



2018-2019
Highland Rim Head Start
Parent Handbook

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SECTION (1) Introduction to Head Start

A. What is Head Start?

Head Start is a federally funded, community-based program for families. The program is available for children three to five years of age that are ineligible for kindergarten. Families are selected according to federal income guidelines and determined by need and not on a first-come, first-served basis.

Head Start seeks to develop partnerships with the child, their family and the community in which they live in order to enhance the social, emotional, cognitive and physical development of the child. These partnerships are designed to ensure that the program and family goals are implemented to promote future success in school.

Children and families who enroll in Head Start participate in family-centered services, which include a variety of educational and social activities that can span the entire academic year. Health screenings are provided for all children. Children receive healthy meals and snacks and enjoy indoor and outdoor activities in a safe environment. These services facilitate child development, support parental goals and promote family self-sufficiency.

The Head Start Program serves to guide all children toward success. The program recognizes that the parent is the child's first and most important teacher. Head Start values each family involved within the program activities and agrees to work with families as a partner in each child's development. The program needs everyone's participation in every aspect of each child's care.

B. Who can be part of Head Start?

Children from ages three to five whom are from families with incomes below the poverty guidelines are eligible for Head Start. Children from homeless families, and families receiving public assistance such as TANF or SSI are also eligible. Foster children are eligible regardless of their foster family's income.

C. Head Start Core Values

- Establish a supportive learning environment for children, parents, and staff in which the processes of enhancing awareness, refining skills, and increasing understanding are valued and promoted.
- Recognize that the members of the Head Start community—children, families, and staff—have roots in many cultures [and languages]. Head Start families and staff, working together as a team, can effectively promote respectful, sensitive and proactive approaches to diversity.
- Understand that the empowerment of families occurs when program governance is a responsibility shared by families, governing bodies and staff and when the ideas and opinions for families are heard and respected.
- Embrace a comprehensive vision of health for children, families and staff that: ensures basic health needs are met; encourages practices that prevent future illnesses and injuries; promotes positive, culturally relevant health behaviors that enhance life-long wellbeing.
- Respect the importance of all aspects of an individual's development, including social, emotional, cognitive, and physical growth.

- Build a community in which each child and adult is treated as an individual while at the same time, a sense of belonging to the group is reinforced.
- Foster a relationship with the larger community so that families and staff are respected and served by a network of community agencies that work in partnership with one another.
- Develop a continuum of care, education, and services that allows stable, uninterrupted support to families and children during and after their Head Start experience

D. Mission Statement

The mission statement for Highland Rim Economic Corporation is to coordinate resources to empower and inspire people to reach their full potential.

E. The Organization

Highland Rim Head Start began operation in the summer of 1966 under the umbrella of Highland Rim Economic Corporation. The program provides services to four rural counties in west central Tennessee. In Dickson County there are 3 centers and 6 classrooms. In Houston County there is 1 center and 2 classrooms. Humphreys County there are 2 centers and 2 classrooms. In Stewart County there is 1 center with 2 classrooms. Highland Rim also collaborates with North Stewart Elementary in 1 Pre-K classroom.

F. Highland Rim Head Start Locations

Burns Head Start

905 Hershel Street
Burns, TN 37029
Phone: 615.441.3599
Fax: 615.441.3955

Charlotte Head Start

125 Doyle Hill
Charlotte, TN 37036
Phone: 615.789.3316
Fax: 615.789.0214

Dickson Head Start

119 W. Broad St.
Dickson, TN 37055
Phone: 615.446.2576 or
615.446.2821
Fax: 615.446.6017

Tennessee Ridge Head Start

1165 Hwy 49
Erin, TN 37061
Phone: 931-721-3555
Fax: 931-721-3557

Highland Rim Economic Corporation

213 College St., P.O. Box 208
Erin, TN 37061
Phone: 931.289.4101
Fax: 931.289.5311

Highland Rim Head Start/ Central Office

3215 Hwy. 149, P.O. Box 208
Erin, TN 37061
Phone: 931.289.4133, 4135,
4136 or 4137
Fax: 931.289.3220

Stewart Head Start

500 Williams Rd.
Big Rock, TN 37023
Phone: 931.232.7965
Fax: 931.232.5198

McEwen Head Start

220 E. Swift St.
McEwen, TN 37101
Phone: 931.582.3278
Fax: 931.582.8997

Waverly Head Start

612 E. Main St.
Waverly, TN. 37185
Phone: 931.296.7401
Fax: 931.296.9071

SECTION (2) Classroom Options

A. Full Day Classroom

Hours are 7:45 - 2:00 Monday - Friday.

B. Extended Care Classroom

Only Available at Dickson Complex. Hours are determined by needs of parents.

SECTION (3) Highland Rim Policies & Procedures

A. Confidentiality:

All child and family records are confidential (private) and in locked locations. We do not share any information about you or your child with anyone outside of Highland Rim Head Start without your permission, unless subpoenaed by court.

B. Standards of Conduct All Highland Rim Head Start Staff will maintain a standard of conduct provided by Highland Rim Economic Corporation that specifies:

1. Highland Rim Head Start Staff will 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. Highland Rim Head Start staff will sign a confidentiality agreement stating the confidentiality policies concerning information about children, families, and other staff members;
3. Two Highland Rim Head Start staff will supervise children at all times;
4. Highland Rim Head Start staff will use positive methods of child guidance and will not engage in corporal punishment, emotional or physical abuse, or humiliation. Isolation, food as punishment or reward, or denial of basic needs will not be used as methods of discipline;
5. Confidential information will be seen by and discussed only with staff members who can demonstrate a need for the information in order to perform their jobs;
6. Each Director, Officer, Policy Council member, and employee of HREC shall receive a copy of the Code of Conduct. Each person will be required to complete the disclosure statement and must certify that he or she has read the Code and agrees to comply with all standards and requirements set forth therein annually.

C. Behavior Support and Management Policy

All children learn and develop at their own pace. Some children need extra support in working on challenging behaviors. By this we mean behavior that isn't working for the child, occurs often, and impacts their ability to learn and play. Head Start partners with agencies for behavior services.

We work with children to help them have better self-control. We use positive methods to do this. We might:

- show them how to behave

- redirect them to a better activity
- set limits
- provide the space or time needed to get back in control

Adverse Childhood Experiences

Adverse Childhood Experiences (ACES) is one of several socio-emotional screeners used at Highland Rim Head Start. ACES are defined as “stressful or traumatic events that occur during childhood”. ACES have been linked to a number of negative outcomes; including increased risk taking behaviors, poor physical health decisions, and emotional deregulation. At Highland Rim Head Start, we use an ACES screener to determine the adverse events that a child is exposed to as well as the parent. Using this information, we are able to refer parents to services based upon need so the entire family is able to conquer these detrimental events as early as possible.

Highland Rim Head Start will work with you and others involved in supporting your family to make a plan about how we will help your child. If at any time you have concerns about your child’s behavior at home or school, please talk with your child’s Teacher and/or Family Advocate.

D. Guidelines for Attendance:

It is important your child attends school every day. Regular attendance will help get him/her ready for Kindergarten! The school day will consist of educational opportunities provided by a teacher and assistant which are designed to be appropriate for their age and development. Your child's learning will be tracked by the classroom staff. Be sure to ask the staff to show you how much they are learning! For these reasons, please try and **have your child dropped off at school on time at 7:45 a.m. and picked up no later than 2:00 p.m.**

- ✓ Regular attendance helps your child reach their full potential.
- ✓ Regular attendance helps your child feel secure and independent
- ✓ Regular attendance prepares your child for public education.
- ✓ Regular attendance reduces the risk of your child experiencing learning "gaps".
- ✓ Regular attendance helps your child feel confident and excited about learning.
- ✓ Regular attendance helps to eliminate the possibility of termination from the program.

Absences from School:

Should your child have a need to be absent from school please call the center to inform the child's Teacher or Family Advocate. If the absence is due to illness, your child must be symptom free for 24 hours before returning to the classroom. This means without fever, vomiting, diarrhea or rash for a complete 24 hours before they can reenter the classroom. If the 24 hours fall within school hours children can return on the following school day.

If, however, the absences result from other factors, including temporary family problems that affect a child's regular attendance, the Family Services department will initiate appropriate family support procedures for all children with four or more consecutive unexcused absences. These procedures will include home visits, direct contact with you or any other form of communication necessary. In circumstances where chronic absenteeism persists and it does not seem feasible to include your child in the program, your child's slot will be considered an enrollment vacancy. This means that your child may potentially be removed the program.

E. Emergency Contacts:

Please make certain we always have three current emergency phone numbers. If your child will be absent, call the center and let staff know. The best times to communicate with teachers are before and after class hours. Should your child be absent and we are unable to make contact with you, a home visit could be conducted. Primary Adult's contact information **MUST** be kept current at all times.

F. Release of Children:

1. You must sign your child in upon arrival at the center or at the bus stop and you must sign your child out each afternoon with the correct departure time. This must be a complete, legible signature, no initials.
2. **All changes or updates to the Child's Emergency Card must be made in person. These changes can only be made by the person listed as the Primary Adult. ABSOLUTELY NO CHANGES WILL BE ACCEPTED IN ANY OTHER FORM OR VIA TELEPHONE.**
3. The name, telephone number and address of at least 3 adults, **18 years of age or older**, other than yourself: who can be contacted in an emergency to pick-up your child must be provided to staff.
4. The name listed as the emergency contact must be listed as it appears on the contact's photo ID or driver's license otherwise we will not release the child into their custody. Until the teacher and staff become familiar with each parent/guardian/authorized person, **a photo ID will be required at pick up**. Center staff will not release your child to anyone who is not authorized for pick up on your emergency contact list.
5. The name, address and telephone number of your employer or the school that you attend must be provided to staff. If you are attending school, please also list the department where your classes are held.

In the event of a local threat, for example a lockdown the children will be released only once an officer is on site.

G. Alcohol, Other Drugs and Impaired Drivers

Alcohol or illegal drugs are not allowed at any Head Start activity. If anyone comes to a Head Start event while using alcohol or drugs, they will be asked to leave. If the person does not leave, staff will call the police to assist.

H. No Smoking Policy

Head Start is smoke free. There is no smoking or vaping allowed within 50 feet of any Head Start function. This includes classrooms, group activities, parent meetings and offices.

I. Shots (Immunization Policy)

Head Start believes that healthy children are up to date with their shots. Head Start staff will work with you and your child's doctor to make this happen if your child does not have the shots they need.

State certified shot record form must be on file with Head Start by the first day of class or home visit. Exceptions to this immunization record requirement may be made only if the child's physician or the health department provides a signed and dated statement, giving a medical reason why the child should not be given a specified immunization or the child's parent provides a signed written statement that such immunizations conflict with his/her religious tenets and practices.

J. Sick Policy

Children and staff who have any of the following symptoms or conditions will be excluded until either the condition subsides or communication is received from a medical provider stating the child/staff is no longer contagious:

- Upset stomach with diarrhea (runny, watery or bloody stools) or vomiting (more than one time) within the past 24 hours;
- Runny nose, sniffles, unusual cough affecting their ability to function in the classroom;
- Fever of 100° or higher, must be fever-free and un-medicated for 24 hours;
- Complaints of unusual pain affecting their ability to function in the classroom;
- Indications of signs of a communicable disease or an unexplained rash (chicken pox, pink eye etc.)
- Lice or live scabies;
- Cuts or openings on the skin that are pus-filled or oozing;
- Short term injury/accident.

K. Medications at School:

Whenever possible, please arrange with your child's medical provider, to schedule medications to be given before and/or after school. They will assist you in a medication schedule that works around your schedule at home. We understand that sometimes medication will have to be given during class time. In these specific instances the following guidelines will apply:

An individualized health action plan must be signed by you and your child's doctor for any medications to be administered at school. If you need a form please ask your Family Advocate or Teacher.

Medication must be in the up-to-date original container and properly labeled by the pharmacist.

The labeled information must include the child's name, frequency, dosage amount, medication name, and duration of administration, method of administration, expiration date, storage instructions, date filled and name of prescribing physician.

L. Siblings at School:

We strive to make all activities at Highland Rim Head Start as family friendly as possible. There will

be activities planned specifically designed for the entire family. However, we ask that you make other arrangements for your child's siblings when you participate in a classroom activity or volunteer at the center.

Siblings are welcome to attend field trips and activities outside the classroom but the parent must attend as well. Provisions for a sibling's participation in a school activity will not be provided by Head Start if they are not enrolled within the program.

M. Food at School:

Food may be brought into school to share but it must not be homemade. You may purchase pre-packaged food or bring in store bought ingredients to prepare in our kitchens.

Before each celebration, holiday, or birthday your teacher will post an approved food list that will allow parents to sign up. Please refer to our Planning Holiday, Celebrations, And Party Activities section for further information.

N. Complaint Procedure for Highland Rim Head Start Families:

Highland Rim Economic Corporation (HREC) recognizes the importance of the community and parents/guardians in voicing their concerns and complaints about the Head Start Program. Although the Head Start Policy Council and the Head Start Director have the utmost respect for the Head Start Administration and Staff, we realize that mistakes can and sometimes do occur.

1. An informal complaint/concern by a parent (or community member) should be addressed to the immediate staff-person that has direct control of the issue at hand. If these staff are unable to handle the situation to the satisfaction of the parent, then the Area Coordinator will be contacted. If they are unable to satisfy the parent, then the Family Service Manager will become involved.
2. A formal Comment and Complaint form by a parent (or community member) should be submitted to the Family Service Manager.
3. The Family Service Manager will investigate the issue fully, and he/she (or qualified designee) will respond within 5 days.
4. If the parent (or community member) is dissatisfied with the response, the Family Services Manager will then forward the complaint and corresponding documentation to the Head Start Director.
5. If the parent (or community member) is dissatisfied with the response of the Head Start Director, the complaint and corresponding documentation will be forwarded to the Executive Director.
6. If dissatisfied with the response of the Executive Director, the parent (or community member) may make a written request to the Policy Council Chairperson asking permission to address the Council at its next meeting.
 - a. The request must outline the complaint/concerns in detail.
 - b. The Council shall determine if they will allow the request and the amount of time allotted.
 - c. The Council may elect to answer the complaint/concern itself.
7. If the claimant is not satisfied with the decision of the Council, then the matter will be conveyed to the Board of Directors for review and decision. The decision of the Policy Council and/or Board of Directors is final and binding.



TENNESSEE DEPARTMENT OF HUMAN SERVICES

SUMMARY OF LICENSING REQUIREMENTS FOR CHILD CARE CENTERS

This summary is a guide for parents of children in child care centers. It outlines some of the requirements child care agencies must meet in order to be licensed. The Department of Human Services is legally responsible for licensing child care centers with 13 or more children. **The purpose of licensing is to protect your child.** Questions about these requirements or concerns about an agency's compliance should be referred to the local DHS office. You may ask your agency to see the complete set of center rules or you can access the rules through the Department's website at: <http://tn.gov/humanservices/topic/child-care-services>.

Ownership, Organization, and Administration.

- Every child care center shall have an on-site director.
- General liability, automobile liability and medical payment insurance coverage shall be maintained on the operations of the child care agency's facilities and vehicles.
- Enrollment of children under six (6) weeks of age is prohibited.
- Children shall not be in care for more than twelve (12) hours in a twenty-four (24) hour period except in special circumstances.
- Written documentation that the parent performed an on-site visit to the agency to review the agency's facility and child care policies & practices prior to enrolling the child (not required for children of homeless families).
- A copy of the agency's policies, procedures, and the Department's Summary of Licensing Requirements shall be supplied to the parent upon admission of the child.
- Parents shall be permitted to see the professional credential(s) of staff upon request.
- During operating hours, parents shall be permitted immediate access to their children.
- Children shall only be signed in and out of the center by the parent or other person specifically authorized by the parent or the appropriate staff person.
- Children's Records
 - Written consent for emergency medical care.
 - Written plan stating to whom the child shall be released.
 - Written transportation agreement between parent and the center regarding daily transportation.
 - Daily attendance that includes time in and time out for each child.
 - Prior written permission of parent for each off-site activity.
 - The records of any child who is five (5) years old in an agency which lacks approved kindergarten status shall include a signed acknowledgment by the child's parents that recognizes that the child's attendance does not satisfy the mandatory kindergarten prerequisite for the child's enrollment in first grade.
 - Children who are homeless or in state custody may receive care for up to thirty (30) days without documentation of immunizations.
- Incidents, accidents and injuries shall be reported to the parent as soon as possible, but no later than the child's release to the parent or authorized representative.
- Incidents, accidents and injuries to children shall be documented immediately and must include: date & time of occurrence, description of circumstances, and actions taken by agency.

- The agency or agency staff shall not disclose or knowingly permit the use by other persons of any information concerning a child or family except as required by law.
- During hours of operation the current license and agency report card shall be posted near the main entrance in a conspicuous location.
- Written expulsion policy clearly shared with parents and staff.

Supervision.

