) in program vehicles, or at any time the volunteer is representing the program. Head Start Bureau final program instruction effective 05/01/95 requires all Head Start programs to provide a smoke-free environment for children and adults who participate in the program.

Meal Periods

Head Start Performance Standards states that staff (paid or unpaid) must ensure that nutritional services in the center-based settings contribute to the development and socialization of the enrolled child. All children, classroom staff, including volunteers, must eat together family style and share the same menu to the extent possible.

- Adults are to eat at the same table with the children at every meal including snack and eat the same thing the children eat. Mealtime should be a relaxed atmosphere and basic table manners should be practiced at every meal.
- Children are encouraged to taste all foods, but never forced to eat a food they don't like.
- Food must never be used as a punishment or reward. This practice is a licensing requirement (500 Behavior Guidance #5L).
- Allow slow eaters at least 30 minutes to finish.
- Children need to participate in meal service (wiping tables, setting table, cleaning up).
- All adults and children must wash their hands before eating. If silverware is dropped on the floor, get a clean replacement. This practice is a licensing regulation (700 Nutrition #4 & 1102 Hand washing #4).