

Parents/Guardians:

**Welcome to the MDCA-Head Start Family.**

*This Parent Handbook and Resource Guide has been prepared specifically for you so that you are informed of MDCA-Head Start policies. There is also information on the education, health and safety of your child. We hope that you will take the opportunity to get to know us and take advantage of the many services provided for your child and your family.*

*Parents, you are the most important people in your child's life. You are your child's first teacher, and they will look to you for guidance as they begin their journey through life.*

*We urge you to read this handbook thoroughly and use it as a first point of reference whenever you have questions about the care of your child.*

*The MDCA staff is available to assist you if needed.*

*We look forward to working with you as partners in your child's education and development and your personal growth.*

*Welcome aboard!*

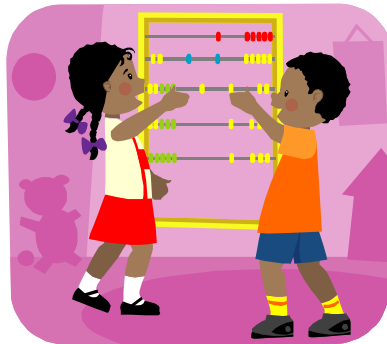
*We are looking forward to a great year.*

*Rev. George Stewart, Board Chairman  
Verneda Bentley, Executive Director*

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*MDCA-Head Start is a non-profit organization dedicated to serving children, parents and families with quality child care.*



*Our agency has programs for infants, toddlers and Head Start.*

*MDCA-Head Start is a proven pioneer in the Head Start movement because we:*

- operate full-day childcare, with infant/toddler and preschool classrooms. MDCA offers extended hours for working parents at selected locations.*
- serve 607 Head Start children as a federal delegate to CEOGC.*
- bring 40 years of experience and excellence that reaches far beyond its child developmental roots. It has become a rich community resource.*

# **Mission Statement**

*To be the best day care, Head Start and child development agency.*

*To provide opportunities for developing the social, emotional, intellectual and physical needs of young children.*

*To provide quality child care services to low- and moderate-income families.*

*To provide opportunities for children and parents to attain success.*

*To enable and encourage parents, families and staff to attain self-sufficiency.*

*To strive to be the bridge that encourages children, parents and staff to be the best they can be.*

MDCA-Head Start  
Is  
An Equal Opportunity Employer

*24-Hour Enrollment Hotline 861-8444  
All telephone numbers in this guide are in area code 216  
unless otherwise noted.*

## **ADMINISTRATIVE STAFF**

Executive Director  
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Dana Hester  
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Center Director CFLC Hayden/Brackland Academy  
Renee Ross  
ross@mdcanet.org

**All of the persons listed above can be reached at (216) 363-0400**

## **HOURS OF OPERATION/TUITION**

### **MDCA HEAD START ACADEMIES**

Servicing children 6 weeks to 5 years old.

#### **Superior Academy**

7020 Superior Ave. • Cleveland, OH 44103

Phone: (216) 881-6924 • Fax: (216) 881-7406

6:30 a.m. to 6 p.m. (Monday-Friday)

#### **Brackland Academy**

12416 Brackland • Cleveland, OH 44110

Phone: (216) 541-7400 • Fax: (216) 541-7408

6:30 a.m. to 6 p.m. (Monday-Friday)

### **MDCA HEAD START CENTERS**

Servicing children 3 to 5 years old.

#### **Avon Head Start Center**

10902 Avon Ave. • Cleveland, OH 44105

(216) 883-8550

7 a.m. to 6 p.m. (Monday-Friday)

#### **Cory Head Start Center**

1117 E. 105<sup>th</sup> Street • Cleveland, OH 44108

(216) 451-9838

7 a.m. to 6 p.m. (Monday-Friday)

#### **CFLC Church of the Masters**

4050 Monticello Blvd. • Cleveland, OH 44128

(216) 297-1442

7 a.m. to 6 p.m. (Monday-Friday)

#### **Zion Chapel Head Start Center**

4234 Lee Road • Cleveland, OH 44122

(216) 921-2477

7 a.m. to 6 p.m. (Monday-Friday)

#### **St. Marks Head Start Center**

11123 Buckeye Road • Cleveland, OH 44104

(216) 229-2267

7 a.m. to 6 p.m. (Monday-Friday)

**CHILDREN FIRST LEARNING & ENRICHMENT CENTERS  
(6 WEEKS TO 5 YEARS OLD)  
Starts with Bright Baby 6 Weeks old**

CFLC E. 84<sup>th</sup>  
8409 Hough Ave. • Cleveland, OH  
(216) 707-0344  
6:30 a.m. to 6 p.m. (Monday-Friday)

CFLC 124<sup>th</sup>  
12421 Superior Ave. • Cleveland, OH  
(216) 268-1791  
6:30 a.m. to 6 p.m. (Monday-Friday)

CFLC Hayden  
1416 Hayden Ave. • E. Cleveland, OH (216) 451-3060  
6:30 a.m. to 6 p.m. (Monday-Friday)

*The sites are licensed to operate extended hours until 10:30 p.m. Monday-Friday and Saturdays until 6:30 p.m. Contact the site's Family Service Worker for further information.*

**Arrival and departure procedures:**

Upon arrival, parent(s), guardian(s), caregiver(s) are to sign each child in on the "sign-in sheet" designated for each classroom. Sign-in should indicate: time in, child's Name, name of person bringing in/picking up the child (not "Mom, Dad, Uncle, Grand....") where you can be located during the day and a working phone number. Upon departure, indicate the time of pick up. Please sign in the time you actually arrive and depart. **Do not exceed your service hours.** If you exceed your hours a late fee of \$1.00 per minute will be charged to you. It will be due upon pick up or the next business day.

## Head Start

### Daily Schedule

7 a.m. to 6 p.m. Full-Day Center

7 to 8	Your Baby Can Read(starter video), greetings
8:05 to 8:15	Clean Up, handwashing
8:15 to 8:30	Breakfast, toothbrushing,toileting
8:30 to 8:45	Circlertime
8:45 to 9	Planning Time
9 to 10:10	Work Time/Clean Up
10:20 to 10:30	Recall
10:30 to 11	Small Group I, II, & III
11 to 11:30	Indoor/Outdoor Gross Motor Activities
11:30 to 11:45	Story Time
11:45 to noon	Toileting, handwashing, prepare for lunch
12 to 12:30	Lunch
12:30 to 12:45	Toothbrushing, toileting
12:45 to 2:45	Nap Time (sleep or give book to rest quietly)
2:45 to 3	Toileting, handwashing, prepare for snack
3 to 3:15	Snack
3:15 to 6	Indoor/Outdoor Gross Motor Activities Your Baby Can Read (Starter Video) Your Baby Can Read (Video I) Teachers plan with remaining children Departure

## Infants/Toddlers

### Daily Schedule

6:30 a.m. to 6 p.m.

6:30 to 8	Arrival, activities, greetings
8 to 9	Breakfast, basic cleaning
9 to 9:30	Handwashing, diapering
9:30 to 9:45	Circle Time
9:45 to 10:45	Work time, clean up
10:45 to 11:15	Outdoor play
11:15 to 11:30	Preparation for lunch, story
11:30 to noon	Lunch
Noon to 12:30	Nap Time preparations
12:30 to 3	Nap Time, staff lunch breaks
3 to 3:30	Wake up, diapering, snack time, clean up
3:30 to 3:45	Handwashing, clean up
3:45 to 4:15	Small group activities
4:15 to 5	Outdoor, interacting, supervising activities
5 to 6	Music, movement, storytime, manipulatives Classroom preparations
6	Dismissal

## **Head Start**

### Evening Care

2 p.m. to 10:30 p.m.