- All areas of the building and grounds shall be visually inspected for children prior to closing the agency for the day.
- Children six (6) weeks through nine (9) years of age:
 - Adult must be able to hear the child at all times, be able to see the child with a quick glance, and be able to physically respond immediately.
 - Exception: during mealtime an adult must be in the direct sight and sound of children ages six (6) weeks through five (5) years of age, not in kindergarten, while the child is eating.
- Children ten (10) years of age and older:
 - Adult must know the whereabouts and activities of the children at all times.
 - Each child shall be greeted and received by a specific caregiver who will have ultimate responsibility for their supervision and care.
 - When children leave a caregiver's assigned area and go to another, the center shall implement a system to track the whereabouts of each child and recognize the transfer of responsibility from one caregiver to another.
- When children ages ten (10) and above are grouped with children under ten (10) the minimum supervision requirements for children six (6) weeks through nine (9) years shall apply.
- When more than twelve (12) children are present on the premises a second adult must be physically available on the premises.
- When more than twelve (12) children in first grade and above are present, a separate group, space and program shall be provided for them.
- Each child must be on roll in a defined group and assigned to that group with a specific caregiver(s).
- Infants shall not be grouped with children older than thirty (30) months, and a separate area shall be provided for them.
- Children shall be kept with the same group throughout the day and shall not be moved, shuffled, or promoted to a new group until required based upon the developmental needs of the child, however

- Groups, excluding infants & toddlers may be combined for short periods for special activities of no more than thirty (30) minutes per day
- Groups, excluding infants & toddlers may be combined for up to one (1) hour at the beginning & end of the day as outlined in the A:C ratios:

Ratio Chart - First/Last Hour of Each Day Only

Group Size ▶	10	15	20
2.5 – 12 Years	1:10		
3 – 12 Years		1:15	
4 – 12 Years			1:20

- A:C ratios must be maintained while children are indoors and on the playground.
- A:C ratios and group sizes may exceed the required limit by up to ten percent (10%) no more than three (3) days per week, provided however:
 - Infant & toddler groups may never exceed the required ratios & group sizes.
 - The licensed capacity of the classroom may not be exceeded.
- **Adult:Child ratio and grouping chart:**

Age of children at beginning of school year	Minimum Adult:Child Ratio	Maximum Group Size
Infants (6wks. - 15 mos.)	1:4	8
Infants/Toddlers (6wks. - 30 mos.)	1:5	10
Toddlers (12 mos. - 30 mos.)	1:6	12
2 years (24-35 mos.),	1:7	14
2-4 years	1:8	16
2 ½ - 3 yrs. (30 - 47 mos.)	1:9	18
2 ½ - 5 yrs.	1:11	20
2 ½ - 12 yrs.	1:10	10
3 years	1:9	18
4 years	1:13	20
3 - 5 yrs.	1:13	22
4 - 5 yrs.	1:16	24
5 years	1:16	20
5 - 12 yrs.	1:20	No Max
School-Age (K & above)	1:20	No Max

- Ratios can be relaxed during naptime and nighttime care but one (1) adult must be awake and supervising the children in each nap/sleeping area (infant/toddler ratios must be maintained).
- **Supervision During Off-Site Activities**
 - A:C ratios for preschool children doubled during off-site activities.
 - A:C ratios for school-age children during off-site activities must equal the number of trained caregivers required in the classroom plus additional adults:

Number of Children	Trained Caregivers	Additional Adults	Total Adults Required
1 - 20	1	1	2
21 – 30	2	1	3
31 – 40	2	2	4
41 - 50	3	2	5

- A minimum of two (2) adults is required for any off-site activity.
- **Supervision During Swimming:**

Age Group	Ratio
Infants (6wks – 12 mos.)	1:1
Toddlers/Twos (13 – 35 mos.)	1:2
Three Year Olds	1:4
Four Year Olds	1:6
Five Year Olds	1:8
School-age & Above	1:10

- Group swimming is not prohibited but it is also not recommended due to the high risk.
- **Sudden Infant Death Syndrome Precautions:**
 - Infants positioned on backs when placed in crib for sleeping.
 - Soft bedding is prohibited for infants to avoid risk of smothering.
 - Infants touched by caregiver every fifteen (15) minutes in order to check for breathing and body temperature.

Staff

- At least one adult available on the premises at all times during child care hours must be able to read & write English.
- Caregivers must be at least 18 years of age.
- Staff under 18 years must be supervised by an adult while in the presence of children.
- Each group of children must have at least one caregiver present who has a high school diploma or equivalent.
- Substitutes providing services for 36 or more hours in a calendar year must have a physical and a criminal background check.
- Volunteers can not be used to meet the adult:child ratios unless they meet the qualifications for substitutes.
- Criminal background checks are required (at least every five years) for employees who have contact with children.
- Pre-service training for all staff prior to assuming duties.
- Ongoing training required in ten (10) specific health and safety topics.

Equipment for Children

- Individual lockers or cubbies, separate hooks and shelves or other containers, placed at children's reaching level, shall be provided for each child's belongings.
- In infant/toddler rooms, equipment and space shall be provided for climbing, crawling, and pulling without the restraint of playpens or cribs.
- Indoor equipment, materials, and toys shall be available to provide a variety of developmentally appropriate activities so that each child has at least three (3) choices during play time.
- Climbers, swings and other heavy equipment must be anchored even if they are designed to be portable.
- Resilient surfacing is required in fall zones around playground equipment.
- A quiet rest area and cots or mats shall be available for all children who want to rest but no child shall be forced to nap.
- For health & safety reasons each crib, cot, bed or mat shall be labeled to assure that each child naps on his own bedding.

Program

- Each caregiver shall be responsible for providing consistent care for a specific infant(s)/toddler(s) which includes but is not limited to: planning, and record-keeping for the child, communication, general interaction with and routine care of the child.
- Children shall not be left in restraining devices such as swings, car seats, or high chairs (in excess of thirty (30) minutes). Stimulation shall be provided to children in those settings.

- Programs, movies, computer games, and music with violent or adult content (including "soap operas") shall not be permitted in children's presence.
- If television, video tapes/DVDs, video/computer games, and/or movies are used, they shall be limited to two (2) hours per day, or the length of a movie if more than two (2) hours in the case of school-agers.
- Other activity choices shall be available to children during television/movie viewing or computer use.
- An opportunity for outdoor play shall be extended to children of all ages who are in care for more than three (3) daylight hours unless outdoor play is prohibitive.
- Children shall be provided an opportunity for outdoor play when the temperature range, after adjustment for wind chill and heat index, is between thirty-two (32) degrees and ninety-five (95) degrees Fahrenheit and not raining; children shall be properly dressed and the length of time outside adjusted according to the conditions and the age of the child.
- During outdoor play caregivers shall be alert for signs of dehydration, heat stroke, frostbite, etc., dependent upon the season.
- Spanking or any other type of corporal punishment is prohibited.
- Discipline that is potentially shaming, humiliating, frightening, verbally abusive, or injurious to children shall not be used.
- Discipline shall not be related to food, rest, or toileting.
- Staff shall plan ahead for developmentally appropriate activities; written lesson plans shall be provided for children of each age group.
- For ages three (3) through school-age, a curriculum shall be offered that shall include instruction, at least once a year, in personal safety – parents notified of and given an opportunity to review the curriculum.
- For school-age children the curriculum shall include instruction on reporting physical, verbal or sexual abuse.

Health & Safety

- Children shall be checked upon arrival and observed for signs of communicable disease during the day.
- Symptomatic children shall be removed from the group until parents are contacted and health issues are resolved.
- At least one staff with certification in first aid and one certified in CPR on duty at all times.
- The agency, in consultation with appropriate local authorities, shall develop a written plan to protect children in the event of disaster.
- All home/work contact numbers for parents shall be readily available to all staff.
- Impetigo and diagnosed strep shall be treated appropriately for 24 hours prior to readmission to the center.
- Children diagnosed with scabies or lice shall have proof of treatment and be free of nits prior to readmission.
- Serious injuries or signs of serious illness shall be reported to the parent immediately to arrange for emergency treatment.
- Accidents, injuries, and every sign of illness shall be reported, or a reasonable attempt made to report, to the parent as soon as possible, but no later than the child's release to the parent or authorized representative.
- All medications, prescribed and non-prescribed, shall be received from the parent by a designated staff person or management level staff person.

- Medication shall never be handled by children or administered in bottles or infant feeders unless authorized by a physician.
- All medications shall be inaccessible to children.
- Unused medication shall be returned to the parent.
- Smoking is not permitted in the presence of children.
- The use of alcoholic beverages is not permitted in child care centers during the hours of operation of the center.
- Firearms shall not be on the premises of a child care agency, in any vehicle used to transport children or in the presence of a child.
- Staff's personal belongings (purses, backpacks, coats, etc.) shall be inaccessible to children at all times.
- For the protection of children and adults, the Centers for Disease Control guidelines for handwashing and diapering procedures shall be followed.
- If older children are enrolled who lack independent toileting abilities, rules regarding diapering of preschool children shall apply; they shall be changed in a location designated for that purpose and which provides privacy from other children and adults.
- In order to avoid the spread of airborne diseases children shall be positioned on mats in a face to feet alternating pattern during naptime.
- All staff, substitute staff, volunteers are required to immediately report any reasonable suspicion of child abuse or neglect.

Food

- If any agency provides meals, the agency shall provide developmentally appropriate meals, snacks, and drinks for each child that are of sufficient proportions and nutritional value to meet each child's health needs.
- A meal shall be offered to children who arrive before 7:00 a.m. and have not had breakfast at home.
- All special needs diets shall be prepared as prescribed by a physician or by the written instructions of the parent.
- Staff shall support and facilitate a parent's decision to continue breast feeding.
- Children shall not be permitted to carry a bottle with them throughout the day.
- Caregivers and children shall wash their hands with soap and water.
- At mealtime, children shall be seated at tables and chairs of appropriate size, and adults shall sit with them.
- Frozen breast milk shall be dated when expressed.
- All formulas remaining in bottles after feeding shall be discarded.
- Microwave ovens, bottle warming devices, and crock pots, including cords, shall not be accessible to preschool children.
- School-age children shall use microwaves only under direct supervision.
- Previously opened baby food jars shall not be accepted in the center. If food is fed directly from the jar by the caregiver, the jar shall be used for only one feeding.
- Children shall never be left without adult supervision while eating.
- Home canned food and raw milk are prohibited.

Physical Facilities

- All facilities shall annually pass an inspection verifying compliance with all applicable state and local fire and environmental requirements.
- At least one (1) working, land-line telephone shall be present in the agency.

- If used, answering machines/voice mail shall be monitored at thirty (30) minute intervals except when staff and children are off premises.
- Parents informed that answering machines/voice mail are used.
- A minimum of thirty (30) square feet of usable indoor play space must be provided for each child.
- Outdoor play areas shall contain a minimum of fifty (50) square feet of usable play space for each child using the area at one time.
- Window blind cords and electrical cords on equipment shall be inaccessible to children.
- All rooms used by children shall be maintained at a temperature of between 68 to 78 degrees by means of heating, cooling or ventilation sources approved for use.
- Swimming pools and/or wading pools shall not be used without prior approval by the Health Department.
- If animals or birds are kept in classrooms as pets, they shall be caged away from the food storage and preparation area, and cages kept clean.

Transportation

- An adult must be in the vehicle whenever a child is in the vehicle.
- A passenger log with the first and last name of each child shall be used to track the loading and unloading of children during transport.
- If the child was loaded from home, the parent or other authorized person will additionally sign the log indicating that the child was placed on the vehicle.
- The log shall be updated as children are released from the vehicle.
- When the child is released to a parent or other authorized person, that person must sign the log indicating the release of that child to them.
- Immediately upon unloading the last child the driver must walk through the vehicle to confirm that all the children are off the vehicle.
- If a monitor was on the vehicle they shall walk through the vehicle as well.
- A designated agency person who did not ride on the vehicle shall also conduct a walk through of the vehicle.
- Drivers must submit to an annual health examination and pass a drug screening test.
- Drivers and monitors have certification in CPR and First Aid.
- All child care vehicles designed by the manufacturer to carry ten (10) or more passengers must be inspected by the Department of Safety.
- Effective January 1, 2007 all child care vehicles designed to carry ten (10) or more passengers must conform to the Federal Motor Vehicle Safety Standards for school buses.
- Child passenger restraints must be used in accordance with state law.
- Signage that includes the agency name and phone number and the Department's toll-free Child Care Complaint phone number must be on child care vehicles.
- Children shall not spend more than forty-five (45) minutes traveling one way to or from the agency's facility or to and from school (this provision does not apply to field trips).

Care of Children with Special Needs

- When children with disabilities are enrolled, all reasonable and appropriate efforts shall be made to provide each child an equal opportunity to participate in the same program activities as their peers.

- The agency shall have written individualized emergency plans for each disabled child who requires more assistance in emergencies.

Sick Child Care

- This type of care includes the supervision, protection, and meeting the basic needs of children who have short term illness, symptoms of illness, or who have a medical or technological dependency that requires continuous nursing intervention.
- Agencies that provide sick child care either as an exclusive service or as a component of an existing child care service must comply with additional rules specific to this type of care.

You can access the Department's website at:
<http://tn.gov/humanservices/topic/child-care-services>

A wealth of child care information can be found on the Department's website.

You can:

- Learn more about the rules
- Learn more about the types of regulated care
- Locate a child care provider
- Learn more about the Report Card and Star Quality Program
- Locate the local child care licensing office
- Review the current personal safety curriculum
- Read about new initiatives
- Locate the nearest child care certificate office
- Find info on choosing child care
- Locate a resource and referral center

And much more!

Report Card & Star Quality Program

<http://tnstarguality.org>

Child Care Resource & Referral Centers

Currently, there are eight CCR&R centers located throughout the state. The centers help parents find the type of care that is best for their child or children. These community resources also give providers technical assistance to better serve the children in their care. Contact information for the CCR&R centers can be found on the Child Care Services website.

Child Care- Complaint Hotline

NASHVILLE AREA: 615-313-4820
LONG DISTANCE: 1-800-462-8261

If you have a concern about an existing child care agency or wish to report an illegal operation you can call the Department's complaint hotline.

Department of Children's Services
Report Child Abuse or Neglect Hotline
1-877-237-0004

Information about child health, education, and development as well as available state services can be found at:

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

SECTION (4) Parent Engagement: The Foundation of Head Start

Parent Involvement



Head Start recognizes that parents are their child's first and most valuable teacher. The parent-child bond is the child's most significant relationship because it is the basis for all future relationships. Your child learns from what you say, what you do and what you believe and value. The relationship that develops between staff and family is based on respect for the child and family's home culture. This is why the program provides a number of experiences and opportunities for family participation both at school and at home. Through the utilization of these opportunities your family can grow in many ways as described below.

A. Volunteer Training:

Being involved with your child's classroom can be beneficial, not only for the little one you enrolled, but others as well. Training is provided to assist you and others who volunteer in understanding policies and procedures of Head Start. Consistency is crucial at this age and we always want to put our best foot forward for the children in our care. Training is provided at the beginning of the year and at additional times throughout.

Volunteer opportunities are listed in the Volunteer Orientation Handbook. Additional volunteer opportunities will be posted on the parent board at your child's center. Volunteers may be used to provide services and supplement the regular caregivers or substitutes without payment, but are not counted to meet the adult: child ratios.

B. Parent Committee Meetings:

The purpose of the Parent Committee includes, but is not limited to: Advise staff in developing and implementing local program policies, activities, and services; Plan, conduct, and participate in informal, as well as, formal programs and activities for parents and staff.

As the parent, you are a member of the Parent Committee of the center your child attends. This committee is organized in August and continues throughout the year. This committee carries out formal and informal activities for the parents and staff through planning and participation. At the initial meeting, the committee can elect its officers and Policy Council Representatives and plan special activities with staff guidance. A governance training for Policy Council Representatives is held early in the school year.

All members of the family are invited to attend parent committee meetings, however; only parents/guardians will serve as officers and have the right to vote. If you are elected and you do not participate regularly, you will be replaced. All constructive input is welcome. Head Start assists families participating in the Parent Committee by providing care for your children during the meetings. Make plans to attend your program's monthly Parent Committee meetings.

C. Head Start Policy Council:

The Policy Council is a part of the governing body of the Head Start Program. Parents are encouraged to serve on the Policy Council. During the first Parent Committee Meeting, Policy Council parent representatives and alternates are elected. Only parents or legal guardians of currently enrolled

children may serve on Policy Council. This Council meets for the entire year until the newly elected Council comes on board in September. Representatives are provided an agenda prior to each meeting. **Any additional topics of discussion must be cleared with the Head Start Director prior to the meeting in order to be placed on the agenda.**

Transportation and childcare will be provided if needed. Policy Council members learn leadership skills and make suggestions to improve the Head Start program. All parents are invited to attend Policy Council meetings, however; voting privileges are restricted to elected representatives. Each Parent Committee President will receive Policy Council minutes to report at the monthly meetings. If you are interested in being a Parent Committee or a Policy Council representative, see your child's teacher or Family Advocate.

D. Health Advisory Committee:

Health, Nutrition, Mental Health and Safety policies and procedures are developed utilizing federal, state and county guidelines with the assistance of medical and dental providers and community representatives. This is accomplished through the meetings of the Health Advisory Committee. If you are interested in becoming a parent representative on the Health Advisory Committee, see your child's Teacher, Family Advocate, or Health Services Manager.

E. In-Kind Contributions

Donating your time is important, but there are other ways to be involved with your child and his/her classroom, such as making or donating items for the classroom. You will be asked to fill out in-kind forms for the various services and goods you donate to the program; this is because 25 percent of the Head Start program is funded locally through volunteer services and donations, called In-Kind. Any time or services you donate to your child's classroom is matched as money that the classroom and program can use.

F. Field Trips:

Head Start children are given opportunities to explore the world around them in a safe and educational environment. We encourage parents to participate in these opportunities as well. Provisions for a sibling's participation in a school activity will not be provided by Head Start staff if the child is not enrolled within the program.

G. Child's Care

All family members are encouraged to participate in the care of their child by attending medical/dental exams/screenings, and learning the basics of raising a healthy child. Through ongoing communication with staff, families also participate in the detection of physical, emotional and developmental concerns.

H. Parent Training:

You will be invited to attend training opportunities and learn more about your child's developmental needs. This includes educational, social, mental and physical needs. Individualized home trainings will also be offered as requested. We offer trainings that can help in the work place, as well as, home. Examples are: CPR, Basic First Aid, Personal Safety, Budgeting/Couponing, Nutrition Oriented Classes, Financial Planning and Advocacy Opportunity Activities. Collaborations will occur throughout

the year with other agencies in our area to bring you the most productive trainings possible.

SECTION (5) Family Services

A. Family Services

Although a family may share similar interests or backgrounds each family that walks through Head Start doors locally or nationwide is different from the other. Realizing this, the Office of Head Start has given each program the task of assisting families in recognizing their own strengths and building upon them by setting a specific Parent Family and Community Framework (PFCE) to build upon on an individualized family basis. There are seven common outcomes in which the PFCE framework encourages growth and they are as follows:

- Family Well Being
- Positive Parent – Child Relationships
- Families as Lifelong Educators
- Families as Learners
- Family Engagement in Transitions
- Family Connections to Peers and Community
- Families as Advocates and Leaders

These outcomes will mean different things to each family based on their own experiences. Family Services is designed to provide our families with the opportunity to reach each of these outcomes at their own pace. Whether it be establishing a medical home for your child which aids family well-being or volunteering in your child's classroom as family engagement in transitions to serving on the policy council which provides family connections to peers and community; all of these are areas of development we can give to your family through training, reading material, small group activities and participation.

The key to this is building a relationship between not only the child and staff but the entire family. We will also work with you on goal setting. This is accomplished through the Family Partnership Agreement and is a goal that you design and work toward along with the family advocate initially and other Head Start Staff along the way.

Please also keep in mind that the Family Services Staff is always available to assist you with any need you may have. We work to build relationships within the community so if a need arises we will do our best to connect you with the resource that is of most value to you.

B. Family Goals:

Each family will have the opportunity to participate in developing a family action plan called the Family Partnership Agreement. This plan will assist you to identify your family's needs, interests, strengths and goals. This will be an ongoing activity throughout the year with the Family Services Team.

SECTION (6) Education Services and Classroom Program Logistics

Education

In Head Start, our goal is to help your child grow and develop. We know that you are your child's first and most important teacher. We believe that young children learn best by playing. Children learn by exploring, trying new things and asking questions. When children play, they use their imaginations, bodies, power of choice, and problem solving skills. This helps them to become good learners.

Ways for Parents to be involved in their Child's Education:

- ✓ Listen to your child and talk with them about their day.
- ✓ Play with your child
- ✓ Read with your child and have them retell the story back to you.
- ✓ Get involved in the education planning
- ✓ Participate in monthly parent meetings
- ✓ Attend your child's Parent/Teacher Conferences
- ✓ Volunteer in your child's classroom



Head Start works to provide:

- ✓ Experiences that enable children to construct their own knowledge by working directly with people, materials, and ideas
- ✓ Activities that align with the Head Start Early Learning Outcomes Framework (HSELOF), School Districts, and Tennessee Early Learning Developmental Standards (TN-ELDS) to help develop children's love of learning and nurture their curiosity
- ✓ An environment of acceptance that supports and respects each child's individual rate of development and personal interests.

Our Head Start Program uses the following Curriculum and Supplemental Curriculum:

I'm Safe
Keeping Kids Safe

Creative Curriculum
Handwriting Without Tears



School Readiness goals are defined as the expectations of children's status and progress across domains of: language and literacy development, cognition and general knowledge, approaches to learning, physical health and well-being and motor development, and social and emotional development that will improve readiness for kindergarten.

B. Classroom Closings

- 1) Check the classroom calendar for days your child will not have class.
- 2) Mark your calendar to note changes to the normal class schedule.
- 3) Each classroom follows the local public school's schedule, unless determined otherwise by Highland Rim Head Start.

C. Things to Bring and Not to Bring to Classrooms

- 1) Please keep an extra set of clothing for your child at school at all times. If your child gets wet or very dirty, he/she can change right away for comfort. Include a pair of pants, a shirt, a pair of underpants, and socks. Please label the clothing.
- 2) Please send a tote bag or backpack with your child every day. Your child's name needs to be marked on the bag. The bag is used to send artwork and notes home, so make sure to check it every day.
- 3) It is important to dress your child for weather conditions. When it is winter, please remember mittens, boots, hat, warm coat, and snow pants. Children will be playing outside each day unless there are severe weather conditions. Please do not dress your child in sandals, clogs, or slippery dress shoes. Sneakers are much safer.
- 4) Children are not allowed to bring pillows, covers, stuffed animals, toys, money, food, drinks or candy to school. Napping items are provided by Head Start. We will make every effort to accommodate children who are comforted by a stuffed animal or blanket; however, these items will remain in the classroom and cleaned each day by Head Start staff.

D. Outdoor Play

Children have 60 minutes of outdoor play daily, weather permitting. It is important to dress your child appropriately in accordance with the weather.

E. Sickness and Injury

If your child becomes sick or injured while at school, we will ask you to pick him/her up as soon as possible. If we cannot reach you, we will call your emergency contact person (ID may be requested). If your child needs emergency care, we will take him/her to the hospital while trying to find you.

F. Early Childhood Screening & Assessment

Soon after your child starts in our program, your Highland Rim Head Start Teacher or Family Advocate will do a screening with you and/or your child. There are questionnaires that you will fill out letting us know about the things your child can already do. This short screening is to help show any areas where he/she may need some help or more practice.

G. Ready for Kindergarten?

Children are more likely to do well in kindergarten (and beyond) if they have been with a group of children and learned from adults outside of the family. They will have practiced things like joining a group, taking turns, or getting help from others. In Head Start, your child will have the chance to do these things. The skills that most affect how well a child learns in school are:

Self-Control:

The ability to make decisions about how and when to express feelings and control our actions; developing inner control

Confidence:

Believing in oneself and feeling successful

Curiosity:

A sense that finding out about things is good and fun

Intentionality:

Setting a goal and working on it

Relatedness:

A sense of belonging; connecting to others

Capacity to Communicate:

Having the ability and desire to share ideas and feelings with others either with words, gestures, or movements

Cooperativeness:

The ability to balance one’s own needs with someone else’s needs.



H. Planning Holiday, Celebrations and Party Activities

Holidays provide a special time and opportunity to teach young children about different traditions and cultures. You are encouraged to share with the teachers and/or family advocate information about your family traditions, customs and other celebrations. If your family does not celebrate any holidays, please inform your child’s teacher.

Your child’s birthday may be celebrated at school. One day a month will be set aside to celebrate birthdays in the classroom.

Before each celebration your teacher will post an approved food list that will allow parents to sign up. We encourage healthy alternative treats for celebrations. When signing up to bring in treats, please have enough treats for every child in your child’s classroom. Food brought into school to share must not be homemade. You may purchase pre-packaged food or bring in store bought ingredients to prepare in our kitchens.

Lending Library

“The more you **read**
the more **things** you know.
The more that you **learn**
the more **places** you’ll go.”
-Dr. Seuss

One of the most important things you can do for your child is to spend time reading with them daily. Children who are read to are more successful in school than children who are not. Take 5-10 minutes each day to read to your child. Check out books from your child's classroom or the lending library located in each center.

- ✓ Read aloud to your child every day.
- ✓ Take your child to the library.
- ✓ Let your child select the book
- ✓ Sit close to your child.



- ✓ Let your child hold the book and turn the pages.
- ✓ Discuss the title of the book with your child.
- ✓ Tell your child the author's and illustrator's names and explain what they do.
(The author writes the words and the illustrator draws the pictures.)
- ✓ Look at the cover and let your child tell you what he thinks the book is about.
- ✓ Use expression and change your voice tone while reading.
- ✓ Ask at least a few questions during the story.
- ✓ Talk about the pictures.
- ✓ After reading the story, try one of the following:
- ✓ Have your child draw a picture.
- ✓ Make a sock or paper bag puppet.
- ✓ Have your child retell the story.
- ✓ Have your child make up their own story according to the pictures.



SECTION (7) Health Services

Health

Head Start emphasizes the importance of the early identification of any health problems a child might have. Head Start assists every child to receive, if needed, comprehensive healthcare, including medical, dental, mental and nutritional assessment. One of our classroom programs is "I Am Moving, I Am Learning," which helps children learn about making healthy choices at meal and snack times, along with movement and exercise activities. Learning to make good choices early in life will help them live healthy for a lifetime!

Good Morning Health Check:

Each Head Start child upon arrival each morning receives a visual check-up for:

- General Appearance
- Obvious Signs of Illness
- Complaint of Illness by Child or Parent
- Hair (clean, free of lice)
- Eyes (red, matted)
- Runny Nose or Severe Cough
- Rash
- Bruises, Cuts, Sores
- Vomiting or Diarrhea
- Appetite Change
- Bowel or Bladder Concerns
- Changes in Behavior

If the classroom staff has any concerns, you will be notified and if necessary asked to pick up your child. Please make certain we always have three current emergency phone numbers. If your child is ill, please call in to the center and let staff know. Please make certain your child is symptom free for 24

hours before returning to the classroom.

A. Medical:

Head Start will promote the establishment of a "medical home" by supporting you in finding a medical provider. Head Start will provide various screenings to help identify health problems. We will be happy to assist in scheduling follow-up care whenever needed.

B. Health Screenings:

Head Start requires the following screenings:

- ✓ Vision
- ✓ Hearing
- ✓ Nutrition
- ✓ Growth - height and weight
- ✓ Speech and language
- ✓ Developmental Screenings
- ✓ Mental Wellness

C. Dental:

Dental education is an important part of the Head Start program. If you do not have a dentist, you will be assisted in establishing a "dental home" to receive routine care. We will provide toothpaste and tooth brushes for all children to promote health oral hygiene in the classroom. Children will brush their teeth one time during the day in conjunction with a meal.

D. Mental Wellness:

Early childhood mental health is learning to understand, manage and express emotions well; forming close and secure relationships with others; exploring the environment and gaining knowledge about the world; healthy social and emotional development. Children in Head Start are taught age-appropriate skills to promote social and emotional development. We work hand in hand with parents to support a classroom environment where every child has a voice and every child is heard. Learning social and emotional skills in the classroom are essential to being able to learn academically in the classroom.

Mental Wellness services are available to families and can include the following:

- Mental health screening and observation of enrolled children.
- Individual counseling services for enrolled children with identified needs.
- Mental health education and consultation for parents or guardians.
- Newsletters with mental health topics relevant to families of young children.
- Access to the mental health resources.
- Referrals for mental health needs of family members.

For more information please contact your child's Teacher or Family Advocate.

E. Nutrition:

Your Teachers and Family Advocate are available to help you with any questions or concerns you may have regarding nutrition for your child. Menus are approved by a licensed nutritionist. The following

information should be helpful in preparing you and your child for the year ahead.

Meal Service at Head Start:

- Head Start provides nutritious meals and snacks. Food sent from home isn't allowed.
- Foods low in fat, salt and sugar will be served to your child to encourage a healthy body and healthy teeth.
- Staff volunteers and children share the same menu to the extent possible.
- Please bring your child on time and ready to eat, so that they may enjoy the meal with classmates.
- Children are encouraged, but not forced, to taste each food.
- Food is not used as a reward or punishment

Nutrition Education is offered to parents to encourage healthy eating habits for themselves and their families. Your child is also involved in classroom experiences that teach general nutrition principles appropriate for their age. If there are any nutrition concerns, the Nutritionist and/or Nutrition Manager may contact you directly. You know your child best and we want to work together so your child will have a healthy and successful school year!

E. Health Promotion:

You can help your child maintain good health by doing the following:

- ✓ Tell the Head Start staff if your child is ill and if assistance is needed
- ✓ Tell the Head Start staff if your child is taking medication. (FORM MUS'T BE COMPLETED)
- ✓ Dress your child appropriately for school with comfortable clothes and shoes (no sandals or flip flops, tennis shoes please!) Send a jacket or coat when needed .
- ✓ Please send an extra set of clothing for any accidents so your child can change into dry clothes.
- ✓ Encourage adequate rest with naps and an early bedtime.
- ✓ Please give your child a daily bath, shampoo his/her hair and assist your child with brushing his/her teeth.
- ✓ Provide healthy meals and snacks. Limit sweetened and carbonated drinks.
- ✓ Let your child see you washing your hands often. You will see the Head Start staff washing their hands and wearing gloves when needed. These practices protect the health of your child and the staff.
- ✓ Remember, smoking around children causes childhood health problems.
- ✓ Should your child have a medical or dental appointment, always be on time and if you cannot keep the appointment as scheduled, please call so it can be cancelled and rescheduled.
- ✓ If you need assistance in making appointments or transportation to appointments, please contact your Family Advocate.

G. Disabilities:

Talk to your child's Teacher or Family Advocate if you have any concerns or questions about your child's development. Preschool children with disabilities interact with all children in the Head Start

program. Head Start offers assistance to families to provide services needed for their children. Head Start works with any agency that is currently serving your child. Head Start provides transition services for all children.

H. Food Allergies:

If your child has food allergies or special dietary needs, please check with your Teacher/Family Advocate to obtain the necessary forms for completion by your child's medical provider.

Please realize that **we CAN NOT change your child's menu without a medical provider's note.** We may accommodate meals due to religious reasons or parent concerns. Please see your Teacher/Family Advocate for more information.

SECTION (8) Child's Safety

A. Keeping Kids Safe:

School - Your child's school practices emergency drills regularly. These drills may include fire drills, tornado drills, lockdown drills and bus evacuation drills. In the interest of your child's safety, be sure your child's teacher has your current phone number!

Home - Your children need you! They don't know when there is danger unless you show them. They need their parents' help to get safely through each day by:

- ✓ Help them stay away from things that are not safe: traffic, hot stoves and electric outlets. Explain what can happen and why they should be careful.
- ✓ Hold your child's hand when walking!
- ✓ Look both ways before crossing the street!
- ✓ When any child rides a bike, make certain they wear head gear!
- ✓ LOCK UP GUNS. Children won't recognize the difference between a real or toy gun.
- ✓ LOCK UP POISONS. Examples are liquor, gas, bug spray, bleach, cleansers and detergents.
- ✓ LOCK UP MEDICINES. Some medicines look just like candy! Move all medicines so children can't climb and reach it. Even aspirin and vitamins can be very dangerous.
- ✓ Do not leave young children alone in a bathtub, swimming pool or car even for a minute!
- ✓ Seat belts are not designed for children. Around age 4, children are too large for car seats but too small for adult safety belts. All children shorter than 4'9" are safest riding in a car seat or booster seat. Go to www.safekids.org or www.nhtsa.com for more information.
- ✓ Make sure you really know the people who take care of your children when you can't be with them.
- ✓ If an adult in your family is in any kind of trouble (for example: abuse, drugs, alcohol or depression) the children may not be safe. Protect your family by getting help.

Taking care of your children is a hard job; one which only becomes harder if you feel all alone. Talk with someone who will listen like your child's Family Advocate or a Teacher. We can assist you in getting assistance only if we are aware there is a concern or need.

B. Child Abuse and Neglect Reporting

Many of us look back on our childhood as a time when we had no worries in the world. Unfortunately, for an increasing number of children, this is not true because they are victims of child abuse. Children are a vital part of our future. It is up to us as a community to make a difference in our children's lives. It is up to all of us to keep all children safe from abuse and neglect. You need to know and watch for physical and emotional signs of abuse.

The law says that any mark or injury from discipline is considered abuse. The child may also show changes in behavior or changes in the way they respond to their friends. Sometimes you may feel that something is different or out of place. Just remember; if it doesn't seem right, it usually isn't. Listen to what children are saying. They may speak directly to you or they may tell a friend that there is something wrong. Children may also speak through their play, drawing or reactions to books, movies or stories. If a reaction or statement seems odd or causes concern encourage your child to express what they are feeling.

If you sense a child has a problem but is having a hard time telling you about it, try to:

- Sit down with the child and start a simple project - coloring or puzzle.
- Let the child know you will believe and help him/her with any problem.
- Believe the child and reassure him that he has done the right thing by telling you.
- Don't promise not to tell.
- Assure the child that he is not in trouble for telling you.
- Respect the child's privacy by discussing the situation only with those who have a need to know.
- Don't coerce or give your opinion about what has happened.
- Don't give your opinion about what needs to happen to the person who may have committed the act.

Your observations may lead you to suspect child abuse or neglect. State laws require that anyone, including Head Start employees, who see or know about child abuse or neglect, must report it immediately by calling **1-877-237-0004 Abuse Hotline**. Training on "Keeping Kids Safe" will be provided to all parents/guardians. Lessons from this curriculum will be used in the classroom.

For more information, attend the Keeping Kids Safe training or talk with your Family Advocate or your child's Teacher. The abuse hotline is answered 24-hours a day, 7-days a week. By reporting, you are requesting help for the child. It is not up to you to prove there is abuse. You are only reporting the facts as are suspected. Should you need any further information, please contact your Family Advocate or child's Teacher.