2 to 3	Arrival, quiet activities, handwashing
3 to 3:15	Snack
3:15 to 3:30	Toileting, handwashing
3:30 to 3:40	Circle Time
3:40 to 3:50	Planning Time
3:50 to 4:50	Work Time, clean up
4:50 to 5	Recall Time
5 to 5:20	Small Group Time
5:20 to 5:30	Story time, toileting, handwashing
5:30 to 5:50	Outside, Gross-Motor Time
5:50 to 6	Toileting, handwashing
6 to 6:30	Dinner
6:30 to 6:40	Toileting, handwashing
6:40 to 7	Large Group Time
7 to 7:10	Story Time
7:10 to 8	Quiet activities, toileting, handwashing
8 to 10:30	Nap time

## **Infants/Toddlers**

### Evening Care Schedule

2 p.m. to 10:30 p.m.

2 to 3	Arrival, quiet activities, handwashing
3 to 3:15	Snack
3:15 to 3:30	Toileting, handwashing
3:30 to 3:40	Circle Time
3:40 to 3:50	Planning Time
3:50 to 4:50	Work Time, clean up
4:50 to 5	Recall Time
5 to 5:20	Small Group Time
5:20 to 5:30	Story Time, toileting, hand washing
5:30 to 5:50	Gross-Motor Time
5:50 to 6	Toileting, hand washing
6 to 6:30	Dinner
6:40 to 7	Large Group Time
7 to 7:10	Story Time
7:10 to 8	Quiet Activities, toileting, hand washing
8 to 10:30	Nap Time

## TUITION

**JULY 1, 2010 – JUNE 30, 2011 TUITION RATES ARE AS FOLLOWS:**

Age	Full Weekly Rate	Part Weekly Rate	Hourly
<b>Infants</b>	\$172.33	\$117.36	\$8.76
<b>Toddlers</b>	\$157.83	\$104.22	\$6.51
<b>Preschool</b>	\$139.22	\$76.40	\$4.76
<b>School Age</b>	\$80.16	\$65.49	\$5.48
<b>School Age (Summer)</b>	\$126.51	\$90.52	\$5.94

A late fee of \$1.00 per minute after 6:05 p.m. is to be paid upon pick up or returning the next business day. If you are unable to pay your late fee at these times, arrangements are to be made with your Family Service Worker and/or Center Director, for payments to be paid in full before the end of the month. Unpaid fees will be reported to your caseworker.

**There is a \$25.00 registration fee yearly for ALL voucher and self-pay parents. Due to limited infant/toddlers slots there will only be full time and no part day available. Voucher and self-pay parents are welcome at all sites.**

### **STAFF CHILD RATIO:**

MDCA follows the state of Ohio regulations, which are as follows:

Age of children	Staff/Child Ratio
Infants under 12 months	1:5 or 2:12 max.group size 12
Infants 12 to 18 months	1:6 or 2:12 max group size 12
Toddlers 18 months to 2 ½	1:7 max. group size 14
Toddlers 2 ½ to 3 years	1:8 max group size 16
Preschool 3 years to 4 years	1:12 max group size 24
Preschool 4 to kindergarten	1:14 max group size 28

### **PAYMENT TERMS**

Unless other arrangements are made in advance, all co-payments **MUST** be paid. Co-pays can be paid by cash, money orders and personal checks. In the unlikely event of a returned check, we will require a \$25 service charge in addition to the repayment of any extra bank charges that we may incur as a result of the inconvenience. Subsequent

payments will need to be made in cash or money order. **Co-pays** are due the first of the month along with the vouchers. You will receive a receipt for your payments. Failure to provide vouchers and co-pays at the first of the month will result in your child being dismissed. Services will be interrupted until vouchers are secured and fees paid. MDCA-Head Start's tax identification number will be available upon request for tax purposes.

A sliding fee scale is available for self-pay parents. Upon enrollment a one-week fee must be paid in advanced. We do not hold your child's space for you to use at will, there is a need to charge for full-time care whether you use it or not. Rare exceptions MAY be made at our discretion for extreme circumstances.

### **SUPPLIES FOR INFANTS/TODDLERS**

#### **Parents will be responsible for providing their child's:**

- Diapers
- Diaper wipes
- Sterilized bottles and nipples including (optional) bottle liners
- Infant formula or breast milk
- Change of clothes appropriate for the season
- Infant Jar Food

We do not receive USDA for infants and toddlers.

### **HOLIDAYS**

We will be closed on the following major holidays:

- Good Friday
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Veterans Day
- Thanksgiving Day and the Friday after
- Christmas Day
- New Years Day
- Martin Luther King Day

### **WEAPONS AND FIREARMS**

Weapons or firearms of any kind are not allowed. This includes, but is not limited to: guns, knives, pocket-knives, swords, stun-guns, pepper

spray, mace, num-chucks or other martial arts accessories, lassos or hand-cuffs, smoke bombs, etc. This policy also includes all toy guns and other toy weapons such as plastic swords. **MDCA will not tolerate any of the families to bring a gun or other weapon into our centers.** Services will be terminated should you willfully violate this policy.

If your child arrives with an inappropriate toy, it will be stored in their cubby until the end of the day, and returned with a note asking you not to send it with your child in the future.

### **SMOKING, DRUGS AND ALCOHOL**

In accordance with the Ohio Law, MDCA is a smoke-free environment. Smoking, drugs and alcohol will not be allowed in any MDCA sites at any time. Smoking, drugs and alcohol consumption is prohibited in or near the building.

No child will be released to any parent, legal guardian, and/or authorized adult who appears to be under the influence of drugs, alcohol, and/or exhibiting any inappropriate behavior.

In the event the aforementioned occurs, a designated person will:

1. Contact the other parent or legal guardian and the local police.
2. If the other parent or legal guardian is unavailable then individuals listed as the emergency contact will be contacted.
3. If individuals listed, as the emergency contact cannot be reached, then individuals listed on the child pick-up slip will be contacted.
4. If individuals listed on the Child pick-up slip cannot be contacted then staff will remain with the child until contact is made and the child is picked-up.

**Staff and parents are to be respectful of each other at all times. Yelling, fighting, cursing, shoving, or any inappropriate behavior unbecoming of adults will not be tolerated. If this occurs, services will be terminated.**

### **PICK UP BY SOMEONE OTHER THAN THE CHILD'S PARENT OR LEGAL GUARDIAN**

Under no circumstance will a child be released into custody of anyone other than his/her parent, legal guardian, or those on the pick-up slip. If

you wish to have anyone else pick up your child you will need to provide us with a name and/or phone call in advance, listing the dates on which this person may pick-up your child.

In the event of any emergency, we will contact you or your spouse, other legal guardian or and adult on your pick up list. An unfamiliar person will require a valid photo ID card from an authorized government agency (such as driver's license) as proof of identification before we release the child into their custody.

Please advise anyone who may pick up your child not to take offense at this policy. It is simply the only way we can assure the protection of you, your child, and all other parties involved. Pick-up slips can be changed at the discretion of the parent.

Also, if your family is experiencing a divorce or other legal situation, which would affect who is allowed to pick up your child, please let us know immediately. You will also need to provide court orders or other proper legal documents indicating who is no longer allowed custody of your child. Unless these papers are provided, I will have no choice but to release your child into the custody of anyone currently on your list.