SECTION (9) Transportation Safety



A. Bus Rules

The following policy is in action in order to protect your child. **Please follow these guidelines:**

1. Head Start children will be returned to the place from where they were picked up. If there is to be a change in pick-up or drop-off location, notice must be given in **WRITING** at least five days in advance.
2. Parents should notify the Head Start center when their child will be absent.
3. Parents should notify Head Start a week in advance of moving.
4. Children should be dressed and ready when the bus arrives. The driver will not go to the door. If your child misses the bus, it will be the parents' responsibility to take the child to the Head Start center.
5. When a child is picked up or delivered home, the parent or designated person **MUST** sign the child on and off the bus.
6. If no one is at home or at the stop, the child will be returned to the center, and the parent will be responsible for coming to the center and getting the child. The child will not be transported again until the parent confers with the Head Start Facilities Manager.
7. If a child has to cross the street to get on or off the bus, they must be accompanied by an adult. The child must cross in front of the bus.
8. Only Head Start children and monitor will ride the bus to and from the Head Start Center.
9. There is **NO EATING, DRINKING, OR SMOKING** on the bus.
10. Toys should not be sent with the child.
11. We will ensure two adults to be on the bus at all times to meet Federal Performance Standards and Daycare Licensing Mandate.
12. All bus passengers will wear seatbelts, and appropriate height and weight restraints. The only exception is when the monitor is assisting a child.
13. Parents who transport their child to the Head Start center must accompany their child into the building and sign them in. Children must not arrive at the center more than 15 minutes before class begins.
14. The bus driver may determine if a child is ill at the time they board the bus. A sick child will not be transported.
15. Bus transportation is a privilege. If a child is disruptive or putting others at risk, a child can lose their bus privilege.
16. Parents should be prepared to give the bus driver 15 minutes lead way either at pick-up or drop-off each day.
17. These are the offenses if your child is not at the bus point and/or bus rules are not followed throughout the year.

The First Offense: If the child is not at the pick-up point after three attempts the bus will not return to that destination until the parent has contacted the Facilities Manager.

The Second Offense: Bus services will be suspended for three days and parents must contact the Facilities Manager to have the services reinstated.

The Third Offense: Bus services will be terminated for the remainder of the program year. No Exceptions!

IF YOUR CHILD WILL NOT BE RIDING THE BUS, PLEASE CALL BY 6:30 A.M.

Scheduled Bus Routes:

Fixed bus routes with approved stops and arrival and departure times are planned for each bus. Scheduled bus routes cannot be changed without prior approval from the Transportation Manager or Head Start Director

B. Safety Procedures in Crossing the Street to & from the Vehicle at Stops

The National Highway Traffic Safety Administration recommends the following:

1. If you have to cross the street in front of the bus, walk on the sidewalk or along the road to a point at least five giant steps ahead of the bus before you cross.
2. Be sure that the bus driver can see you and you can see the bus driver when crossing the street.
3. Stop at the edge of the bus and look left-right-left before crossing.

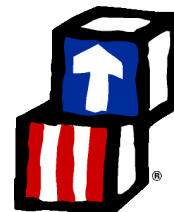
The U.S. Dept. of Transportation also recommends that parents help their children practice crossing the street and teach children to:

1. Cross at the corner
2. Look left, right, and left again before crossing
3. Watch for on-coming and turning cars
4. Stay in crosswalks
5. If there is a traffic light, cross only when the facing light is green or when the walk sign is on
6. Always follow the directions of the crossing guard or safety patrol.

**Thank you for enrolling
your child with
Highland Rim
Head Start!**

2018-2019 RESOURCE MANUAL

DICKSON, HOUSTON, HUMPHREYS & STEWART COUNTIES, TENNESSEE



HIGHLAND RIM
HEAD START



HIGHLAND RIM
ECONOMIC
CORPORATION

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Emergency Services

American Red Cross

931.250.4300

221 Charlotte Ave.
Nashville, TN 37203
www.nashvilleredcross.org

ASI Ambulance Services Inc.

931.296.4213

112 W Main St.
Waverly, TN37185
Ambulance Service 24/7

Child Abuse Hotline

1.877.234.0004

Charlotte Fire Dept.

615.789.4578

3575 TN - 48
Charlotte, TN. 37036

Clay Lick Fire Dept.

615.797.9925

1625 Claylick Rd,
White Bluff, TN 37187

Crisis Number

800.681.7444

Provides suicide and crisis intervention
though 24 hour crisis line counseling at
no charge

Cumberland City Fire Dept.

931.827.2000

221 Thomas Ave.
Cumberland City, TN. 37050

Cumberland City Police Dept.

931.827.2000

121 Main Street
Cumberland City, TN 37050

Dickson Co. Sheriffs

615.789.4130

140 Co. Jail Dr.
Charlotte, TN 37036
dicksoncountysheriff.com

Emergency situations available 24/7
Serving Dickson, Vanleer, Charlotte

Dickson Co. Help Center **615.441.0076**

103 W. College St. Dickson, TN 370551
M-Sat. 9-4

www.dicksoncountyhelpcenter.org

Dickson EMS

615.446.1111

284 Cowan Rd.
Dickson, TN 37055

Emergency situations available 24/7

Dickson Fire Dept.

Emergency 615.446.2116

Non-Emergent 615.446.6331

101 Church Street
Dickson TN 37055

Emergency situations available 24/7

Dickson Housing Authority

615.446.4708

333 Martin Luther King Jr. Blvd.
Dickson, TN 37055

cityofdickson.net

Helps families meet their basic needs.

Emergency Services

Dickson Police Dept.
615.446.8041
202 S Main St.
Dickson TN 37055
dicksoncountysheriff.com
Emergency situations available 24/7

Domestic Abuse Hotline 1.800.799.7233

Dickson County Rescue Squad

615.446.9278
195 Taylor Road
Dickson, TN 37055

Dover Fire Dept.
931.232.5907
625 Donelson Pkwy.
Dover, TN 37058
dovertn.com/fire
Emergency Situations Available 24/7.

Dover City Police Dept.
931.232.5907
625 Donelson Pkwy.
PO BOX 447
Dover, TN 37058

Dover VA CLINIC
931.232.5138
626 Donelson Pkwy. Dover, TN 37058
tennesseevalley.va.gov
Offers services to Veterans M-R
7:30-5:30.

Elder Abuse Hotline
888.277.8366

Erin Fire Dept.
931.289.3210
15 Hill St. Erin, TN 37061
Emergency Situations Available/ 24/7

Hope Line (NCADD)
800.622.2255
217 Broadway, Ste. 712
New York, NY 10007

Helping Hands of Humphreys Co.
931.209.5721
601 E. Railroad St.
helphandshumphreystn.com
Provides emergency utility and food
assistance to those in need of help in
Humphreys Co. Perishable food give
away 1st and 3rd Tues. at Noon current
location

Houston Co. Community Hospital
931.289.4211
5001 E. Main St. Erin, TN 37061
Emergency Situations Available/ 24/7

Houston Co. EMS
931.289.4711
2400 W. Main St. Erin, TN 37061
erintn.org
Emergency Situations Available/ 24/7

**Houston Co. Dept. of Children's
Services (Served by Humphreys Co.)**
931.296.4550
1207 Hwy 70 W. Waverly, TN

Houston Co. Dept. of Human Services
931.289.4105
21 Store Front Dr. Erin, TN 37061

Emergency Services

Houston Co. Sheriff Dept. 931.289.4614
3330 Hwy. 149 Erin, TN 37061
hcsotn.org
Emergency Situations

Human Service Dept.
931.232.5304
1011 Spring St. Dover, TN 37058
tn.gov
Helps families meet their basic needs.

Humphreys County EMS
931.299.7325
1050 W Main St.
Waverly, TN 37185
Emergency situations available 24/7
Serving Waverly, McEwen, New
Johnsonville

Humphreys Co. Sheriff Dept.
931.296.2301
112 Thompson St. Waverly, TN 37185
humphreystn.com
Emergency Situations

McEwen Police Dept.
931.582.6211
9586 Hwy 70E
PO Box 236
McEwen, TN. 37101

McEwen Fire Dept.
931.582.3374
931.582.3925 (f)
68 Wilkie St.
McEwen, TN 37101
firedept.net/directory/tennessee/
humphreys-county/mcewen/mcewen-fire-
dept
Emergency situations Available 24/7

Mid-Cumberland Transportation
931.289.4118
615.832.8624 (f)
72 Metcalf Dr.
Erin, TN 37061
mchratransit.org
Transit 6am-6pm

Nation Domestic Violence Hotline
800.799.SAFE(7233)

New Johnsonville Fire Dept.
931.535.2700
323 Long St.
New Johnsonville, TN. 37134

New Johnsonville Police Dept
931.535.2700
323 Long St.
New Johnsonville, TN 37134

Poison Control
1.800.222.1222

Tennessee 2-1-1 Connect
211
*Provides information for obtaining
assistance with food, clothing, housing,
and depression*

SafeHouse - Clarksville
931.552.6900
christybussell@clarksvillesafehouse.com
Contact Christy Bussell.

Emergency Services

Stewart Co. EMS
931.232.6222
719 Spring St.
Dover, TN 37058
dovertn.com/ems Ambulance Service

Stewart Co. Police Dept. 931.232.8332
931.232.4353 (f)
203 Donelson Pkwy.
Dover, TN 37058
stewartcountysheriff.com
Emergency Situations

Stewart Food Pantry
931.232.5152
511 Natcor Dr.
Dover, TN 37058
Offers free non perishable food. Call for assistance.

Stewart County Fire Dept.
(includes Big Rock, Bumpus Mills, Indian Mound)
931.232.3014
PO Box 420
Dover, TN. 37058

Suicide Hotline
1.800.273.8255

Vanleer Fire Dept.
615.763.2800
Veterans Hotline
1.800.273.8255

Waverly EMS
931.299.7325
1050 W Main St. Waverly, TN 37185
Emergency situations available 24/7 -

Waverly Fire Dept.
931.296.2251
103 E Main St. Waverly, TN
37185 Emergency situations available
24/7

Waverly City Police Dept.
931.296.4300
103 E. Main St.
Waverly, TN 37185

White Bluff Fire Dept.
615.797.2781
2185 Tennessee 47
White Bluff, TN 37187

White Bluff Police Dept.
615.797.3131
52 Graham St. White Bluff, TN 37187

Urban Ministries SafeHouse
931.552.6900
217 S 3rd St, Clarksville, TN 37040

Women Are Safe

Local:931.729.5730
24 Hour Crisis Hotline
800.470.1117
www.womenaresafe.org

Health Services

Accent Smile Center

615.492.3881

320 E. College St. Suite A

Dickson, TN 37055

accentsmilecenter.com

General Dentistry, Cosmetic Restoration.

M 8-3, Tu 8-5, Th-F 8-12

Baker Dental

931.296.2748

103 S. Church St. Waverly, TN 37185

info@bakerdentalpc.com

Family Dentist

M-Th 8-5

Care Net Pregnancy Medical Center

615.446.0701

305 S. Main St.

Dickson, TN 37055

Contact Margaret Cole.

9-4:30 M-F

pregnancyhelp.net Offer Free Services

- Center for Dental Excellence

615.446.2372

212 E. College St. Dickson, TN 37055

M 8-7, Tu-W 8-5, Th 8-5

- Centerstone Regional Intervention Program (RIP)

931.920.2347

404 Pageant Ln. Clarksville, TN 37040

T-Th 10-12/3-5/5-7

Centerstone

615.446.3797

721 Highway 46 S

Dickson, TN 37055

Crisis Line: 800.832.5442

www.centerstone.org

Offers a full range of mental health,

addiction and intellectual and

developmental disabilities services. Mental

Illness, Martial Counseling, Depression

and Substance Abuse Assistance

(6-adult)

Centerstone Prenatal, Infant, and Early Childhood Services

931.490.1580

www.centerstone.org/referral

A service of Centerstone that focuses on

familly support and coaching. Families

receive support and encouragement from

their personal famiily coach, who visits

them regularly in their home. Parents

learn fun activities to do with their baby,

helping their baby grow up healthy so he

or she can be successful in school, make

friends, and even get a good job later in

life. This program is FREE and is open to

mothers who are pregnant or mothers/

caregivers parenting a baby 12 weeks old

or younger.

Centerstone: Harriet Cohn Center

1.888.291.4357, 931.920.7200

511 Eighth St. Clarksville, TN 37040

centerstone.org/locations/tennessee

Offers a full range of mental health

services, substance abuse treatment and

educational services in Tennessee.

MTWF 8-5, Th 9-6

Health Services

Counseling Center for Columbia

615.441-2311
111 Highway 70 E
Dickson, TN 37055

Counseling for Living
615.446.2134
402 Center Avenue
Dickson TN

Covenant Care

931.289.2450
21 Roby Dr. Erin, TN 37061
covenantcarepractices.com/locations
Offers complete (physical, mental, and nutritional) Lifestyle programs customized to the unique needs of the individual, understanding that everyone is unique.
M-F 8-5

Dental Partners Dickson College

931.229.7241
306 E. College St., Dickson, TN 37055
dental-partners.com/dental-locations-partners-Dickson-college

Dickson Co. Health Dept. Dickson

615.446.2839
301 West End Ave
Dickson Co. Health Dept. provides WIC and preventative and regular health and dental care on an income based fee. Dental services are provided for children under the age of 21 years. M-F 8-4:30 Th. 10-12/3-5/5-7

Dickson Co. Health Dept. - White Bluff Dental Services

615.797.5056
200 School Rd.
White Bluff, TN 37187
Dickson Co. Health Dept. provides WIC and preventative and regular health and dental care on an income based fee. Dental services are provided for children under the age of 21 years. M-F 8-4:30
<http://www.tn.gov/health/topic/local/departments>

Dickson Dental

615.446.7050
1926 Hwy. 46 S. Dickson, TN 37055
dicksondentalcare.com
M-Th 7:30-4

Dickson Pediatric Dentistry

615.740.8812
134 Hwy. 70 Dickson, TN 37055
dicksondpd.com
Our main focus at Dickson Pediatric Dentistry is to ensure that your child has a positive dental experience. Our child-oriented practice is built on a love for children and a desire to make them feel comfortable with dentistry. June-July M-W 8-5, Th 8-3- August-May M-Th 8-5

Dover Dental Clinic

931.232.8287
445 Hwy. 79, Dover, TN 37058
dovertdentist.com
Offers a wide range of dental services. M 9-5, Tu-Th 7-3

Dover Medical Clinic

931.232.5141
133 Dr. Robert H. Lee Dr.
Dover, TN 37058
dovermedicalclinic.com

Health Services

Dover VA Clinic

931.232.5138

1225 Spring St., Dover, TN 37058
tennesseevalley.va.gov
M-Th 7:30-5:30

East Hills Dental Center

615.326.1305 (New Patients)

615.446.4644 (Current Patients)

102 Hwy. 70 E. Dickson, TN 37055
easthillsdentalcenter.com
M-Th 8-5, F 8-1

Erin Family Dental

931.289.2200

4889 E. Main St. Erin, TN 37061 Formerly Hilcrest Dental, Erin Family Dental offers general dental services to Houston Co. residents and the surrounding areas. M-Th 8-5

For Your Family Health Care

931.232.5555

1511 Donelson Pkwy. Dover, TN 37058
For Your Family Healthcare is a group practice with 1 location. Currently, For Your Family Healthcare specializes in Family Medicine with 5 physicians. M-F 8-5

Freeman Recovery Center

615.645.3677

410 Center Ave. Dickson, TN 37055
freemanrecoverycenter.com
Drug and Alcohol Rehabilitation Center.
Offers Substance Abuse, Clinical & Medical Treatment

Hilcrest Clinic

931.289.4201

4891 E. Main St. Erin, TN 37061 Hilcrest Clinic houses several doctors, physicians assistants, nurse practitioners, and other staff to cater to your general medical needs. M-F 8-5

Houston Co. Health Dept.

931.289.3463

931.289.3499 (f)
60 E. Court Sq. Erin, TN 37061

James Developmental Center Inc.

931.296.7755

200 Matthews Hollow Rd.
Waverly, TN 37185

The James Development Center is a residential treatment center. The center provides counseling on drugs, alcohol, depression, suicide prevention, stress management, marriage, children and adolescents, and child abuse. Along with the residential treatment, a structured day treatment is also available.

- Main St. Interventions

615.740.7100

100 N Main St. Dickson, TN 37055
mainst.interventions.org

Offers hope with counseling, assessments, programs for DUI, drug and alcohol, domestic violence and parenting. Most insurance accepted. M-F 10-5, Sun. 12:45-5

- McEwen Dental Associates

931.582.6997

161 Railroad St. S.
McEwen, TN 37101
M-Th 8-4

Health Services

Mental Health Co.op

615.446.3061

220 Skyline Cr. Dickson, TN 37055

mhc.TNorg

Supporting adults with serious mental illnesses and children struggling with emotional/behavioral challenges using unique and innovative approaches. M-F 8-4:30

Renfroe Family Dental, PLLC

931.232.7105

311 Spring St. Dover, TN 37058

renfroefamilydental.com

Tu-Th 8-6, F 8-3

Stewart Co. Community Medical Center

931.232.5329

1021 Spring St. Dover, TN 37058

stewartcogov.com

Offering Primary Care Services, WIC,

Family Planning, Nutrition,

HealthPromotion, Communicable

Disease Preverntion, STD/HIV

Prevention, Testing, and Treatment,

Dental Clinic. MWThF 7:30-4:30, Tu 7:30

-7:30

WIC Program

931.232.5329

1021 Spring St. Dover, TN 37058

Offers help to new mothers. M-F 8-4.

Social Services

Dickson Co. Help Center**615.441.0076**

103 W. College St. Dickson, TN 37055
M-Sat. 9-4

Dickson Co. DHS**615.740.2251**

250 State St.
Dickson, TN

Dickson Co. DCS**615.441.6204**

220 Creekside Dr.
Dickson, TN 37055
M-F 8AM-4:30PM

**Houston Co. Dept. of Children's
Services****931.289.4105**

M-F 8AM-4:30PM

Houston Co. Dept. of Human Services**931.289.4105**

21 Store Front Dr. Erin, TN 37061
M-F 8AM-4:30PM

SafeHouse - Clarksville**931.552.6900**

christybussell@clarksvillesafehouse.com
Contact Christy Bussell.

Stewart Co. DHS**931.232.5304**

1011 Spring St.
Dover, TN 37058
M-F 8AM-4:30PM

Humphreys Co. DHS**931.296.4227**

1203 Hwy 70
Waverly, TN 37185

HREC Neighborhood Center**Lisa Brooks****931.232.5184**

Stewart County Courthouse, PO Box 704
Dover, TN 37058
Highland Rim Economic Corporation
Outreach Contact for Stewart County

HREC Neighborhood Center**Lanlani Hooper****931.296.4098**

3343 Highway 70 East Waverly, TN
37185

Highland Rim Economic Corporation
Outreach Contact for Humphreys County

HREC Neighborhood Center**Sara Gerbis****615.441.1153**

707 Colonial Village, Hwy 70 East
Dickson, TN 37055

Highland Rim Economic Corporation
Outreach Contact for Dickson County

Second Chance Gift & Thrift**931.305.6281**

2355 Highway 79 Dover, TN 37058

Food & Meal Assistance

Bethesda Community Mission**931.289.4044**

405 W. Front St. Erin, TN 37061
Contact Bro. Richard A. Neal, Sr.

Dover Church of Christ Food Pantry**931.232.5152**

511 Natcor Dr. Dover, TN 37058
Contact Van Herndon. Provides non-perishable food items.

Good Samaritan of Stewart Co.

303 Donelson Pkwy. Dover, TN 37058
Provides non-perishable food items, gently used clothing and household items.

**Highland Rim Economic Corporation
Dickson Co. Outreach Center****615.441.1153**

707 Colonial Village, Hwy 70 East
Dickson, TN 37055
highlandrim.org
Contact Program Director Sarah Gerbis.

**Highland Rim Economic Corporation
Houston Co. Outreach Center****931.289.4101**

931.289.5311
210 College St. Erin, TN 37061
highlandrim.org
Contact Program Director Stacy Baggett.

**Highland Rim Economic Corporation
Humphreys Co. Outreach Center****931.296.4098**

3343 Hwy. 70 East
Waverly, TN 37185
highlandrim.org
Contact Program Director Lori Pirtle

**Highland Rim Economic Corporation
Stewart Co. Outreach Center****931.232.5184**

225 Donelson Pkwy. Dover, TN 37058
Basement of Stewart Co. Court House
highlandrim.org
Contact Lisa Brooks. Can take self-declaration of income. Pick up food at First Baptist Church of Dover (220 Church St.) every 3 mo.

Hometown Diner**931.627.6022**

547 Highway 79 Dover, TN 37058

New Hope Church of God Food Pantry**931.627.2361**

1439 Hwy. 120 Big Rock, TN 37023
Contact Call Pastor Brad Epperson.
Provides non-perishable food items.

**Stewart Co. Community Medical
Center - WIC****931.232.5329 ext. 106**

1021 Spring St. Dover, TN 37058
Provides healthy food vouchers for pregnant women, post-partum women, infants and children to age 5. 3 mo. of vouchers in 1 visit.

Food & Meal Assistance

Stewart Co. Dept. of Human Services

931.232.5304

1011 Spring St. Dover, TN 37058

EBT/SNAP

Stewart Co. Visitors Center Meal

Ministry

117 Visitors Center Ln. Dover, TN 37058

Receive a free hot meal 4th Saturday

monthly. 9am - 10am. Bring I.D

- Wyatt's Chapel Food Pantry

931.305.4656

1934 Old Hwy. 79 Dover, TN 37058

Contact Pastor Paul Edwards. Provides

several bags of non-perishable food

items and diapers. Will deliver if needed.

1 supply every 4 mo.

Housing Services

Briarwood Apartments**931.296.9252**

116 Guy Barnett Dr. Waverly, TN 37185
Low income housing in Humphreys Co.

Colonial House Apartments**931.827.2914**

215 Thomas Ave. #1 Cumberland City,
TN 37050
Low income housing. Rent is based on
income.

Creekview Manor Apartments**931.296.4034**

204 Clydeton Rd. Waverly, TN 37185
Low income housing in Houston Co.

Dickson Co. Help Center**615.446.0076**

103 W. College St. Dickson, TN 37055
Energy assistance program that pays a
portion or all of monthly utility bills.

Dickson Group Home 1**615.446.7660**

907 W. 5th St. Dickson, TN 37055
Low income apartments. Rent is based
on income.

Dickson Housing Authority**615.446.4708**

615.441.1391 (f)
333 Martin Luther King, Jr. Blvd.
Dickson, TN 37055
Housing and rental assistance through
HUD, and Section 8 programs.

Erin Housing Authority**931.289.4261**

931.289.4262 (f)
106 Griffin Dr. Erin, TN 37061

Good Samaritan of Stewart Co.**931.232.5956**

303 Donelson Pkwy. Dover, TN 37058
Provides help with household bills.

Habitat for Humanity Habitat Housing**615.441.9967**

615.441.5778 (f)
223 Dickson Plaza Dr. Dickson, TN
37055
habitatnashville.org
Builds and recycles homes. Also offers
the Habitat Homeownership program.

Hidden Valley Apartments**615.446.5340**

405 Spring St. Dickson, TN 37055
M-F 8- 5. Low income housing in Dickson
Co.

High House Village Apartments**615.446.5340**

105 Jones Creek Rd. Dickson, TN 37055
M-F 8- 5. Low income housing in Dickson
Co.

Housing Services

**Houston Co. TN Housing
Development Agency Rental
Assistance Program**

931.289.5640

931.289.5644 (f)

612 Metcalf Dr. Erin, TN 37061

thda.org

Serves Houston, Humphreys, Stewart
and Montgomery Counties.

Irish Apartments

931.582.6239

43 Irish Dr. McEwen, TN 37101

Low income housing in Houston Co.

Jakob's House

931.582.8206

4551 E. Blue Creek Road McEwen, Tn
37101

Jacob's House Children's Home is a
Christian-based home for kid's ages 3 to
12 facing difficult circumstances in their
lives with nowhere to go at no fault of
their own.

Ridgecrest Apartments

931.232.7960

200 Forge Rd. Dover, TN 37058

Low income apartments. Rent is based
on income.

Shamrock Apartments

931.289.3901

11 Shamrock Dr. Erin, TN 37061

Low income housing in Houston Co.

Spring Haven Apartments

844.868.8807

301 Spring St. Dickson, TN 37055

Low income housing in Dickson Co.

St. Vincent Depaul Society

931.582.8454

175 St. Patrick St. McEwen, TN 37101

Provides emergency financial assistance for
rent to residents of Humphreys Co.

Walnut St. Church of Christ

615.446.2909

201 Center Ave. Dickson, TN 37055

Provides assistance for people who are
at risk of eviction.

Walnut Street Apartments

615.636.8494

301 E. Walnut St. Dickson, TN 37055

Low income housing in Dickson Co.

Waverly Housing Authority

931.296.2256

931.289.3220 (f)

35 W. Brookside Dr. Waverly, TN 37185

needhelppayingbills.com

Offers information on many different
assistance programs.

Employment Assistance

Dickson Co. Career Center**615.446.0229**

615.446.9579 (f)

250 Beasley Dr. Dickson, TN 37055

Express Employment Professionals**615.441.8898**

432 Hwy. 46 S. Dickson TN 37055

expresspros.com/dicksontn

Offers help to those seeking jobs

M-F 7-5.

**Workforce Essentials Inc. - Dickson
County****615.446.0229**

250 Beasley Dr. Dickson, TN 37055

workforceessentials.com

Offers help to those seeking jobs

M-F 7-5.

**Workforce Essentials Inc. - Houston
County****931.289.4127**

931.289.4328 (f)

155 W. Front St. Erin, TN 37061

workforceessentials.com

Offers help to those seeking jobs

M-F 7-5.

**Workforce Essentials Inc. -
Humphreys County****931.296.5872**

711 Holly Ln. Waverly, TN 37185

workforceessentials.com

Offers help to those seeking jobs

M-F 7-5.

**Workforce Essentials Inc. - Stewart
County****931.232.5035**

1302 Donelson Pkwy. Dover, TN 37058

workforceessentials.com

Offers help to those seeking jobs

M-F 7-5.

Education Services

Austin Peay State University**931.221.7011**

601 College St. Clarksville, TN 37044

apsu.edu

M-F 8-4

Centennial Elementary School**615.446.0355**

615.446.8186 (f)

198 Upper Lake Dr. Dickson, TN 37055

dicksonCo.schools.com

Grades Pre-K-5

Charlotte Elementary School**615.740.5803**

615.789.6388

200 Humphries St. Charlotte, TN 37036

dicksonCo.schools.com

Grades Pre-K-5

Charlotte Middle School**615.740.6060**

615.789.7033

250 Humphries St. Charlotte, TN 37036

dicksonCo.schools.com

Grades 6-8

Creekwood High School**615.740.6000**

615.441.2868 (f)

3499 Hwy. 47 N. Charlotte, TN 37036

dicksonCo.schools.com

Grades 9-12

Dickson Adventist School**615.446.7030, 615.446.4131**

746 Hwy. 46 South Dickson, TN 37055

Grades K-12

Dickson Co. Adult Education Office**615.446.2114**

220 McLemore St. Dickson, TN 37055

dicksonCo.schools.com

*Serves Houston, Stewart, and

Humphreys Counties. M-F 8-4

Dickson Co. Board of Education**615.446.7571**

615.441.1375 (f)

817 N. Charlotte St. Dickson, TN 37055

dicksonCo.schools.com

M-F 8-4. This is the Central Office for

Dickson Co.

Dickson Co. Elementary School**615.740.5837**

615.441.4136 (f)

120 W. Broad St. Dickson, TN 37055

dicksonCo.schools.com

Grades Pre-K-5

Dickson Co. High School**615.446.9003**

615.441.4135 (f)

509 Henslee Dr. Dickson, TN 37055

dicksonCo.schools.com

Grades 9-12

Dickson Co. Middle School**615.446.2273**

615.441.4139

401 E. College St. Dickson, TN 37055

dicksonCo.schools.org

Grades 6-8

Education Services

Dickson Co. Middle School Sullivan Annex

615.740.5829
507 Henslee Dr. Dickson, TN 37055
Grades 6-8

Dickson Co. Special Education

615.446.2085
615.441.4132 (f)
115 Academy St. Dickson, TN 37055
dicksonCo.schools.org
M-F 8-4

Dover Elementary School

931.232.5442
1010 Moore Rd. Dover, TN 37058
stewartCo.schools.net
Grades K-5

Erin Elementary School

931.289.3127
6500 Hwy. 13 Erin, TN 37061
houston.k12.tn.us
Grades Pre-K-5

FAFSA Assistance - Houston Co. High School

931.289.4447
2500 Hwy. 149 Erin, TN 37061
houston.k12.tn.us
M-F 8-4

FHU/Dickson

615.740.5572
855 Hwy. 46 S. Dickson, TN 37055
fhu.edu/dickson

Houston Co. Board of Education

931.289.4148
931.289.5543
6460 Hwy. 13. Erin, TN 37061
houston.k12.tn.us
M-F 8-4

Houston Co. High School

931.289.4447
2500 Hwy. 149 Erin, TN 37061
houston.k12.tn.us
Regular hrs. 7:45-2:45

Houston Co. Middle School

931.289.5591
1241 W. Main Erin, TN 37061
houston.k12.tn.us
Grades 6-8

Humphreys Co. Board of Education

931.296.2568
931.296.6501 (f)
2443 Hwy. 70 E. Waverly, TN 37185
hcss.org
M-F 8-4

Humphreys Co. Center for Higher Learning

931.296.1739
695 Holly Ln. Waverly, TN 37185
nsc.edu
M-F 8-4

Education Services

James Developmental Center

931.296.7755

200 Matthews Hollow Rd. Waverly, TN 37185

Offers adult special education services.

McEwen Elementary School

931.582.6913

220 Swift St. E. McEwen, TN 37101

hcss.org

Grades Pre-K-5

McEwen High School

931.582.6950

335 Melrose St. McEwen, TN 37101

hcss.org

Grades 9-12

McEwen Jr. High School

931.582.8417

365 Melrose St. McEwen, TN 37101

McEwenjrhigh.org

Grades 6-8. Regular Hrs. 7:45-3

Nashville State Community College

931.296.1739

695 Holly Ln. Waverly, TN 37185

nsc.edu

Waverly Campus. M-Th 8-5

Nashville State Community College of Dickson

615.740.5998

Renaissance Center

855 Hwy. 46 S. Dickson, TN 37055

nsc.edu

M-Th 8-5

Natchez Trace Youth Academy

931.296.1183

415 7 Hawks Ln. Waverly, TN 37185

natcheztraceyouthacademy.com

Treats young men ages 12- 17 who may fall into the following categories: court ordered, aggressive and youth who may have not been successful in other residential programs.

New Directions Academy

615.740.6070

615.789.7032 (f)

4000 Hwy. 48 N Charlotte, TN 37036

Adult education services.

North Stewart Elementary

931.232.5505

2201 Hwy. 79 Dover, TN 37058

stewartCo.schools.net

Grades K-5

Oakmont Elementary School

615.446.2435

615.441.4138 (f)

630 Hwy. 46 Dickson, TN 37055

dicksonCo.schools.com

Grades Pre-K-5. Extended care available.

Progressive Directions

931.647.6333

305 Church St. Dover, TN 37058

progressivedirections.com

Offers adult special education services.

Education Services

Stewart Co. Board of Education

931.232.5176

931.232.5390 (f)

1031 Spring St. Dover, TN 37058

stewartCo.schools.net

M-F 8-4

Stewart Co. High School 931.232.5179

120 Robertson Hill Rd. Dover, TN 37058

stewartCo.schools.net

Grades 9-12. Open MWF 11-1 during summer for free food program. Ages K-12.

Stewart Co. Middle School

931.232.9112

723 Spring St. Dover, TN 37058

stewartCo.schools.net

Grades 6-8

Stuart Burns Elementary School

615.446.2791

615.441.4140 (f)

3201 Hwy. 96 Burns, TN 37029

dicksonCo.schools.com

Grades Pre-K-5

Sylvan Learning Center

931.647.5811, 866.667.6870

220 Forbes Ave. Ste A. Clarksville, TN 37040

sylvanlearning.com

Tutoring services for middle TN. This is the Clarksville location.

Tennessee College of Applied Technology Dickson Main Campus

615.441.6220

615.441.6223 (f)

740 Hwy. 46 Dickson, TN 37055

tcatdickson.edu

M-F 8-4

Tennessee Ridge Elementary School

931.721.3780

931.721.4029 (f)

135 School St. Tennessee Ridge, TN 37178

Grades Pre-K-5

The Discovery School

615.441.4163

615.740.6679 (f)

101 Henslee Dr. Dickson, TN 37055

K-12 education to students of diverse cultures.

Vanleer Elementary School

615.740.5760

615.763.3100 (f)

4456 Hwy. 49 W. Vanleer, TN 37181

dicksonCo.schools.com

Grades Pre-K-5

Waverly Elementary School

931.296.2371

612 E. Main St. Waverly, TN 37185

hcss.org

Grades Pre-K-5

Education Services

Waverly Jr. High School

931.296.4514

520 E. Main St. Waverly, TN 37185

hcss.org

Grades 6-8

- White Bluff Elementary School

615.797.3971

615.797.6400 (f)

377 School Rd. White Bluff, TN 37187

dicksonCo.schools.com

Grades Pre-K-5

- William James Middle School

615.740.5770

615.797.6401 (f)

3030 Trace Creek Rd. White Bluff, TN

37187

dicksoncountyschools.com

Grades 6-8

Family Services

Boys and Girls Club of Middle TN

615.833.2368

615.833.4381 (f)

1704 Charlotte Ave. Suite 200 Nashville,
TN 37203

bgcmt.org/index

To enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens

Dickson County Help Center

615.441.0076

103 W. College St. Dickson, TN 37055

dicksoncountyhelpcenter.org

The Dickson County Help Center is a non-profit, public corporation chartered for the purpose of providing aid in the form of food, clothing, prescribed medication, temporary shelter and limited financial assistance to the citizens of Dickson County on an emergency basis.

Dickson YMCA

615.326.7070

301 Henslee Dr. Dickson, TN 37055

dicksoncountyfamilyymca.org

M-F 5AM-9PM

Family Voices of TN - Resource and Information for Special Healthcare Needs

615.515.8626

955 Woodland St. Nashville, TN 37206

tndisability.org/familyvoices

Provides resources and information to families who have special health care needs and/or disabilities.

Helping Hands of Humphreys Co.

931.209.5721

103 Hwy. 13 S. Waverly, TN 37185

helpinghandsofhumphreysco.org

Highland Rim Head Start

931.289.4135

931.289.3220 (f)

3215 Hwy. 149 Erin, TN 37061

highlandrim.org

Serving Dickson, Houston, Humphreys & Stewart Co.