### **FIELD TRIPS**

Teachers are to schedule field trips, 30 days in advance. The Program Director must approve all field trips. Parent volunteers are always welcomed and needed for field trips. A teacher and assistant teacher are always to accompany their class. There must be at least one adult to every five head start children on a field trip. For toddlers, there must be two adults for seven children.

Our agency will pay for one reasonable field trip per classroom during the year. This trip must be of educational value. Any additional field trips which may require a fee, the parent group and/or parents will want to pay for the social event (ie: Ford Fun House). Children will be transported by bus unless it is a walking trip. Parents must sign a consent form giving the child(ren) permission to attend a trip.

While on a field trip, staff and volunteers must maintain a ratio of 1:2 (adults/toddlers) and 1:5 (adults/preschoolers) at all times. Children and volunteers will be assigned a group and must remain with the group at all times. Staff and/or volunteers are never to send a child alone to the bathroom, another group, or to purchase food or other items. Children are to be in eye sight and hearing distance at all times of the adults.

## **SWIMMING POLICY**

Swimming is not a part of our curriculum. However, during the summer months on our “Fun Day” one of the activities may be water play. Children participating must have a signed permission slip by the parent giving the child permission to participate in the water activities.

## **SUPERVISION PLAN/SECURITY PLAN**

Children are to be supervised at all times. Teachers are to actively supervise their assigned group as well as all other children in the class. Teachers are to document, take attendance as children enter and depart the classroom.

Teachers are to release children only to an adult known to be the parent(s), guardians, relatives and/or a person designated by the parent as the person picking the child up according to the child’s pick-up slip. If a person unfamiliar to the teacher/staff is picking up the child, the parent must call to notify the center. The person **MUST** show a picture ID before the child/children will be released to that person.

Second shift children should be released to the parent/guardian only, unless prior arrangements and/or notification is given. Upon pick up anyone picking up a second-shift child must identify themselves before being allowed entrance in the center.

There must be a minimum of two staff members in the center at all times. Staff must have access to a phone and emergency contact numbers in case of an emergency.

Staff must have the phone number of each service area manager and agency designee post should there be an emergency. Center must post emergency numbers and the alarm company’s number. Staff must require anyone picking up a child after sundown, to identify him/herself before acquiring entrance into the center.

Staff must ask for a picture ID from anyone they have never seen before. Staff must check the pick-up slip to see if this person is on the slip. If not, the staff is to contact the child’s parent/legal guardian for confirmation.

The staff person will then make a copy of the ID and place it in the child’s folder. The person picking up the child(ren) will sign the child(ren) out in the same manner as required of others.

At the end of each evening, the staff will check all cribs, behind shelving, bathrooms, rooms and sign-in sheets to ensure all children have been picked up for the evening. Staff should exit the building together after putting on the alarm. Only authorized staff is permitted during evening hours.

### **WRITTEN PARENTAL PERMISSION**

Upon enrollment/intake parents sign a parental consent form giving MDCA a blanket permission to provide certain services. However, when teachers and children are leaving the center's premises, the teachers must notify the parent in writing of the activity for parents to give permission for the child(ren) to participate.

### **PARENT CONFERENCES**

Parent conferences will be scheduled for Head Start children as mandated by the Federal Government (fall/spring). Galileo Conferences will be scheduled after each Galileo download (November, February, May). Should the need arise for additional conferences, you will be informed and scheduled according to availability. Parents may schedule a time to meet with their child(ren)'s teacher at a time when ratio/coverage permits. Parents and staff should plan to meet at a time appropriate for both and in private away from the child(ren) and staff. Administrator's hours of availability as to when they can meet with parents are posted in each center.

### **TRANSITIONING**

Transitioning a child into the next age group may be initiated at the request of the parent or guardian or the center. In order for this process to occur, a written agreement between the parent or guardian and the center shall be established and shall specify the beginning and ending date of the transitioning period including the transitioning schedule. Furthermore, the parent or guardian shall sign the agreement.

### **TODDLER TO PRESCHOOL TRANSITION PROCEDURE**

The developmental readiness of the toddler who has turned three years old will determine the need to begin transition into a preschool classroom. The toddler teacher, the preschool teacher and the supervising teacher will review social, emotional, intellectual and physical developmental assessments and written observations. MDCA prefers the child to be potty trained.

Procedure:

1. The day of transition will begin on the second day of the school week.
2. The child will be told about the transition a few days before it is to occur.
3. The child will have breakfast, lunch, snack and naptime with the toddler group for four days. From 9 a.m. – 11:30 a.m. he/she will spend class time with the assigned preschool classroom.
4. The second day of the following week, the child will begin to have breakfast and lunch with his/her assigned preschool class.
5. The third week will begin the complete transfer of the child into his/her assigned preschool classroom.

The social and emotional maturity of the child will determine the duration of the transition period; it might just take one week.

The teachers of the toddler class and the preschool class will meet together and determine through mutual observations whether a child is ready to transfer into the preschool classroom after the first week of the transition process.

#### **VISITS AND PHONE CALLS DURING REGULAR CARE HOURS:**

Parents or guardians are welcome to drop by unannounced during the hours their children are in care. Please be aware, however, that children often do not really benefit from these visits. Many children will cry or act “clingy” during pick-up and drop-off times, but will quickly adjust and start playing happily once mom or dad are out of sight. Having such irregular additional visits often serves only to interrupt the child’s comfortable routine, and can lead to increased distress during regular transition times.

A parent of a child enrolled at the center who is not the child’s residential parent shall be permitted unlimited access to the center and be afforded the same rights as the residential parent unless there is a **court documentation** limiting access and conditions of the nonresidential parent.

Please limit the number of phone calls to the center. When you call you are taking your child’s teacher away from the group and causing the class to be out of ratio. It is best for the Family Service Worker to give you an update on your child’s progress.

## **TIPS FOR SMOOTH TRANSITIONS AT DROP-OFF AND PICK UP**

Transition times can be stressful for some children. In the morning, they may not want to say goodbye to you and at pick-up time they may not want to go because they are involved with a fun activity. This is a natural occurrence and may vary with your child's age and developmental stage.

To ease the situation, we encourage parents to take a minute to help their child feel comfortable and to adjust by offering positive statements. A parent who shows reluctance to depart only makes the transition harder for their child. Although parents should never sneak out without saying "goodbye" to their child, a brief goodbye usually works best. Crying will usually stop a few minutes after you depart.

Whether you plan to stay for a while during transition times or you prefer to keep transition times short, it is important that you establish a consistent routine and stick with it. You are always welcome to stay and chat about your child's day.

Children of all ages adjust to transitions differently. Most do not like to be too rushed, or to wait too long once they are ready to depart. This is especially true during the colder months because children may get uncomfortably warm once dressed in a coat, mittens and a hat. Please pick children up on time, they get uneasy when all of their other friends are gone and they have not been picked up.

When leaving, please **DO NOT ALLOW CHILDREN TO RUN OUT TO YOUR CAR WHILE YOU ARE STILL INSIDE**. Our safety rule states that no child should be outside without a parent or guardian with them. There may be other cars and a serious incident could occur.

## **ATTENDANCE POLICY**

When a child is absent, please call the center, it is the policy of MDCA to contact the parent by phone on the second day of the child's absence. If we are unable to reach the parent, a home visit is done. In the event the parent still does not respond, a letter is sent out giving the parent a time frame in which to respond. If there is no response, the child is placed on the waiting list (but may re-enroll if a vacancy becomes available).

If the absences are a result of illness or if they are well-documented absences for other reasons, no special action is required. If, however, the absences result from other factors, including temporary family problems that affect a child's regular attendance, the program initiates

appropriate family support procedures for all children with four or more consecutive unexcused absences. Contacts with the family emphasize the benefits of regular attendance, while at the same time remaining sensitive to any family circumstances influencing attendance patterns. All contacts with the child's family as well as special family support service activities provided by program staff are documented.

In circumstances where chronic absenteeism persist and it does not seem feasible to include the child in either the same or a different program option, the child's slot is considered an enrollment vacancy.

### **PERSONAL BELONGINGS**

MDCA has no liability for the loss of personal belongings in an MDCA-Head Start center. Parents are encouraged to mark all of their child's personal belongings and clothing (hats, coats, shirts, blouses, pants, boots, shoes, gloves etc.) in an inconspicuous area with a symbol or initials only the family can identify, using indelible ink. This will assist staff in identifying the correct owner of an item.

Although parents have the right to dress children as they choose, it has been found that too often, faddish and expensive items of clothing have been lost or missing. Parents are informed of this policy during orientation and there are signs clearly posted stating – MDCA-Head Start has no liability for the loss of personal belongings.

### **BENEFITS OF VOLUNTEERING**

For many parents, serving as a Head Start volunteer is their first formal work experience. It can be the first step on a career ladder. Head Start provides training and a support system for parent volunteers. This is one way that the program helps families become self-sufficient.

Some of the areas in which parents can volunteer are:

Classroom Aides

Health Aides

Dietary Aides

Social Service Aides

Sharing some of their skills and talents with other parents through workshops

The top three volunteers of a classroom are invited to a volunteer luncheon/dinner at the end of each school year.

## MDCA-HEAD START DISCIPLINE POLICY

MDCA-Head Start does not employ punitive tactics to discipline the children. Our approach to discipline is one of guidance. The ultimate goal at MDCA-Head Start is to help young children gain control of their own actions and reactions. The teacher's role is to assist children in making health choices so that appropriate behavior becomes a result of "internal control" and not "external forces." The environment is set up to provide many opportunities for the child's success, which, we feel, minimizes ongoing disruptive behavior.

Spanking is not allowed on our agency properties by parents or staff. If it has been substantiated that a staff person spanked a child they will be terminated.

Discipline techniques, which help, develop self-control:

1. Ensure that children feel important and respected.
2. Guide children by setting clear, consistent, fair limits for classroom behavior.
3. Utilize mistakes as valuable learning opportunities.
4. Redirect children to more acceptable behavior or activity.
5. Listen when children talk about feelings and frustrations.
6. Guide children to resolve conflicts and to solve problems amongst themselves.
7. Patiently remind children of rules and rationale when needed.

**PLEASE NOTE:** MDCA-Head Start does not employ the traditional time-out procedure – placing a child in isolation for a period of time. This procedure rarely works because the child soon forgets the reason for being isolated and the inappropriate behavior soon repeats itself.

Instead, the child is redirected or given the choice of a quiet activity away from the others until he or she feels ready to rejoin the group. Children hitting staff, causing harm to other children, and/or exhibiting inappropriate behaviors will not be tolerated. Children will be sent home and/or terminated.

In the event of chronic or severe behavior, professional assistance is provided and parents are involved. A positive action plan is formulated that would best solve the problem and benefit the child.

The following section discusses the procedural guidelines for handling severe atypical behavior.

## **Severe Atypical Behavior Incident Procedural Guidelines**

When there is a severe atypical behavior incident, the Head Teacher will:

- Assign a staff person to the child immediately.
- Notify the Deputy of Program Operations who will initiate the procedure.
- Instruct the parent to come to the center.
- Complete a "Behavior Incident Report"

### **Immediate Action**

Remove the child to a quiet place. Do not pull, jerk or drag the child and use as little physical restraint as possible. Stay with the child and speak slowly and softly. Do not threaten or ridicule. Remember that the objective is to help the child gain self-control and return to the classroom.

Speak kindly and calmly to the parent and ask the parent to come to the classroom because the child has lost control and needs a parent. Have the parent take the child home for rest or have the parent stay with the child in the classroom.

Tell the parent that a conference is needed and an appointment will be set up.

If a parent cannot be located or cannot come to the center, keep assigned staff person with the child until dismissal and notify parent at that time.

The Deputy of Program Operations will inform the Mental Health Coordinator and Education Coordinator of the incident and, if appropriate, the Disabilities Coordinator and Health Coordinator. All concerned will follow and document a detailed action procedure.

### **Follow-Through Actions**

File an action taken report with the mental health specialist within one week and a report of disposition of the case within one month.

Hold a parent conference within 24 hours of the incident.

Prior to the conference, review the child's health record for any factors that might have a bearing.

At the parent conference, advise parent to have the child examined and return the physician's report as soon as possible.

Also, advise the parent to accompany the child at all program activities until a complete assessment of the child's needs can be made. Confer with parent and Mental Health provider to determine if further assessment is needed.

Make arrangements for whatever tests and evaluations are needed.

Investigate all parent concerns and discuss findings with parents.

Monitor procedures to assure that parent's rights are protected.

Summarize and report process and disposition of case to Executive Director.

### **EMERGENCY MEDICAL PLAN**

At MDCA-Head Start, we emphasize safety and prevention of accidents, however, we are prepared to deal with emergency situations when they occur. Emergency plans, with emergency numbers, are posted in every room by the phone. A well-supplied First Aid kit that meets all regulations is available in each classroom. The kit is also carried on field trips. Staff persons are provided first aid training, certified through the American Red Cross, and their names are posted in each classroom.

As a parent, you will be required, at enrollment, to complete an emergency transportation form, which contains medical/dental, family/relative emergency contact information, and authorizes the center to transport your child to a medical facility should an emergency situation arise. While parents have the right to refuse to grant this permission to transport in an emergency, MDCA-Head Start cannot enroll children whose parents refuse.

### **SAFETY POLICY**

The following rules apply at every MDCA location.

#### ***NO CHILD SHALL EVER BE LEFT ALONE OR UNSUPERVISED.***

1. On arrival – a parent must sign-in and leave child with staff member. On departure, a parent or authorized designated person must sign out.
2. There must be an available, accessible working telephone on the premises at all times.

3. Fire drills and tornado drills are held at varying times each month. A record of the drills is conspicuously posted.
4. A fire emergency and weather alert plan is posted in each classroom, which shows staff duties and evacuation routes.
5. There is a transportation safety plan for field trips, outings, etc.
6. In the event that a child needs emergency transportation, Cleveland EMS will be called.
7. Whenever an accident or injury occurs, center staff shall call and inform parent that child has been injured, complete an incident report/ill child report, provide a copy to the parents on the day of the incident and keep a copy on file.
8. The use of aerosol spray is prohibited while children are in attendance.
9. Local public authorities will be notified when a child-care staff member suspects that a child has been abused or neglected.

### **Emergency Closing**

The Executive Director due to inclement weather, natural or man-made disasters or other conditions that could affect center operations may declare an emergency closing.

**In case of bad weather, check your local  
TV stations for MDCA-Head Start.**

### **CHILDREN'S HEALTH RECORD**

Parents are required to provide an updated immunization record and have an annual physical examination (Healthchek) and dental examination completed for their child. The child's health record will be maintained in a confidential locked filing cabinet with restricted access. No child may be enrolled in a center without a current physical and dental. A physical and dental will expire one (1) year from the exam date. The State of Ohio Licensing requires all children to have a current physical on file NO EXCEPTIONS. Without a current physical, the child will be placed on the waiting list.