Promotes school readiness offering Comprehensive services to income eligible children ages 3-5

Jewish Family Service of Nashville and Middle Tennessee, Inc. - Family Life and Community Enrichment

615.356.4234

801 Percy Warner Blvd. #103. Nashville, TN 37205

jfsnashville.org

Wide variety of presentations, support groups, and informal social services designed to support the healthy development of families. Includes programs for seniors, children, teens, caregivers, parents

Kids Bowl Free

Find your location online

kidsbowlfree.com

Registered Kids Receive 2 free games of bowling every day all summer long.

Family Services

Legal Aid Society of Middle Tennessee

1.800.238.1443

109 South Third St. Clarksville, TN 37040

las.org

Legal Aid Society is a private, non-profit organization that provides free legal services to people with low income. We do not take criminal cases. This office serves Dickson, Houston, Humphreys, and Stewart Counties.

Mid-Cumberland Human Resource Agency (MCHRA)

931.296.2871

931.289.5311 (f)

210 College St. Erin, TN 37061

mchratransit.org

New Visions, Relative Caregiver Program

615.445.8711

615.445.8715 (fax)

5213 Linbar Dr. Suite 410. Nashville, TN 37211

newvisiontn.org

Children and relative caregivers receive supportive services, such as support groups, respite, recreation, one-time emergency financial assistance, and family advocacy in order to prevent children from entering and/or reentering state custody. Provides access to entitlement services Families First child-only grant, SNAP/EBT and TennCare.

Old Firehouse Day Shelter

931.542.0381

1498 Golf Club Ln.

Clarksville, TN 37040

Offers a wide range of services from showering to laundry, connects resources and referrals. M-F meals are provided twice. Breakfast 8-9:30am, Lunch 11AM-2PM
M-F 8-4

Salvation Army of Clarksville

931.552.5350

210 Kraft St. Clarksville, TN 37040

M-Sat. 9-5

Support and Training for Exceptional Parents

1.800.280.STEP

tnstep.org

With our services, families are able to be actively involved in navigating the special education process.

T.A.R.P - Center for Independent Living

866.895.TARP, 731.644.1116

1027 Mineral Wells Ave. Suite 3 Paris, TN 38242

tarp1.org

T.A.R.P. Inc. Offers Advocacy/ADA/ Accessibility compliance, Independent living skills, Training, Information and Referrals, Peer Support, Transition Services, Equipment Exchange, Program Motivation, Encouragement and Direction

Family Services

Tennessee Voices for Children

1.800.670.9882

701 Bradford Ave. Nashville, TN 37204
tnvoices.org

Tennessee Voices for Children provides leadership, support, and services that promote voice, hope, and empowerment for the emotional and behavioral well-being of children, youth, and their families.

The Family Reconciliation Center

615.554.5075

702 51st Ave. N. Nashville, TN 37209
familyreconciliationcenter.com

For nearly 30 years, Family Reconciliation Center has been the go-to support agency in Middle Tennessee for families and loved ones of the incarcerated.

UT Extention Office Dickson Co.

615.446.2788, 615.446.3290

615.740.0235 (f)
204 Henslee Dr. Dickson, TN 37055
extension.tennessee.edu

Educational programs focus on strengthening individuals, families and communities by addressing critical issues and needs, such as teaching parenting skills, improving nutrition and health, managing family finances, addressing child care needs, and others.

UT Extention Office Houston Co.

931.289.3242

931.289.3987 (f)
4725 E. Main St. Erin, TN 37061
extension.tennessee.edu

Educational programs focus on strengthening individuals, families and communities by addressing critical issues and needs, such as teaching parenting skills, improving nutrition and health, managing family finances, addressing child care needs, and others.

UT Extention Office Humphrys Co.

931.296.2543

931.296.6529 (f)
108 Thompson Ave. Waverly, TN 37185
extension.tennessee.edu

Educational programs focus on strengthening individuals, families and communities by addressing critical issues and needs, such as teaching parenting skills, improving nutrition and health, managing family finances, addressing child care needs, and others.

UT Extention Office Stewart Co.

931.232.5682

931.232.4882
225 Donelson Pkwy. Dover, TN 37058
extension.tennessee.edu

Educational programs focus on strengthening individuals, families and communities by addressing critical issues and needs, such as teaching parenting skills, improving nutrition and health, managing family finances, addressing child care needs, and others.

Veteran Services

Dickson Veterans Affairs

615.441.6224

250 Beasley Dr. Dickson, TN 37055
Involved in Administration Of Veterans' Affairs.

Dover Veterans Clinic

931.232.5138

1225 Spring St. Dover, TN 37058
tennesseevalley.va.gov
The clinic offers services to veterans in Tennessee.

Easter Seals Tennessee

615.292.6640

750 Old Hickory Blvd. #2-260,
Brentwood, TN 37024
easterseals.com/tennessee
Assists injured military service members returning home with hopes of successfully transitioning to civilian life.

Military One Source

800.342.9647

One stop phone and internet resource for service members and their families.

National Call Center For Homeless Veterans

1.877.424.3838

va.gov/homeless/nationalcallcenter.asp
Ensures homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors. Assists homeless Veterans and their families, VA Medical Centers, federal, state and local partners and community agencies.

Operation Stand Down

615.248.1981

615.248.1987
1125 12th Ave. S. Nashville, TN 37203
osdtn.org
OSDTN is the only Veteran Service Center in Tennessee recognized by the US Department of Veterans Affairs. Serving Veterans is their sole focus: Transitional Housing, Stand Down Events and Thrift Store.

Property Tax Relief for Disabled Veterans and Surviving Spouses

tn.gov/veteran/article/property-tax-relief-for-disabled-veterans

Soldiers and Families Embraced

931.591.3241

510 College St. Clarksville, TN 37040
soldiersandfamiliesembraced.org
Soldiers And Families Embraced offers individual and group counseling services, as well as peer support groups for active duty, veterans and their families. These services are provided at no cost, and no insurance is required.

Supportive Services For Veteran Families

615.460.4385

ssvfonline.org
Supportive Services for Veteran Families prevents homelessness by helping qualifying Veterans and their families gain access to the resources they need in order to successfully transition to or maintain permanent housing.

Veteran Services

Veterans Crisis Line

1.800.273.8255 (Press 1)

veteranscrisisline.net/About/

VeteranSuicide.aspx

VA is committed to reducing Veteran suicide and offers a network of support for all Veterans and their families and friends. Veterans in emotional crisis and their loved ones can call, chat online or send a text message to 838255 to connect with a caring, qualified VA responder who can deal with any immediate crisis.

Veterans Services - Benefits - Dept. of Veterans Affairs

1.800.827.1000

110 9th Ave. S. Nashville, TN 37023

va.gov

Information application assistance and problem resolution for VA benefit programs including: compensation, pension, loan guaranty, education, vocational rehabilitation, life insurance, and death benefits.

Wounded Warriors Project

615.782.7226

615.782.7233

223 Rosa L. Parks Ave. Suite 301

Nashville, TN 37023

woundedwarriorproject.org

Wounded Warrior Project takes a holistic approach when serving warriors and their families to nurture the mind and body, and encourage economic empowerment and engagement.

Senior Services

Dickson Co. Senior Center**615.446.9398**

206 W. Walnut St. Dickson, TN 37055

cityofdickson.com/seniorcenter

Comfortable place for the senior citizens in the community enjoy all kinds of activities.

Diversicare Of Dover**931.232.6902**

537 Spring Street

Dover, TN 37058

(Formerly Manor House)

Dickson County Nursing Home**615.446.5171**

901 N. Charlotte St.

Dickson, TN 37055

Humphreys County Nursing Home**931.296.2532**

670 Hwy 135

Waverly, TN 37185

JD Lewis Senior Center**931.289.3848**

415 Arlington Dr. Erin, TN 37061

houstoncochamber.com/j-d-lewis-senior-center-cms-38

Mid-Cumberland Human Resource Agency - Dickson**615.446.4943**

615.740.1558 (f)

110 Mathis Drive Suite #204 Dickson, TN 37055

Mid-Cumberland provides services that work toward improving the health, well-being, and economic opportunities of people needing critical support or of those who may have an immediate need.

Mid-Cumberland Human Resource Agency - Houston**931.289.4118**

931.289.5154 (f)

72 Metcalf Dr. Erin, TN 37061

Mid-Cumberland Human Resource Agency - Humphreys**931.296.2871**

931.296.9889 (f)

125 Mill St. Waverly, TN 37185

Mid Cumberland Human Resource Agency - Stewart**931.232.6416**

931.232.6617 (f)

402 Church St. Dover, TN 37058

NHC Health Care-Dickson**615.446.8046**

812 N. Charlotte St.

Dickson, TN 37055

Senior Services

Olive Branch Assisted Living

615.446.5017

110 Luther Road
Dickson, TN 37055

Signature Health Care of Erin

931.289.4141

278 Rocky Hollow Rd.
Erin, TN 37061

Stewart Co. Senior Center

931.232.7663

111 General Rice St. Dover, TN 37058

Torrey Johnson Senior Center

931.296.2979

206 North Church St. Dover, TN 37185

Waverly Health Care & Rehabilitation

931.296.7552

896 E. Powers Blvd.
Waverly, TN 37185

Local Services

AT&T Phone Service**888.333.6651**att.com

Burns City Hall**615.446.2851**2715 Church St. Burns, TN 37029

Charlotte City Hall**615.789.4184**22 Court Sq. Charlotte, TN 37036

City of Erin Water Dept.**931.289.5100**

68 Spring St. Erin, TN 37061

M-F 7:30-4

Cumberland City Hall**931.827.3700**402 Thomas Ave. Cumberland City, TN
37050

Cumberland Disposal**615.789.4748**

cumberlanddisposalservices.com

24/7

**Cumberland Electric Membership
Corporation****800.987.2362**

420 Spring St. Dover TN 37058

cemc.org

M-F 7:30-4:30

Dickson Co. Chamber of Commerce**615.446.2349**

119 Hwy. 70 E. Dickson, TN 37055

dicksoncountychamber.com

M-S 6-9, F 6-10

Dickson Co. Public Library**615.446.8293**

206 Henslee Dr. Dickson, TN 37055

dicksonpubliclibrary.com

M-F 8-5 Sat. 10-4

Dickson Co. Solid Waste 615.446.0019100 Virgil Bellar Rd. Dickson, TN 37055

Dickson Co. UT Extension**615.446.2788**

204 Henslee Dr. Dickson, TN 37055

dickson.tennessee.edu

Dickson County Clerk**615.446.2543**

106 N. Main St. Dickson, TN 37055

dicksoncountyttn.gov

Dickson Electric System**615.446.9051**

615.446.7111

236 Cowan Rd. Dickson, TN 37055

dicksonelectric.com

M-F 8-5

Dickson Mayor's Office**615.441.9508**

202 S. Main St. Dickson, TN 37055

cityofdickson.com

Local Services

Dover Town Hall

931.232.5907

625 Donelson Pkwy. Dover, TN 37058

dovertn.com

Economy Propane Gas Inc.

615.740.9007

201 Pond Rd. Dickson, TN 37055

Erin City Hall/ Water Department

931.289.4108

68 Spring St. Erin, TN 37061

M-F 7:30-4

Fast Forward Broadband

931.264.1029

715 E. Main St. Waverly, TN 37185

fastforwardbroadband.com

M-F 8-5

Greater Dickson Gas Authority

615.441.2830

605 E. Walnut St. Dickson, TN 37055

gdga.com

M-F 7:30-4:30

Houston Co. Chamber of Commerce

931.289.5100

68 Spring St. Erin, TN 37061

houstoncochamber.com

M-F 10-2 (volunteer hrs. vary)

Houston Co. Landfill

931.289.4595

1136 Fire Tower Rd, Erin, TN 37061

Houston Co. Public Library

931.289.3858

24 Spring St. Erin, TN 37061

M-F 9-5 Sat. 9-12

Houston Co. UT Extension

931.289.3242

931.289.3987 (f)

4725 E. Main St. Erin, TN 37061

houston.tennessee.edu

Houston County Propane

931.289.4440

10525 Hwy. 13 Cumberland City, TN 37050

houstonpropane.com

Humphreys Co. Chamber of Commerce

931.296.4865

124 E. Main St. Waverly, TN 37185

humphreyscountychamberofcommerce.com

M-F 9-5

Humphreys Co. Public Library

931.296.2143

201 Pavo Ave. Waverly, TN 37185

Humphreys Co. Utility District

931.296.3204

931.296.3817 (f)

304 North Church St. Waverly, TN

humphreyscountygas.com

M-F 7:30-4

Humphreys Co. UT Extension

931.296.2543

108 Thompson St. Waverly, TN 37185

humphreys.tennessee.edu

Local Services

McEwen City Hall**931.582.6211**9586 Hwy. 70 E. McEwen, TN 37101
M-F 7:30-4

McEwen Water Dept.**931.582.6211**9586 Hwy. 70 E. McEwen, TN 37101
M-F 7:30-4

Mediacom**855.548.5297**cabletv.com/mediacom/internet

Meriwether Lewis Electric Cooperative**931.296.2581**200 E. Commerce St.
Waverly, TN 37185
mlec.com
M-F 7:30-4:30

New Johnsonville City Hall**931.535.2715**323 Long St.
New Johnsonville, TN 37134
cityofnewjohnsonville.com

North Stewart Water District**931.232.5525**

2361 Hwy. 79, Dover, TN 37058

Stewart Co. Chamber of Commerce**931.232.8290**117 Visitors Center Ln.
Dover, TN 37058
M-F 8:30-4

Stewart Co. Disposal**931.232.9888**1932 Hwy. 79
Dover, TN 37058

Stewart Co. Public Library**931.232.3127**102 Natcor Dr.
Dover, TN 37058
MTuThF 8-8, Sat. 9-3

Stewart Co. UT Extension**931.232.5682**931.232.4882 (f)
225 Donelson Pkwy.
Dover, TN 37058
stewart.tennessee.edu

Stewart Co. Propane Gas Inc.**931.232.4632**1571 Hwy. 79
Dover, TN 37058

TEC-Internet Service Provide**931.289.4221**4587 W. Main St.
Erin, TN 37061
tec.com

Tennessee Disposal Co.**931.721.3486**770 Hwy. 49
Tennessee Ridge, TN 37178

Local Services

Tennessee Ridge City Hall
931.721.3385
2300 S. Main St.
Tennessee Ridge, TN 37178
tnridge.com
M-F 7:30-4

Tennessee Ridge Water Dept.
931.721.3385
2300 S. Main St. T
ennessee Ridge, TN 37178
tnridge.com
M-F 7:30-4

US Post Office - Bon Aqua
931.670.3541
10076 Hwy. 46
Bon Aqua, TN 37025
usps.com
M-F 8:30-3:30, Sat. 8-11

US Post Office - Bumpus Mills
931.232.8820
3035 Hwy. 120
Bumpus Mills, TN 37028
M-F 7:45-2:45, Sat. 8-11:30

US Post Office - Burns
615.446.9029
2312 Hwy. 96
Burns, TN 37029
M-F 7:30-4:00, Sat. 8-11

US Post Office - Charlotte
615.789.5350
7 Court Sq.
Charlotte, TN 37036
M-F 9-4, Sat. 8-12

US Post Office - Cumberland City
931.827.2648
201 Bass Ave.
Cumberland City, TN 37050
M-F 7:45-3:15, Sat. 8-12

US Post Office - Cumberland Furnace
615.789.4305
2985 New Dry
Hollow Rd. Cumberland Furnace, TN
37051
M-F 8-3, Sat. 7-11

US Post Office - Dickson
615.740.7338
206 Skyline Cr.
Dickson, TN 37055
M-F 8:30-4:30, Sat. 8:30-12

US Post Office - Dover
931.232.7338
326 Spring St.
Dover, TN 37058
M-F 7:30-4, Sat. 8-11:30

US Post Office - Erin
931.289.4540
30 Arlington St.
Erin, TN 37061
M-F 7:30-4:00, Sat. 8-11:30

US Post Office - Hurricane Mills
931.296.7510
1855 Hurricane Mills Rd.
Hurricane Mills, TN 37078
M-F 8:30-3:45, Sat. 8-11

Local Services

US Post Office - Indian Mound

931.232.7088

1207 Hwy. 46

Indian Mound, TN 37079

M-F 7:30-11:30, Sat. 7:15-11

US Post Office - McEwen

931.582.3691

32 Long St.

McEwen, TN 37101

M-F 8-4, Sat. 9-12

US Post Office - New Johnsonville

931.535.2490

556 Broadway Ave.

New Johnsonville, TN 37134

M-F 8-4, Sat. 8-12

US Post Office - Stewart

931.721.3111

6100 Hwy. 147

Stewart, TN 37175

M-F 7:30-11:30, Sat. 7:30-11:45

US Post Office - Tennessee Ridge

931.721.4120

940 Hwy. 49

Tennessee Ridge, TN 37178

M-F 9-4, Sat. 7:15-12:15

US Post Office - Vanleer

615.763.2828

4460 Hwy. 49

Vanleer, TN 37181

M-F 8-3, Sat. 7-11

US Post Office - Vanleer

615.763.2084

2830 Slayden-Marion Rd.

Vanleer, TN 37181

US Post Office - Waverly

931.296.2469

403 W. Main St.

Waverly, TN 37185

M-F 8-4, Sat. 8:30-11:30

US Post Office - White Bluff

615.797.3160

4401 E. Hwy. 70

White Bluff, TN 37187

M-F 8-4, Sat. 9-12

Vanleer Convenience Site-Garbage Collection Service

615.763.2109

1010 Old Bear Creek Rd.

Vanleer, TN 37181

Vanleer Mayor's Office

615.763.2843

4455 Hwy. 49

Vanleer, TN 37181

Waste Management

731-582-7734

2410 Hwy. 70 W.

Camden, TN 38320

wm.com

Water Authority of Dickson Co.

615.441.4188

101 Cowan Rd.

Dickson, TN 37055

wadc.dmcsdev.com

Financial Services

Advantage Tax and Bookkeeping**931.582.3715**

9248 Hwy. 70 E.

McEwen, TN 37101

advantagetaxbook.com

M-F 9-5, Sat. 9-2

AE Reynolds Insurance Agency**931.721.3301**

1887 N. Main St.

Tennessee Ridge, TN 37178

erieinsurance.com

Apex Bank**931.582.2739**

95 Main St.

McEwen, TN 37101

apexbank.com

Bank of Dickson**615.446.3732**

1924 Hwy. 46

Dickson, TN 37055

bankofdickson.com

M-F 8-4, F 8-6

Bank of Dover**931.232.7107**

300 Donelson Pkwy.

Dover, TN 37058

legendsbank.com

Barnes Tax Services**931.289.4649**

1518 Hwy. 49

Erin, TN 37061

Blankenship CPA Group, PLLC**615.446.5106**

308 W. College St.

Dickson, TN 37055

bcpas.com

C & C Tax Services**931.299.7374**

1217 Hwy. 70 W.

Waverly, TN 37185

Campbell Insurance Agency**931.232.2277**

1115 Donelson Pkwy.

Dover, TN 37058

campbellinsurancetn.com

M-F 8:30-5

**Clarksville Social Security
Administration****1.877.531.4695**

119 Center Pointe Dr.

Clarksville, TN 37040

ssa.gov

MTRF 9-4, W 9-12

Cornerstone Financial Credit Union**615.740.4442**

650 Hwy. 46

Dickson, TN 37055

cornerstonefinancialcu.org

D. Wilson Overton, CPA & Consultant**615.740.8788**

116 Hwy. 70 E. Suite 3

Dickson, TN 37055

overtoncpa.com

M-F 8-5

Financial Services

David H. England CPA & Consulting**615.446.6686**

303 Center Ave. Dickson, TN 37055

englandcpa.com

M-F 7-7

- Debbie's Tax & Bookkeeping**615.740.0577**

104 Center Ave. Dickson, TN 37055

- Dickson Insurance Agency**615.446.3742**

455 Henslee Dr. Dickson, TN 37055

dicksoninsurance.com

M-Th 8-4:30

- Direct Auto Insurance**615.441.9999**418 Hwy. 46 S. Suite C Dickson, TN
37055

local.directgeneral.com

M-F 9-5:30 Sat. 9-1

- Donna Patrick Services**931.232.4787**

3412 Hwy. 79 Indian Mound, TN 37079

- Durham, Nunnery & Brooks**931.296.3107**

1040 W. Main St. Waverly, TN 37185

- Eileen Wirsig, CPA**931.232.6756**

179 Timbertops Dr. Dover, TN 37058

F&M Bank**931.232.5178**

100 Donelson Pkwy. Dover, TN 37058

myfmbank.com

M-Th 8:30-4, F 8:30-5:30, Sat. 8:30-12

F&M Bank**931.232.5978**

3029 Hwy. 120 Bumpus Mills, TN 37028

myfmbank.com

M-Th 8:30-4, F 8:30-5:30

- Family Cash Advance**615.740.9990**

594 Hwy. 46 Dickson, TN 37055

- Farm Bureau Insurance**931.289.4171**

4760 E. Main St. Erin, TN 37061

fbitn.com

M-F 8-4:30

- Farm Bureau Insurance**931.232.5112**

313 Spring St. Dover, TN 37058

fbitn.com

M-F 8-4:30

- Farm Bureau Insurance**615.446.2804**

700 Henslee Dr. Dickson, TN 37055

fbitn.com

M-Th 8-4:30, F 8-5

Farm Bureau Insurance**931.296.4219**

200 Pavo Ave. Waverly, TN 37185

fbitn.com

M-F 8-4:30

- Farm Bureau Insurance**931.289.4171**

6388 Hwy. 13 Erin, TN 37061

fbitn.com

M-F 8-4:30

Financial Services

Farm Bureau Tax Services**931.232.7988**

441 Hwy. 79

Dover, TN 37058

Farmers Insurance - Jeffrey Kuhns**615.441.4010**

98 Church St. Suite 3

Dickson, TN 37055

agents.farmers.com

M-F 8-5

Farmers Insurance - Kelley Rowlett**931.264.1869**

205 E. Main St.

Waverly, TN 37185

agents.farmers.com

M-F 9-5

First Bank**931.296.5747**

416 W. Main St.

Waverly, TN 37185

firstbankonline.com

M-Th 8:30-4, F 8:30-5

First Bank**615.446.4445**

345 Hwy. 46

Dickson, TN 37055

firstbankonline.com

M-Th 8-4, F 8-6

First Farmers and Merchants Bank**615.797.3153**

2011 Hwy. 47 N. White Bluff, TN 37187

myfirstfarmers.com

M-W 8:30-3, Th 8:30-4, F 8:30-5

First Federal Bank**931.582.3330**

9597 Hwy. 70 E.

McEwen, TN 37101

ffbtn.com

M-Th 8-3:30, F 8-5

First Federal Bank**615.446.9091**

601 Hwy. 46

Dickson, TN 37055

ffbtn.com

M-Th 8-4, F 8-6, Sat. 8-1

First Federal Bank**615.446.9092**

200 Henslee Dr.

Dickson, TN 37055

ffbtn.com

M-Th 8-4, F 8-6

First Federal Bank**615.789.4103**

2 Court Square C

Charlotte, TN 37036

first-fedbanking.com

M-Th 8-4, F 8-6, Sat. 8-1

First Federal Bank**615.763.0500**

4707 Hwy. 49

Vanleer, TN 37181

ffbtn.com

First Federal Bank**615.797.2334**

4363 Hwy. 70 E.

White Bluff, TN 37187

first-fedbanking.com

Financial Services

First Insurance Partners**615.446.2814**

110 Mathis Dr. # 105
Dickson, TN 37055

First Tennessee Bank**931.296.4214**

210 W. Main St.
Waverly, TN 37185
firsttennessee.com
M-Th 8:30-4, F 8:30-5

- Ford & Associates**931.582.6591**

11375 Hurricane Creek Rd.
McEwen, TN 37101

- H&R Block**615.446.6718**

93 Mathis Dr.
Dickson, TN 37055
hrblock.com
Tu 9-2, Th 9-2

- H&R Block**615.446.7713**

102 E. College St.
Dickson, TN 37055
hrblock.com

- Heritage Bank**931.289.5000**

3711 W. Main St.
Erin, TN 37061
bankwithheritage.com

**Humphreys County Tax &
Bookkeeping****931.296.4433**

103 Mill St.
Waverly, TN 37185

Ivy Insurance, Inc.**615.441.8900**

110 Mathis Dr. # 106
Dickson, TN 37055
ivy-insurance.com
M-F 8-5

Jackson Hewitt Tax Service**615.740.0338**

101 E. College St.
Dickson, TN 37055
offers.jacksonhewitt.com
M 10-5, TuThF 11-5

**Johnsonville TVA Employees Credit
Union****931.827.6266**

815 Cumberland City Rd.
Cumberland City, TN 37050
jtvaecu.org
M-F 7-3

**Johnsonville TVA Employees Credit
Union****931.535.9000**

213 Long St.
New Johnsonville, TN 37134
jtvaecu.org

**Knights of Columbus Insurance -
Schachle Agency****615.441.8588**

102 Hwy. 70 E. Suite 1
Dickson, TN 37055
kofctnagency.com

Financial Services

Lakeside Credit Union**931.535.3750**

1008 Broadway Ave.
New Johnsonville, TN 37134
lecu.coop

Liberty Tax Service**615.446.5454**

418 Hwy. 46 S.
Dickson, TN 37055
libertytax.com
Tu 10-2, Th 3-7

Lifelong Insurance**931.296.9219**

212 Sunset Dr.
Waverly, TN 37185

Linda D's Income Tax Services**615.7890524**

2714 Hwy. 48
Dickson, TN 37055

Middle Tennessee Insurance Services**615.446.1015**

91 Mathis Dr. Suite A
Dickson, TN 37055
erieinsurance.com

Morrison & Fuson Insurance Agency**615.446.8087**

506 Henslee Dr.
Dickson, TN 37055
morrisonfuson.com
M-F 8-5

Nationwide Insurance - Missie**Hubbuch Cole****931.296.9840**

121 Waverly Ave.
Waverly, TN 37185
agency.nationwide.com
M-F 9-5

Parks & Associates Insurance**931.232.9919**

803 Donelson Pkwy.
Dover, TN 37058
M-F 8:30-4:30

PFF Insurance**615.446.7494**

106 Hwy. 70 E.
Dickson, TN 37055
progressiveagent.com
M-F 8-5

Pinnacle Financial Partners**615.740.8240**

501 Hwy. 46
Dickson, TN 37055
pnfp.com
M-F 8-4, F 8-5

Porch-Stribling-Webb Insurance**931.296.4271**

132 E. Main St.
Waverly, TN 37185
pswins.com

Proctor Insurance**931.582.3615**

50 Main St.
McEwen, TN 37101

Financial Services

Regen Financial Services**615.441.1274**

318 E. College St.
Dickson, TN 37055
M-Th 8-5, F 8-3

- Regions Bank**931.289.4224**

4657 W. Main St.
Erin, TN 37061
regions.com

M-Th 8:30-4, F 8:30-5:30

Shelter Insurance - Charles Seay**615.446.7590**

108 Bryan Ave.
Dickson, TN 37055
shelterinsurance.com
M-F 9-4:30

Shelter Insurance - Saul Beard**931.296.2528**

714 E. Main St.
Waverly, TN 37185
shelterinsurance.com

Sills Insurance Agency**931.289.3612**

12 Court Sq.
Erin, TN 37061
erieinsurance.com
M-F 9-4

Sills Insurance Agency**931.232.5462**

211 Donelson Pkwy.
Dover, TN 37058
erieinsurance.com

Sotherland & Associates Insurance**931.296.1000**

107 Mill St.
Waverly, TN 37185

State Farm Insurance - Agent Jimmy Drake**615.441.1188**

114 Hwy. 70 E. Suite A1
Dickson, TN 37055
jimmydrake.com
M-F 9-5

-State Farm Insurance - Agent Lynn Paschall**931.296.2464**

115 Waverly Plaza
Waverly, TN 37185
lynnpaschall.com
M-F 8-4:30

Sunbelt Insurance**615.446.9292**

302 E. Walnut St.
Dickson, TN 37055
insuranceofmiddletennessee.com
M-F 8-4:30

Tonya Gaboriault, CPA**931.305.6272**

1314 Donelson Parkway
Dover, TN 37058

Financial Services

Traditions First Bank

931.289.5500

5745 E. Main St.

Erin, TN 37061

traditionsfirst.com

-U.S. Bank

615.740.1800

723 E. College St.

Dickson, TN 37055

usbank.com

M-Th 8:30-4, F 8:30-6, Sat 8:30-12

-Weatherspoon & Page CPAs

615.549.8578

1517 Hwy 47

Dickson, TN 37055

accountingfirmisdickson.com

M-F 8-5

Substance Abuse

**AA, NA, Alanon Celebrate Recovery
Middle Tennessee Intergroup**
615.831-1050

**Alcoholics Anonymous
New Haven Baptist Church**
931.801.9236

Old Highway 79
Dover, TN 37058

AA-Serenity Group

302 Poplar Street
Paris, TN 37242

Bradford Health Services
931.542.9816

231 Dunbar Cave Road, Suite A Clarksville,
TN

-Bradford Health Services
1410 Donelson Pike, Suite A-7

615.291.2956
800.677.8209
615.401.7174

Nashville, TN 37217

-Celebrate Recovery
731.641.8822

2500 East Wood Street
Paris, TN 37142

-Christ Community Church
931.582.8676

635 St. Patrick Street
McEwen, TN 37101

--Cumberland Heights
615.352.1757
800.646.9998

8283 River Road
Nashville, TN 37209
<http://www.cumberlandheights.org>
Cumberland Heights is a nationally recognized alcohol and drug treatment center located just west of Nashville on the Cumberland River, offering both in-patient and out-patient services for individuals as well as programs for family members.

Dale Wayrynen Recreation Center
Desert Storm Avenue
270.798.7446

Fort Campbell, KY 42223

Discovery Place, Inc.
615.740.8600/800.749.8600

1635 Spencer Mill Road
Burns, TN 37029

Hillview Baptist Church
615.446.3652

920 Hwy. 70 West
Dickson, TN 37055

Friendship World Outreach (FWO)
931.896.4344

1452 Clydeton Road
Waverly, TN 37185

Hope Center
931.289.2999

70 Arlington Street
Erin, TN 37061

Substance Abuse

Freeman Recovery Center
410 Center Avenue
615.763.3753

<http://freemanrecoverycenter.com/>
Freedom comes from within; it's an inside job.
Stop justifying what doesn't work and start
your new life today!

Grace Episcopal Church (TVCC)
731.642.1721

103 South Poplar Street
Paris, TN 38242

Mirror Lake Recovery Center
615.446.7034

999 Girl Scout Road
Burns, TN 37029

**National Council on Alcoholism and Drug
Dependence (NCADD)**
212.269.7797

217 Broadway, Ste 712
New York, NY 10007

<http://www.ncadd.org>

**National Institute of Alcohol Abuse and
Alcoholism**
888.696.4222

www.niaaa.nih.gov

National Institutes of Health
301.496.4000

9000 Rockville Pike
Bethesda, MD 20892

www.nih.gov

St Andrew's Episcopal Church
931.535.2314

539 Hillcrest Drive
New Johnsonville, TN 37134

Tri-Star Horizon Medical Center
615.446.0446

111 Hwy. 70 East
Dickson, TN 37055

**Underage Drinking Enforcement Training
Center**
877.335-1287

<http://www.udetc.org/>

Walnut Church of Christ
615.446.2909

201 Center Avenue
Dickson, TN 37005

Youth Villages
615.441.4170

2043 Highway 70
Valley West Park
Dickson, TN 37055

www.youthvillages.org
In home family therapy for children with
behavior disorders.



2018-2019
Highland Rim Head Start
Volunteer Handbook

Highland Rim Head Start

As a Head Start parent, we invite you to be a part of an exciting program involving you and your family as Head Start VOLUNTEERS.

Volunteering is rewarding and beneficial. Children benefit when parents and community members know about and support what is happening in their child's education. By volunteering, you get to know the staff and become familiar with the program. It also opens up career opportunities for you.

Volunteering is *essential* to our Head Start program. Time, services, or goods from parents or the community is considered "In-Kind". The federal government matches your time in dollars toward our grant requirements. 20% of our Head Start grant must be matched with In-Kind every year to continue to receive funding. We generate dollars through time that parents and community members spend with our Head Start children.

The success of the program depends upon active participation of parents and others in the community. Your knowledge, time, and talent can all contribute to this effort.

We look forward to assisting you, as a volunteer, in becoming successful in your area of interest and skill development. We are enthusiastic, energetic, and willing to offer encouragement and support.

Volunteer often! We appreciate it, and it's valuable to you and our program.



Burns Head Start 905 Herchel
Street Burns, TN 37029 (615)
441-3599

Houston Head Start 3215 Hwy
149
Erin, TN 37061 (931)
289-4135

Tennessee Ridge Head Start
1165 Hwy 49
Erin, TN 37061 (931)
721-3555

Stewart Head Start
500 Williams Rd.
Big Rock, TN 37023
(931) 232-7965

Charlotte Head Start
125 Doyle Hill
Charlotte, TN 37036
(615) 789-3316

McEwen Head Start
220 East Swift
McEwen, TN 37101
(931) 582-3278

Waverly Head Start
612 E. Main St.
Waverly, TN 37185
(931) 296-7401

Dickson Head Start
119 West Broad St.
Dickson, TN 37055
(615) 446-2576

Volunteer Guidelines

Parents are encouraged to volunteer and assist the Teacher in the classroom during class time. Guidelines will be posted in the classroom to help volunteers. As a volunteer, you will interact with all of the children, following the guidelines listed below:

1. Be alert to dangerous situations. Broken equipment should be repaired, toys should be put away when not being used, and open doors should be monitored closely.
2. Tell children what to do instead of what not to do. Say, "Put the bead on the string," instead of, "Don't put the bead in your mouth."
3. Know what children are capable of at each age level. We expect three-year olds to play alone. Four and five-year olds often play in small groups.
4. Avoid situations which encourage competition. To suggest being the "first one through" or painting the "best picture" is poor procedure.
5. Let the children play in their own way. Instead of making pictures for them, or showing them what to draw, paint, or build; we encourage them to do these things for themselves. We want them to develop initiative, imagination, and self-reliance.
6. We may show disapproval of a child's actions, but never of the child. You may say, "That is not a good thing to do," but never, "You are not a good boy/girl."
7. Be alert to individual differences. No two children are the same. There are no standard methods that apply to all children in all situations. We cannot say that when a child does certain things, we must not do *so and so*.
8. Be consistent. If more than one person is responsible for a child, try to see that they all set the same standards for that child.
9. Do not flatter a child by telling him/her that he/she is a "big boy/big girl," nor blame him/her by saying he/she is "too big" for such behavior. Do not put a premium on being "big." There should be just as much satisfaction in being three as in being six.
10. When a child shows you art work, say, "Tell me about it," instead of, "What is it?" This gives the child the opportunity to express him/herself by telling a story about the picture.
11. Try to see the situation through the child's eyes. When talking to a child, it is good practice to sit beside him/her or stoop to eye level.
12. When children play together, be slow to solve their problems. Let them try to affect a solution themselves. Learning how to play is a step in social adjustment.