## IF YOUR CHILD BECOMES ILL

Please do not send your child to the center if the child is not feeling well or if they have any signs or symptoms of a communicable disease. If your child is not feeling well, contact the center to let them know that your child is ill and will not be in attendance. Keep your child at home until the symptoms have subsided or your physician determines the child may return. A child with a mild cold or cough who has none of the symptoms listed below will be allowed to remain but will be discharged if other symptoms develop. The Health Services Staff will determine if a child should be discharged or remain at the center based on staffing, care required, and the health and safety of all other children. Parents will be notified by phone immediately upon that decision.

### SYMPTOMS LIST

- Symptoms of illness for which the Ohio Department of Health requires isolation and immediate discharge:
- Infants/Toddlers - Diarrhea – **more than three** abnormally loose stools within a 24-hour period.
- Pre-School - Diarrhea – **one or more** abnormally loose stools within a 24-hour period.
- Severe coughing, causing the child to become red/blue in the face and making whooping sound.
- Difficult or rapid breathing
- Yellowish skin or eyes
- Untreated infected skin patches
- Conjunctivitis (pink eye)
- Temperature of 100°F taken under the arm and in combination with any other signs of illness.
- Unusually dark urine and/or gray or white stool
- Stiff neck
- Symptoms of illness for which Ohio Department of Health requires isolation and discharge at a time agreed upon by caretaker and parent.
- Unusual spots or rashes
- Sore throat or difficulty in swallowing
- Elevated temperature
- Vomiting
- Evidence of lice or scabies or other parasitic infestation.

All staff has been trained in communicable disease to recognize childhood diseases and we will alert you at the first sign of any illness.

In order to protect the health of all children in our care, we will call you at work and request that you pick up your child within one hour if he/she exhibits any of the following symptoms while in the classroom:

- Fever over 100°F for more than 1 hour
- Excessive diarrhea for 2 consecutive diapers/toileting
- Vomiting in excess of typical infant spit-ups
- Conjunctivitis (“pink eye”)
- Persistent complaints of ear or stomach pain
- Bleeding other than minor cuts and scrapes
- Excessive greenish nasal discharge, indicating possible infection
- Head lice

In the event your child is sent home due to one of the above conditions, **he or she will not be allowed to return until they have been symptom-free for a full 24 hours, or until accompanied by a signed note from your child’s doctor.** This policy is intended to help prevent the unnecessary infection of the other children in our care.

Although it may seem inconvenient when your child is sent home, you will appreciate knowing your child’s exposure is minimized when other children become ill. There are communicable disease charts posted in each center. It reviews the Ohio Department of Health guidelines for the more common communicable diseases; feel free to refer to it at any time.

We will not send a child home with a common cold, unless accompanied by a fever or other severe symptoms. However, many times when young children are ill, they may not exhibit “classic” signs of the illness (fever, vomiting, etc.) but will be excessively fussy and/or require constant cuddling and attention.

While we believe in providing as much cuddling as desired, if a child is ill and requires undivided attention this distracts from our ability to provide quality care to all the children in the group. Therefore, if your child reaches a point when he/she requires constant attention, will not play, cries continuously, whines and wants to be help constantly, etc., then your child will need to stay home.

You should expect that any time a new child is introduced to the group, colds and other minor illnesses are likely to occur until everyone’s immune systems have adjusted to the new exposures.

Also, advise us whenever a member of your family has an illness so that we can be alert to the possibility of symptoms developing in the child care group.

## **ADMINISTRATION OF MEDICINES**

We will not administer any type of medication, including prescription and over-the-counter medications, without a signed consent form and a Request for Medication form from the doctor indicating:

- the child's name, age and current weight
- the name and phone number of your child's doctor
- the name and phone number of the prescribing doctor (if different)
- the name of the medication
- the dosage amount and frequency
- possible side effects
- reason for needing the medication
- instructions for proper storage and preparation of the medication (such as should it be refrigerated, shaken, mixed with water, etc.)

All prescription medications must have been prescribed recently, and be clearly labeled with the pharmacy information.

Also, the medication must be in a clearly labeled childproof container. Bring the medication in a small sack or baggie labeled with the child's name, so as to avoid any possible confusion. Please provide any necessary droppers, medicine spoons, or other dosing aids. EPI-pens and inhalers should be in their original outer package (carton), labeled with your child's name.

## **NAP TIME**

During naptime the staff may supervise twice the number of toddlers/head start children allowed by the staff/child ratio provided all of the following are met:

- a) At least one child care staff member is physically present supervising the room during nap time;
- b) There are enough child care staff members readily accessible within the building to ensure that required staff/child ratios can be met;

- c) Nap time preparations are complete, and all children are sleeping or resting on cots;
- d) These naptime provisions are in effect for no longer than one and one half hours during a twenty-four hour period.

### **POTTY TRAINING**

The decision of when to assist your child with potty training is a personal one, and should be made based on your child's signs of emotional and physical readiness. We are ready to assist you in your efforts. However, it is necessary for us to work together and follow through. What is appropriate must be done at the center and at home. You must provide all potty training supplies for your child. Accidents will happen you should also have several changes of clothes at the center on a daily basis, pull-ups and training pants as well.

### **OUTDOOR PLAY**

The center shall provide outdoor play for all children in attendance each day if weather permits. Child Care staff members shall watch for potential hazards while observing children and shall actively supervise to prevent injury. When a group of children are outdoors, the childcare staff member responsible for the group shall be able to summon another adult without leaving the group alone or unsupervised.

ODJFS rule states: All children must go outside for at least five (5) minutes each day. During hot or humid weather, children are to go outside during the early hours, preferably between 9 a.m. and 11 a.m.

Time: Infants/Toddlers, no more than fifteen (15) minutes.

Preschool/Head Start, no more than thirty (30) minutes. In cold inclement weather, children are expected to go out for no more than five minutes each day. Children must go outside daily as required by Ohio Department of Jobs and Family Services. **Children are not to be outside in hot, humid weather for a prolonged period of time at any time of the day.**

For any reason other than the weather, the children will remain inside for indoor play. Considerations may include temperature, humidity, wind child, ozone levels, pollen count, lightening, rain or ice.

### **SPECIAL DIETS**

Special diets are administered only under written instruction from a physician. A special diet is any diet eliminating the use of any one of the

four food groups or amending the amount of food required to be served to meet one third of the recommended USDA daily dietary allowance for children in a part day program or two-thirds the requirement for children in a full day program. A special diet will not be administered beyond the expiration date verified by the physician.

*MDCA facilities are operated in accordance with U.S. Department of agriculture, which does not permit discrimination because of race, color, sex, age, handicap or national origin. Any person who believes that he or she has been discriminated against in any USDA-related activity should write immediately to the Secretary of Agriculture, Washington, D.C. 20250. Pursuant to Civil rights Laws and Regulations Applicable to Federally Assisted Programs.*

## **MEALS AND SNACKS**

Children enrolled in the full-day program are served meals and snacks to provide one-half of two-thirds of their daily nutritional requirements. They are served a morning breakfast, full lunch and an afternoon snack. Part day children receive meals and snacks that provide one third of their daily nutritional requirements. Morning session children are served breakfast and lunch. Afternoon session children are served lunch and an afternoon snack.