13. Praise the behavior you want continued. Praising a child's desirable behavior emphasizes it and the undesirable will gradually drop out of sight.
14. Give a child a choice of two courses of action when feasible. Asking, "Would you like to park your tricycle by the door of the shed?" often brings more successful results than a command. It gives the child a personal interest in the situation and develops independence and initiative.
15. Be sure to offer the child a choice only when you are prepared to accept the answer. If the child must do a thing, tell them to do it; if you ask a child whether or not they want to, you must be ready to accept either yes or no as an answer.
16. Allow a child plenty of time to perform and to change activities. Small children become confused when hurried. Forcing a child to perform too quickly or turn abruptly from one activity to another often causes conflict.
17. Redirect negative activities whenever possible.
18. Avoid discussing children's negative behavior in front of them.



Volunteer Opportunities

Family and community involvement are vital components of a successful program. Head Start benefits each year from the invaluable support of volunteers. By Volunteering, you will become acquainted with our Head Start program, see its strengths and goals, and help staff make it a fun learning experience for all. There are many ways that volunteers can contribute and each volunteer comes into the program with different experiences, skills, and talents. Each has a unique contribution to make.

Please review the opportunities listed below and learn some of the ways you can become involved with Head Start.

Opportunities to be involved as a volunteer

- Interact and develop positive relationships with young children in a Head Start classroom
- Assist staff and families at various events throughout the year
- Assist with various activities in support of the program
- Engage in literacy events for children and their families
- Serve as a Policy Council Representative
- Provide childcare for another parent who is volunteering at the center or attending a Head Start meeting
- Repair damaged toys/furniture, assemble new toys, or build shelves
- Call the other parents to remind them of meetings or special events
- Read with individual children or groups
- Work in the art area (cutting, painting, gluing)
- Assist children with learning self-help skills
- Share a special talent, hobby, interest
- Take home materials to prepare for classroom projects
- Help with facilities maintenance projects Ex: playground clean-up, spreading mulch, yardwork

Areas of Assistance

Circle Time

- Sit on the floor, side by side, or behind the children during circle time
- Encourage participation.
- Redirect child's attention, use appropriate voice volume when redirecting or encouraging children.
- Participate and have fun too!

Meal Time

- Help with hand washing and standing in line, assist with fork and napkin settings.
- Sit and talk with children during meals.
- Model good table manners.
- Assist with clean up after meals.
- Settle children down after meals.

Center Time

- Observe and/or interact with children.
- Redirect negative behavior.
- Remember safety for the students as well as yourself.

Outdoor Play

- Maintain a safe environment.
- Interact and/or redirect children to appropriate areas of play.




IN-KIND

IN-KIND CONTRIBUTIONS FORM: This form will be used for all in-kind activities/donations. This form may be utilized on numerous days for any one volunteer.

INSTRUCTIONS FOR COMPLETING

1. When you volunteer or donate items an in-kind form must be completed in order for it to be counted as in-kind.
2. Print your name at the top of page.
3. Enter the center/classroom (staff can enter this information)
4. Contributor Profile: Check whether you are first time or returning volunteer/donor.
5. Representing: Check current parent, former parent, or other, etc.
6. Activity: Enter type of activity (At-Home, fatherhood activity, classroom aide, etc.)
7. Volunteer Hours/Donations: Enter date, purpose or activity description and hours. For donations simply list items donated, quantity and dollar value. If a receipt is available, please attach. If mileage is utilized, utilize this space to record number of miles/purpose of miles.
8. Volunteer/Contributor must sign and date.
9. Center staff must sign and date.
10. For business office only: DO NOT ENTER ANYTHING HERE.

Please remember to complete and return your forms to your child's teacher by the 5th of the next month.

 <p>Policy #: A-1</p>	<p>Page #: 1 of 4</p>
<p>Ref #: 1302.47(b)(5)(i); 1302.47(b)(4)(i)(k); 1302.92(b)(2); DCL 1240-04-01-10</p>	<p>Policy Council Approval Date: 10/23/18</p>

COMPONENT: ADMINISTRATION

SUBJECT: PREVENTION, IDENTIFICATION, AND REPORTING OF CHILD ABUSE, NEGLECT, OR CORPORAL PUNISHMENT

PERFORMANCE OBJECTIVE: To develop a plan for responding to suspected or known child abuse whether it occurs inside or outside the program.

POLICY AND PROCEDURE:

Highland Rim Head Start is required by law to act as a child-abuse and neglect reporting agency. All staff are required by Tennessee code Annotated §§ 37-1-403 and 37-1-605, to immediately report any reasonable suspicion of child abuse or neglect to the Department of Children’s Services. All staff will be trained on how to identify and report child abuse or neglect. Head Start staff will not intervene or investigate cases of known or suspected child abuse or neglect. Head Start staff will fully co-operate with all agencies involved in an investigation of child abuse or neglect, in an effort to provide protection for children enrolled in the program.

Children will be supervised by **two staff** persons at all times. At no time will a staff person, volunteer, parent/guardian, etc. be left alone with a child.

All staff will be trained on how to prevent, identify, and report child abuse or neglect at a minimum of two times annually. Staff will sign off they have read and understand this policy after each training.

Head Start will provide annual orientation to parents/guardians concerning the prevention of child abuse and neglect. Parents/guardians will be provided information on the State Approved personal safety curriculum, currently known as “Keeping Kids Safe”.

All centers/classroom will have the number posted in a conspicuous place for reporting child abuse or neglect.

To make a report by phone regarding suspected abuse or neglect call **1-877-237-0004 or 1-877-542-2873.**

To make a report you may also visit the Tennessee Department of Children’s Services website at <https://apps.tn.gov/carat/>, and follow the steps provided, print out confirmation page at the end of the report.

The first step in helping abused or neglected children is learning to recognize the signs of child abuse and neglect. The presence of a single sign does not prove child abuse is occurring in a family, but a closer look at the situation may be warranted when these signs appear repeatedly or in combination. Staff should also take cultural differences into consideration.

Signs of Physical Abuse

Consider the possibility of physical abuse when the child:

- Has unexplained burns, bites, bruises, broken bones, or black eyes
- Has fading bruises or other marks noticeable after an absence from school
- Seems frightened of the parents/guardians or caregivers, cries when it is time to go home
- Shrinks at the approach of adults
- Reports injury by a parent or another adult caregiver

Consider the possibility of physical abuse when the parent/guardian or other adult caregiver:

- Offers conflicting, unconvincing, or no explanation for the child's injury
- Describes child in a negative way
- Uses harsh physical discipline with the child
- Has history of abuse as a child

Signs of Neglect

Consider the possibility of neglect when the child:

- Is frequently absent from school
- Begs or steals food or money
- Lacks needed medical or dental care, immunization, or glasses
- Is consistently dirty and/or has severe body odor
- Lacks sufficient clothing for the weather
- States that there is no one at home to provide care

Consider the possibility of neglect when the parent/guardian and/or care giver:

- Appears to be indifferent to the child
- Seems apathetic or depressed
- Behaves irrationally or in a bizarre manner
- Abusing drugs and/or alcohol

Signs of Sexual Abuse

Consider the possibility of sexual abuse when the child:

- Has difficulty walking or sitting
- Suddenly refuse to participate in physical activities
- Report nightmares or bedwetting
- Experiences sudden change in appetite
- Demonstrates bizarre, sophisticated, or unusual sexual knowledge or behavior
- Contracts sexually transmitted diseases

- Runs away
- Reports sexual abuse

Consider the possibility of sexual abuse when the parent/guardian and/or caregiver:

- Is unduly protective of the child or severely limits the child's contact with other children, especially of the opposite sex
- Is secretive or isolated
- Is jealous or controlling with family members

Signs of Emotional Maltreatment

Consider the possibility of emotional maltreatment when the child:

- Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity, or aggression
- Is either inappropriately acting as an adult (ex: parenting other children) or inappropriately infantile (ex: rocking or head banging)
- Is delayed in physical or emotional development
- Has attempted or talked about suicide
- Reports lack of attachment to the parent/guardian

Consider the possibility of emotional maltreatment when the parent/guardian and/or caregiver:

- Constantly blames, belittles, or berates the child
- Is unconcerned about the child and refuses to consider offers of help for the child's problems
- Overly rejects the child

*Information listed above was provided from the U.S. Department of Health and Human Services Administration for Children and Families website:
www.childwelfare.gov/pubs/factsheets/signs.cfm*

Reporting Procedure is as follows:

1. Prior to calling the intake line, the reporting staff member is to complete the *Suspected Child Abuse/Neglect Report Forms*.
2. The staff person that was disclosed to or witnessed the identified or suspected abuse or neglect is the person who must make the report. Staff are not to delegate or rely on another person to make the report. Staff are to call 1-877-237-004 or 1-877-542-2873 or make a report by visiting the website <https://apps.tn.gov/carat/>.
3. The staff person reporting should contact the Health Services Manager by phone to advise the Health Services Manager of the incident and forward the completed form in a sealed envelope marked confidential to the Health Services Manager.
4. If the parent/guardian contacts the center staff concerning the incident, the staff member will not discuss the incident with the parent/guardian, but will refer them to the Health Services Manager at central office.

When there are formal allegations regarding staff, the agency shall enter into a Safety Plan with the Department of Human Services regarding the individual's access to the

agency and to children in the care of the agency. The alleged staff person or persons will be immediately removed from the classroom pending implementation of the Safety Plan.

See Personnel Policies for further clarification regarding Employee misconduct.

All *Suspected Child Abuse/Neglect Forms* will be maintained at central office by the Health Services Manager in a locked cabinet. The Health Services will share information when necessary with Family Services. All records will be maintained confidentially in a locked cabinet. The agency will co-operate with enforcement agencies and when possible work with abusing or neglecting parents/guardians or caretakers to provide support, counseling services, and to make any necessary referrals for services outside of the agency, as necessary.

Failure to comply with this policy and the severity of the incident will result in staff counseling, suspension without pay, or immediate termination.

Child Abuse, Neglect and Corporal Punishment

- There will be **TWO** staff with the children **AT ALL TIMES**.
- All Volunteers will be trained on how to prevent, identify, and report child abuse, neglect, or corporal punishment.
- Child abuse reporting information is posted in every classroom.
- Head Start will provide annual orientation to parents concerning the prevention of child neglect, the need to provide protection for abused and neglected children and a personal safety curriculum to be taught to the children throughout the program year. Curricula currently in use include: "Keeping Kids Safe". Trainer resources include personnel from the licensing unit of the State Department of Children's Services, private consultants, personnel from the Department of Corrections, and Highland Rim Head Start staff. Group and/or individual consultation for parents and staff will be provided by the program's Mental Health Consultant. The Family Services Manager will be the primary staff member responsible for coordinating orientation and training efforts. Consultation services will be coordinated by the Family Services Manager.

Corporal punishment is defined as the use of physical force as a discipline measure and will not be tolerated. This includes, but is not limited to:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• spanking• hitting a child with a hand or instrument• putting anything into a child's mouth• threatening• humiliating• ridiculing• rejecting• yelling• subjecting a child to harsh, abusive or profane language | <ul style="list-style-type: none">• requiring the child to remain silent or inactive for inappropriately long periods of time for the child's age• shaking• biting• pinching• pulling of hair• using punishment associated with food, naps, or toilet training |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Isolation refers to separating the child from the group, as a punishment measure. Isolation includes, but is not restricted to:

- confining the child to a small area
- retaining the child in the classroom when other children go to play
- restricting the child from eating meals with his/her classmates
- placing a child in a locked or dark room, bathroom, or closet with the door closed

The utilization of corporal punishment and total isolation is not consistent with the Performance Standards and cannot be tolerated in Head Start programs. In the event of isolation in which the child is left from a group, adult supervision will be maintained and the isolation period will be minimal. Performance Standards prohibit the use of meals as punishment, thus isolation at meal times is forbidden.

MANDATORY REPORTING

To report child abuse call **1-877-237-0004** or **1-877-542-2873 (1-877-54ABUSE)**. Tennessee law requires any person who has knowledge of, or is called upon to render aid, to any child who is suffering from or has sustained any wound, injury, disability, or physical or mental condition shall report such harm immediately, if the harm is of such a nature as to reasonably indicate that it has been caused by brutality, abuse or neglect, or that, on the basis of available information, reasonably appears to have been caused by brutality, abuse, or neglect. Any person required to report known or suspected child abuse that, knowingly and willfully, fails to do so or prevents another person from doing so is guilty of a misdemeanor.

CONFIDENTIALITY

Volunteers

Classroom volunteers **do not** have access to classroom files. In the case where a volunteer is assigned to a specific child to work with: the classroom staff (teacher or assistant) will review the child's file to determine what specific objectives the volunteer is to do with that child. The classroom staff can then give this information to the volunteer as to what task should be worked on and how to do so.

Recording child information into the classroom records **is not** to be assigned to a volunteer.

Volunteers should be 18 years of age, unless they are mainstreaming from the county school system.

Volunteers may be used to provide services and supplement the regular caregivers or substitutes without payment, but **are not** counted to meet the adult:child ratios. If counted in the adult:child ratio, or provide service for more than twenty (20) hours per calendar week, volunteers shall meet the qualifications for substitutes. They **must** submit to a criminal background check, which includes fingerprinting by an agency chosen by the Department of Human Services. They also **must** pass a Department of Human Services physical, and **must** attend new staff orientation training.

Siblings, not enrolled in the Head Start program **should not be present in the center.** This also applies to the time a parent spends at a Head Start party or other activity.



CODE OF CONDUCT

All HREC employees, volunteers, Policy Council members, Parent Committee members, and the Board of Directors shall:

- Maintain a standard of dress and grooming that reflect good taste and common sense;
- Present a professional, concerned, and impartial attitude with every individual seeking services;
- Not solicit nor accept gratuities, favors, or anything of monetary value from contractors or potential contractors or vendors;
- Not subject anyone to sexual harassment;

- Maintain confidentiality and protect the privacy of personally identifiable information about children and families and staff members;
- Maintain a drug free environment;
- Not profit financially through dealings with the agency (does not include staff salaries);
- Not smoke within fifty (50) feet of an agency building or around children enrolled in an agency program;
- Not allow the use of corporal punishment and total/extended isolation as disciplinary measures in Head Start;
- 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;

- Not allow a child to be left alone or unsupervised while under my care;

- Use positive methods of child guidance.

Signature

Date

SMOKE FREE ENVIRONMENT

Federal law requires that there is no smoking in any of our facilities or at any function where children or parents are in attendance. We would appreciate your cooperation in adhering to this policy.

ATTIRE

Appropriate dress should be observed while volunteering in the centers. If you have any questions, please direct them to your Area Coordinator.

EMERGENCY AND FIRST AID PROCEDURES

In the centers, there are maps of exit routes in case of an emergency. You can check with Area Coordinator and she will explain the routes to you and the procedures used for emergencies. There are staff that are certified in First Aid and CPR in each center. Your Area Coordinator can tell you who these are.

PERFORMANCE STANDARDS

Head Start Programs are federally mandated by "Performance Standards" which address all components of the program. There is a copy available in each center.

TRANSPORTATION

Transportation will be provided for you to come to the center to volunteer. You may request transportation through the Area Coordinator.

STATEMENT OF VOLUNTEER RIGHTS

1. The right to be treated with respect.
2. The right to have the same working conditions as staff doing similar tasks.
3. The right to receive feedback on the quality of work, including areas needing improvement.
4. The right to participate in training that will enhance job performance and personal development.
5. The right to be kept informed about program activities and calendar changes.
6. The right to receive recognition for contributions to the program on an ongoing basis.
7. The right to state grievances in an appropriate forum.
8. The right to be given meaningful work.
9. The right to apply for and receive preference for Head Start paid positions for which they are qualified.

STATEMENT OF VOLUNTEER RESPONSIBILITIES

1. The responsibility to arrive on time, report absences, and perform assigned tasks.
2. The responsibility to accept and advocate for program goals and aims, particularly for the children.
3. The responsibility to respect children, staff, and family member confidentiality.
4. The responsibility to adhere to program policies and regulations.
5. The responsibility to attend in-service training sessions.
6. The responsibility to make constructive suggestions for improvement.
7. The responsibility to be free of communicable diseases when you are at the center.

When you visit, please remember:

... To sign the in-kind sheet.

... To sign in with the Lead Teacher.

... To request that the teacher assign you meaningful duties in which you are comfortable.

... To make suggestions about other activities for parents to assist with and

... To come often, we need your help to make the program a success!

Volunteer Orientation Training Statement

The Highland Rim Head Start confidentiality policy has been reviewed with me and I understand my responsibilities to uphold confidentiality concerning enrolled children and families. If I have any further questions, I understand that I can ask my Family Advocate or Teacher at my child's Head Start center.

Parent/Guardian

Date

Staff Signature

Date

I have been trained on Child Abuse and Neglect, including mandated reporting and I have been provided the Child Abuse Hotline Number. If I have any further questions, I understand that I can ask my Family Advocate or Teacher at my child's Head Start center.

Parent/Guardian

Date

Staff Signature

Date

I have been trained on the Volunteer Orientation Handbook. If I have further questions, I understand that I can ask my Family Advocate or Teacher at my child's Head Start center.

Parent/Guardian

Date

Staff Signature

Date