Meals are served family style and provide social and educational opportunities. Teachers and adult volunteers sit at the tables with the children to model proper table manners and assist the children with serving themselves. Conversation is focused on the children's interests. Children are encouraged, but never forced to try all foods served.

As detailed in the supplies section of this handbook, you are responsible for providing your infant's formula or breast milk. Menus are posted on the parent information board in the hallways and in the classrooms.

Children are expected to try one bite of any food served, unless the child has an allergy or sensitivity to that food. If, after trying a bite, the child does not like that food, he/she will not be forced to eat any more of it at that meal.

Children may have second helpings of any or all foods upon request, after they have finished all foods on their plate. No child will be required to eat more than one bite of anything. It is our experience that children will eat when they are hungry, and will get all of the nutrients they need when consistently presented with a variety of healthy choices.

## **FOOD ALLERGIES**

To avoid triggering allergic reactions, we do not serve any products that are “nut” based, nor do we serve any peanut butter, nuts, nor pork. Please alert us to any suspected food sensitivities or allergies so that we may attempt to accommodate your child’s dietary needs. Also, if you avoid any foods or combinations of foods for religious, cultural, or health concerns you must have your doctor complete a food allergy substitution form and also a health plan must be completed for your child.

## **FOOD FROM HOME**

In an effort to maintain food safety and meet sanitation guidelines, food from home is not permitted. Individually wrapped or store-bought foods may be allowed for special occasions (birthdays, holidays etc.) by prior arrangements made with the center staff.

## **BIRTHDAYS AND OTHER HOLIDAY CELEBRATIONS**

Please feel free to bring a special treat to share with all of the children in their classroom on your child’s birthday, but this is certainly not necessary. You may also, if you wish, plan to attend lunch with us on this special day in order to celebrate with your child. However, please give the center staff at least one week’s notice of your plans so that we may prepare the children to expect this disruption to the usual routine. Your child will no doubt enjoy this special day regardless of a celebration (or lack thereof) at daycare, so please do not feel obligated to plan anything elaborate.

As for other festivities, including religious holidays, we will always give you plenty of notice prior to the celebration of any cultural or religious occasions. We do not practice or teach any particular religion with the children in our care.

## **DISABILITY SERVICES**

MDCA assists and provides special services to children/families with suspected or diagnosed disability i.e., speech impairment, orthopedic impairment, hearing impairment, and vision impairments. MDCA is committed to collaborating with the Local Education Agencies and the community resources to enable families to succeed and transition from different stages of life and to receive all necessary assistance.

## **PARENT PARTICIPATION POLICY**

Parent participation is the key to the success of Head Start. Parents and grandparents are encouraged to contact teachers and staff members whenever they have questions or problems.

Parents participate fully, when they:

- Check the bulletin board daily for program information.
- Follow through with the teacher on evaluation conferences.
- Read and contribute to newsletters.
- Take part in holiday programs and open houses.

Volunteering is the best way to participate:

- At Home doing various projects
- Classroom assistance
- Nutrition assistance
- Parent group involvement
- Grandparent group involvement
- Parent policy committee involvement

When you volunteer please make sure you ask your Family Service Worker for the Parent Volunteer Form. For many parents, serving as a Head Start Volunteer is their formal work experience. It can be the first step on a career ladder. Head Start provides training and a support system for parent volunteers. This is one way that the program helps families become self-sufficient.

And most of all ... LOVE your children and help them to learn.

For the purposes of this handbook a parent is the person who has legal custody of the child and includes custodial parents, grandparents, and guardians. Any parent of a child enrolled in a Head Start Program shall be permitted unlimited access to the Head Start Center during its hours of operation for the purposes of contacting their children, evaluating the care provided or volunteering.

Upon entering the premises, the parent shall notify the administrator or designated person of his or her presence.

A parent's TB test must be on file for kitchen or classroom participation. No TB test is required to attend a child's school event or lunch for a special occasion.

## **MY RESPONSIBILITIES**

- To learn as much as possible about the program and accept it as an opportunity through which I can improve my life and my children's lives.
- To take part in the classroom as an observer, a volunteer or a paid employee, and to contribute my services in whatever way I can toward enrichment of the total program.
- To welcome teachers and staff into my home to discuss ways in which I can help my child's development at home in relation to school experience.
- To inform the classroom staff if my child will be absent for any reason. It is policy to drop a child from the program if he/she has accumulated 30 unexcused absences.
- To work with the teacher, staff and other parents in a cooperative way.
- To take advantage of programs designed to increase my knowledge about child development.
- To take advantage of programs designed to increase my skills in areas of possible employment.
- To explain the program to other parents and encourage their full participation.
- To reinforce at home, activities learned in the Head Start.
- To help develop Parent Education programs which improve daily living for me and my family.
- To work in conjunction with teaching staff to develop age-appropriate activities for all the children in my child's classroom.
- To respect the confidentiality of all other families within the Head Start/School Readiness Program.

## **MY RIGHTS**

- To take part in major policy decisions affecting the planning and the operation of the program.
- To be welcomed and encouraged to participate in my child's classroom.
- To be able to participate in the fullest extent possible in every area of the program.
- To be informed regularly about my child's progress in Head Start.
- To be always treated with respect and dignity by all program staff
- To expect guidance for my child from Head Start Teachers and Staff, which will help their total individual development.

- To be able to learn about the operation of the program, including the budget and the level of education and experience required to fill various positions.
- To take part in planning and carrying out programs designed to increase my skills in areas of possible employment.
- To be informed about all community resources concerned with health, education and the improvement of family life.
- To expect that all information acquired by Head Start staff regarding my child and my family will remain confidential.

## **PARENT INVOLVEMENT**

Parents may have direct involvement in decision making as related to program planning and operations by joining the following parent groups:

**Parent Committee:** “Parent Committee” is comprised exclusively of the parents of children currently enrolled at the center level for center-based programs. These parents work closely with the teaching staff and family service workers to

- 1) advise staff in developing and implementing local program policies, activities, and services;
- 2) plan, conduct, and participate in informal as well as formal programs and activities for parents and staff; and
- 3) participate in the recruitment and screening of Head Start employees.

**Policy Committee:** The Head Start Policy Committee is composed of parents and community representatives. All parents are parents of Head Start children currently enrolled in the program. This election takes place at the Center Parent Committee. The Policy Committee primarily governs the major decisions and operations of the program. Meetings occur once a month for approximately one and a one-half hours. Members have the opportunity to participate on standing committees formed from within the Policy Committee. Standing committees are on-going throughout the year and include the Budget & Planning Committee, Personal Committee, Nominating Committee, Education Committee, and Menu Planning Committee.

Special training is provided to parents for participation on the Parent Committee Standing Committee, as well as, the Policy Committee.

## **MDCA-HEAD START’S FUND RAISING POLICY**

Parent fund raising projects are permitted through the Center Parent Committees and Policy Committee. Fundraisers should be used for

parent activities, and/or end-of-the-year activities, including purchase of graduation caps and gowns. Parents may pay for age appropriate special social activities for children (Example: Christmas shopping, movies, etc.)

Planning, implementation of project, record keeping, and safekeeping of funds collected, must be performed, by parents ONLY.

**MDCA-HEAD START STAFF CANNOT HANDLE ANY FUNDRAISING PROJECT MONEY, MDCA-HEAD START STAFF CANNOT BE PART OF PARENT BANK BOOKS, COLLECT OR HOLD MONEY.**

# RESOURCE GUIDE

Call 211 for additional resources as well.

## DISABILITY RESOURCES

Achievement Center for Children  
4255 Northfield Road, Cleveland, OH 44128  
(216) 292-9700

Easter Seals Northeast Ohio  
1929 E. Royalton Road, Broadview Heights, OH 44147-2809  
(440) 838-0990 Fax: (440) 838-8440

Bureau For Children with Medical Handicaps  
P.O. Box 1603, Columbus, OH 43216-1603  
(614) 466-1700 Fax (614) 728-3616 Web Site: [www.odh.state.oh.us](http://www.odh.state.oh.us)

Cleveland Metropolitan School District  
1380 E. 6<sup>th</sup> St., Cleveland, OH 44114-1606  
(216) 574-8000 Fax: 574-8658

Positive Education Program (PEP)  
3100 Euclid Ave., Cleveland, OH 44115-2508  
(216) 361-4400 Fax: (216) 361-8600

Cleveland Hearing and Speech  
11206 Euclid Ave., Cleveland, OH 44106-1718  
(216) 231-8787 (216) 231-7141

Social Security Administration  
1240 E. 9<sup>th</sup> Street R. 793, Cleveland, OH 44199-2001  
(800) 772-1213 Web Site: [www.saa.gov](http://www.saa.gov)

Cleveland Public School -- Preschool Assessment Clinic  
1440 Lakeside, Cleveland, OH 44114  
(216) 592-7763

United Cerebral Palsy of Greater Cleveland  
10011 Euclid Ave., Cleveland, OH 44106-2397  
(216) 791-8363 Fax: (216) 721-3372

Cleveland Site Center/Cleveland Society for the Blind  
1909 E. 101<sup>st</sup> St., Cleveland, OH 44106-4110  
(216) 791-8118 Web Site: [www.clevesight.org](http://www.clevesight.org)

## **TRAINING OPPORTUNITIES**

Cuyahoga Community College, Eastern Campus  
4250 Richmond Road, Cleveland, OH  
(216) 987-2000

Cuyahoga Community College, Metro Campus  
2900 Community College Ave., Cleveland, OH  
(216) 987-4000

Cuyahoga Community College, Western Campus  
11000 West Pleasant Valley Road, Parma, OH  
(216) 987-5000

Cuyahoga Work & Training, Reserve Square 1<sup>st</sup> Floor  
1701 E. 12<sup>th</sup> St.  
(216) 987-7000

Spanish-American Committee  
4407 Lorain Ave., Cleveland, OH 44113  
(216) 961-2100

Council for Economic Opportunities  
1228 Euclid Ave., Cleveland, OH 44115  
(216) 696-9077

Women In Transition Program -- Cuyahoga Community College  
2900 Community College Ave.  
(216) 987-4187

Vocational Guidance Services (VGS)  
2239 E. 55<sup>th</sup> St., Cleveland, OH  
(216) 431-0073 TTY (216) 431-7800 Fax (216) 431-5123

May Dugan Center  
4115 Bridge Ave., Cleveland, OH  
(216) 631-5800

## **EMPLOYMENT OPPORTUNITIES**

The following community resources offer assistance in obtaining employment.

Towards Employment  
1255 Euclid Ave., Suite 300  
(216) 696-5750

Council for Economic Opportunities  
1228 Euclid Ave.  
(216) 696-9077

Cuyahoga County Employment And Family Services  
1641 Payne Ave., Room 520  
(216) 987-7000 Fax (216) 987-8000

MDCA-Head Start  
2570 Superior Ave., Cleveland, OH 44114  
(216) 363-0400

Employment Connection at Virgil Brown  
Neighborhood Family Center  
1641 Payne Ave.  
(216) 987-7944

## **FOOD AND NUTRITION RESOURCES**

The following resources offer assistance for families in need of food.

Martin DePorres Center  
1264 E. 123<sup>rd</sup> St.  
(216) 268-3909

Salvation Army Centers  
2507 East 22<sup>nd</sup> St.  
(216) 861-8185

East Glenville United Methodist Church  
12651 St. Clair Ave.  
(216) 451-1696  
Dinner last seven days of month

Fidelity Baptist Church Hunger Center  
8402 Wade Park Ave.  
(216) 231-0184, Tuesdays, Thursdays, Fridays: 9-11 a.m.

St. Marks Baptist Hunger Center  
11123 Buckeye Ave.  
(216) 421-0053

Avon Avenue Baptist Hunger Center  
10902 Avon  
(216) 883-6120

Antioch Baptist Church  
8869 Cedar Ave.  
(216) 421-1516  
Meals served Mondays at 4 p.m., Tuesdays and Thursdays at 11 a.m.

Bread of Life Food Pantry  
8520 Carnegie Ave.  
216-229-2200  
Open Mondays, Wednesdays, Fridays 1 p.m. to 3 p.m.; every fourth  
Monday and Friday, 10 to noon and 1 p.m. to 3 p.m.

St. Aloysius  
10932 St. Clair Ave.  
(216) 451-3262  
Food distribution on fourth Saturday; Hot meals every Tuesday from  
5 p.m. to 6 p.m.

Cory United Methodist Church  
1117 E. 105<sup>th</sup> St.  
(216) 451-0460

St. Matthews Methodist Church  
8605 Wade Park Ave.  
(216) 231-7622 Fax (216) 231-7683

### **NUTRITION RESOURCES**

The following resources provide information and counseling on food and nutrition problems.

Cleveland Foodbank, Inc.  
15500 South Waterloo Road  
Cleveland, Ohio 44110  
(216) 738-2265

Cuyahoga County Board of Health  
Division of Early Intervention  
1375 Euclid Ave.  
(216) 443-7552

### **CLOTHING RESOURCES**

The following resources offer assistance with clothing for needy families.

Our Lady of Fatima  
6707 Quimby  
(216) 391-1655  
Emergency clothing to those with verified need

Murtis H. Taylor (Emergency)  
13422 Kinsman Ave.  
(216) 282-4400  
Collects and distributes emergency clothing

St. Vincent DePaul Society  
1031 Superior Ave.  
(216) 696-6525  
Emergency Service through churches: Operates two thrift stores with clothing at minimum cost.

St. Matthew United Methodist Church  
1516 E. 86<sup>th</sup> St.  
(216) 231-7622  
Reasonably priced clothing

Salvation Army Center  
2507 E. 22<sup>nd</sup> St.  
(216) 861-8185

American Red Cross  
3747 Euclid Ave.  
(216) 431-3010

Christ Child Society of Cleveland  
c/o Parmadale  
6753 State Road  
(440) 843-1632

Martin DePorres Center  
1264 E. 123<sup>rd</sup> St.  
(216) 268-3909

## **MEDICAL AND DENTAL ASSISTANCE**

Rainbow Babies & Children Hospital  
11100 Euclid Ave.  
(216) 844-1000

Cleveland Clinic For Children  
2032 Clinic Drive, Building M  
(216) 444-2200

Northeast Ohio Neighborhood Health Services  
8300 Hough Ave.  
(216) 231-7700

Cleveland Hearing & Speech Center  
11206 Euclid Ave.  
(216) 231-8787

CSU Speech and Hearing Center  
1899 E. 22<sup>nd</sup> St.  
(216) 687-3804

John Glen Smith Health Center  
11100 St. Clair Ave.  
(216) 249-4100

Metro Health Medical Center  
2500 Metro Health Drive  
(216) 778-7800

Collinwood Health Care Center  
15322 St. Clair Ave.  
(216) 851-1500

## **AIDS RESOURCES**

Ohio AIDS Hotline  
(800) 332-AIDS

National AIDS Hotline

Tape: (800) 342-AIDS Operator: (800) 342-7515

AIDS Antibody Test Sites

T.J. McCafferty Health Center (216) 651-5005

J. Glen Smith Health Center (216) 249-4100

Antioch Baptist Church

8869 Cedar Road

(216) 421-1516

**FREE INSURANCE FOR KIDS AND TEENS  
HEALTHY START (216) 987-7346**

**HOUSING AND SHELTER SERVICES**

The following resources provide information, counseling and assistance in buying and renting homes for low and moderate income families.

Cuyahoga Metropolitan Housing Authority (CMHA)

1441 W. 25<sup>th</sup> St. (216) 426-7760

Public housing for low-income families, disabled people and senior citizens.

Community Housing Solutions

12114 Larchmere Ave. (216) 231-5815

1967 W. 45<sup>th</sup> St. (216) 651-0077

Counseling, first-time home buyers, foreclosure prevention, loan modification, weatherization and furnace repairs.

Housing Services Management Inc. Kenmore Apartments

1588 Ansel Road (216) 231-8100

Assistance with rental for low and moderate income families

Shelter Plus

Office of Homeless Services

310 West Lakeside Ave., Suite 595

(216) 420-6844

Persons with mental health, chemical addiction, and /or HIV AIDS are eligible for the rent subsidy.

CMHA Housing Choice Voucher Program  
3400 Hamilton Ave.  
(216) 431-1471

Housing Choice Voucher program is a government subsidized housing assistance program for a low-income family or individual.

### **EMERGENCY SHELTER**

The following resources provide counseling and emergency shelter for people in need or in danger.

Templum House  
(216) 651-8484  
Confidential emergency shelter for women and children

Battered Women's Hotline  
(216) 961-4422  
Confidential emergency shelter for women and children in danger

Women's Center of Greater Cleveland  
6209 Storer Ave.  
(216) 651-1450 / (216) 651-4357

Rape Crisis Center  
1370 Ontario Ave., #420  
Hotline: (216) 579-0703 Office: (216) 619-6194

### **FINANCIAL ASSISTANCE**

The following resources provide financial and other assistance to families with little or no income.

### **CUYAHOGA COUNTY DEPARTMENTS**

Human Services  
1641 Payne Ave.  
(216) 987-7000

Food Stamp Information  
(216) 987-7430

Women Infants & Children Program  
(216) 987-7430

## **OTHER FINANCIAL RESOURCES**

Consumer Protection Association  
3101 Euclid Ave.  
(216) 881-3434

Consumer Credit Counseling Service  
2800 Euclid Ave.  
(216) 231-5322

U.S. Veteran's Administration  
1240 E. 9<sup>th</sup> St.  
(800) 827-0648

Salvation Army (Emergency Aid)  
2507 E. 22<sup>nd</sup> St.  
(216) 861-8185

American Red Cross  
3747 Euclid Ave.  
(216) 431-3010

## **ALCOHOL AND DRUG SERVICES**

All services listed here offer counseling and crisis intervention.  
Additional services are noted.

Alcoholics Anonymous  
1701 E. 12<sup>th</sup> St.  
(216) 241-7387 -- 24-Hour Service

Beech Brook Parent Drop-In Center  
6001 Woodland Ave.  
(216) 391-4069

Fresh Start, Inc.  
4807 Cedar Ave. (Emergency)  
(216) 431-4979 Residence for unemployed, unattached male alcoholics

John Glen Smith Health Center  
11101 St. Clair Ave.  
(216) 249-4100

Medical services for families, family planning, mental health counseling

Community Action Against Addiction  
5209 Euclid Ave.  
(216) 881-0765

Orca House  
1905 E. 89<sup>th</sup> St. (Emergency)  
(216) 231-3772 Residence program for males and females

Cleveland Treatment Center  
1127 Carnegie Ave.  
(216) 861-4246  
Methadone treatment program, counseling and job placement

### **OTHER COMMUNITY SERVICES**

The following resources offer assistance of a specialized nature

### **LEGAL ADVICE AND ASSISTANCE**

Legal Aid Society  
1223 W. 6<sup>th</sup> St.  
(216) 687-1910

Cuyahoga County Bar Association  
1228 Euclid Ave.  
(216) 621-5112

### **VIOLENCE-RELATED SERVICES**

Witness Victim Program  
310 W. Lakeside, #300  
(216) 443-7345

### **SERVICE REFERENCE RESOURCE**

Cleveland Public Library  
325 Superior Ave.  
(216) 623-2800

Cuyahoga County Library  
2111 Snow Road, Parma, OH 44134  
(216) 398-1800

## **HOME HEATING SERVICE**

HEAP – Emergency Home Energy Assistance Program  
(216) 263-6266

## **SOCIAL SERVICE AGENCIES**

The following resources provide a wide range of services and are often the first point of contact for people in need.

Murtis Taylor Multi-Purpose Center  
13422 Kinsman Road, Cleveland, OH 44120  
(216) 283-4400

Provides mental health Services to community • Offers family counseling

Phyllis Wheatley Association  
4450 Cedar Ave., Cleveland, OH 44103  
(216) 391-4433

Provides child care, camping, music, arts, counseling, senior support

Neighborhood Centers Association  
3135 Euclid Ave., Cleveland, OH 44115  
(216) 391-4707

Free assistance and counseling

Welfare Rights  
2800 Euclid Ave. Suite 115, Cleveland, OH 44115  
(216) 432-4770

Offers assistance to welfare recipients, low-income families and people on Social Security

Catholic Social Services of Cuyahoga County  
3409 Woodland Ave., Cleveland, OH 44115  
(216) 631-3499

DePaul Young Parents Center  
3409 Woodland Ave., Cleveland, OH 44110  
(216) 541-4400

### **Note to MDCA Parents**

*Your MDCA Family Service Worker is often your best source of information on resources and assistance. Get to know the Family Service Worker assigned to help your family.*

## **MDCA HEAD START ACADEMIES**

Superior Academy

7020 Superior Ave., Cleveland, OH 44103

Phone: (216) 881-6924 Fax: (216) 881-7406

Brackland Academy

12416 Brackland, Cleveland, OH 44110

Phone: (216) 541-7400 Fax: (216) 541-7408

## **MDCA HEAD START CENTERS**

Avon Head Start Center

10902 Avon Ave., Cleveland, OH 44105

(216) 883-8550

45Cory Head Start Center

1117 E. 105<sup>th</sup> St., Cleveland, OH 44108

(216) 451-9838

CFLC Church of the Masters

4050 Monticello Blvd., Cleveland, OH 44128

(216) 297-1442

Zion Chapel Head Start Center

4234 Lee Road, Cleveland, OH 44122

(216) 921-2477

St. Marks Head Start Center

11123 Buckeye Road, Cleveland, OH 44104

(216) 229-2267

## **CHILDREN FIRST LEARNING & ENRICHMENT CENTERS (6 WEEKS TO 5 YEARS OLD)**

**Starts with Bright Baby 6 Weeks old**

CFLC E. 84<sup>th</sup>

8409 Hough Ave., Cleveland, OH

(216) 707-0344

CFLC 124<sup>th</sup>

12421 Superior Ave., Cleveland, OH

(216) 268-1791

CFLC Hayden

1416 Hayden Ave., E. Cleveland, OH (216) 451-3060

