

Exhibit "Q"
Incident Report

Purpose

The purpose of the Incident Report is to provide the details of any physical incident involving a child, staff member, or parent.

Please note: This form is NOT to be used for cases of suspected abuse.

Instructions

- Fill out the form with a clear, detailed description of the incident.

- This report should be emailed ONLY to the subrecipient or childcare provider's direct report (Delegate Manager, FCCH Supervisor, CCP Supervisor). The direct report will then forward it to the Director of Continuous Quality Improvement, LaShawn Capers-Huff, the QA Manager, the Vice President of Operations, Dr. Marie Mason, and the Senior Administrative Assistant, Tamisha Clarke.

- If major medical attention is required as a result of the incident, the Head Start Program Director MUST sign the Incident Report.

Please note:

Every item of the form MUST be completed before being signed and accepted.



Incident Report

Grantee Child Care Partner Delegate Family Child Care Home

Writer's Name: _____ Child Incident Staff Incident Parent

Incident Center: _____ Classroom: _____

Name of Injured: _____ Date & Time: _____

Description of Accident/Incident:

[Large empty box for description of accident/incident]

Description/Location of Injury: _____

- | | | |
|--------------------------------------|--------------------------------------|--------------------------------|
| Type of Injury | Location of Injury | |
| <input type="checkbox"/> Bruise/Bump | <input type="checkbox"/> Head/Neck | <input type="checkbox"/> Chest |
| <input type="checkbox"/> Burn | <input type="checkbox"/> Face | <input type="checkbox"/> Back |
| <input type="checkbox"/> Cut | <input type="checkbox"/> Arm/Wrist | <input type="checkbox"/> Hand |
| <input type="checkbox"/> Scrape | <input type="checkbox"/> Leg/Ankle | <input type="checkbox"/> Foot |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | |

What action was taken/Care given: _____

Was major medical attention required as a result of the incident? Yes No

If so, what medical attention was received? _____

Was Child Care Licensing contacted? Yes No

Which Parent/Guardian was contacted: _____ Time: _____ How: _____

Notes regarding contact: _____

By signing the Writer verifies that the above information is a true and accurate account of the incident that occurred.

Signature of Writer _____ Date & Time: _____

Signature of Center Director _____ Date & Time: _____

By signing the Parent/Guardian verifies that the information about the Incident was appropriately given and a copy of this report was received.

Signature of Parent/Guardian _____ Date & Time: _____

Signature of HS/EHS Program Director _____ Date & Time: _____

**Signature of Program Director required when major medical attention is necessary.*

Every item of the form must be completed before being signed and accepted.

Follow Up Report

Purpose

The purpose of the Follow Up Report is to provide further information regarding child abuse or other incidents. The following is a list of situations when the Follow Up Report is required:

- DCF investigation
- Child Care Licensing investigation
- Police investigation
- Major medical attention is needed beyond the original incident
- Legal action is taken beyond the original incident
- Staff action is required following an incident, including training

Instructions

- Fill out the form with a clear, detailed description of the incident.
- This report should be emailed **ONLY** to the subrecipient or childcare provider's direct report (Delegate Manager, FCCH Supervisor, CCP Supervisor). The direct report will then forward it to the Director of Continuous Quality Improvement, LaShawn Capers-Huff, the QA Manager, the Vice President of Operations, Dr. Marie Mason, and the Senior Administrative Assistant, Tamisha Clarke.

Please note:

Every item of the form must be completed before being signed and accepted.

Please ensure all backup documentation is sent along with Follow Up Report.



Follow Up Report

Grantee Child Care Partner Delegate Family Child Care Home

Writer's Name: _____ Child Incident Staff Incident Parent Incident

Date & Time: _____ Other: _____

Center/Site: _____ Classroom: _____

Date and Names of Persons in Original Incident: _____

This concerns a: DCF Investigation Child Care Licensing Investigation Police Investigation
 Medical Attention Legal Action Other _____

For an Investigation, what are the results/findings: _____

For Incidents with a Child:

Is the child still in the Center where the report occurred? Yes No

Is the child still residing with parents/guardian? Yes No

For Incidents with a Teacher:

During an investigation, did the Teacher remain in the classroom: Yes No

If training was required, did the Teacher complete the full training: Yes No

Please note: All training documents are required, including Sign-In Sheets and copies of the training.

Provide detailed information on the Follow Up events:

Is back up documentation required for the Follow Up (i.e. training logs, Licensing violations, etc.): Yes No

If yes, list which documents will be included: _____

Please ensure all backup documentation is sent with Follow Up Report

By signing the Writer verifies that the above information is a true and accurate account of the incident that occurred.

Writer's Signature: _____ Date/Time: _____

Every item of the form must be completed before being signed and accepted.

Secondary Incident Report

Purpose

The purpose of the Secondary Incident Report is used to provide detailed information on incidents which occur on or to company property.

Please note: This form is **NOT** to be used for cases of suspected abuse.

Instructions

- Fill out the form with a clear, detailed description of the incident.
- This report should be emailed **ONLY** to the subrecipient or childcare provider's direct report (Delegate Manager, FCCH Supervisor, CCP Supervisor). The direct report will then forward it to the Director of Continuous Quality Improvement, LaShawn Capers-Huff, the QA Manager, the Vice President of Operations, Dr. Marie Mason, and the Senior Administrative Assistant, Tamisha Clarke.

Please note:

Every item of the form must be completed before being signed and accepted



Secondary Incident Report

Grantee Child Care Partner Delegate Family Child Care Home

Writer's Name: _____ Center/Site: _____

Date & Time: _____ Staff Incident Parent Incident Other: _____

This incident involves a: Building Vehicle Theft Other _____

How many vehicles were involved: _____ How many individuals were involved: _____

Name of Person(s) Involved	Is this an LSF Staff Member?	
	<input type="checkbox"/> Staff	<input type="checkbox"/> Non-staff
	<input type="checkbox"/> Staff	<input type="checkbox"/> Non-staff
	<input type="checkbox"/> Staff	<input type="checkbox"/> Non-staff
	<input type="checkbox"/> Staff	<input type="checkbox"/> Non-staff

LSF Asset # and Vehicle Identification Number (VIN): _____

Non-LSF Vehicle Identification Number (VIN): _____

Address where incident occurred: _____

Description of Accident/Incident:

Is back up documentation provided for the incident at this time (i.e. pictures, police report, etc.): Yes No

If yes, list which documents will be included: _____

Will further information/reports be provided at a later time? Yes No

If yes, list which reports/information will be provided: _____

By signing the Writer verifies that the above information is a true and accurate account of the incident that occurred.

Signature of Writer _____ Date & Time: _____

Every item of the form must be completed before being signed and accepted.



Lutheran Services Florida, Inc.

09. Head Start

Section 09.01 Head Start School Readiness and Early Childhood Development

09.01.3 Health, Child Abuse, and Child Safety Responsibilities

Creation Date: 11/01/2013

Attachments: None

Policy Statement: Head Start/Early Head Start Education staff will ensure that all children are in a safe and healthy environment free from physical, health, and safety exposures and hazards in the classrooms. Children will be protected from health outbreaks and safety risks and be provided positive guidance to ensure early school success.

Scope: This policy applies to all Head Start services and programs of Lutheran Services Florida.

Policy Guidelines:

1. Staff health requirements that each Early Head Start/Head Start employee and regular volunteers at the center level will ensure that the on-going health requirements found in the Head Start Human Resources Personnel Policies and Procedures are met to include:
2. First Aid, Infant/Toddler/ Child/Adult CPR Certificate 30 Hour Training (10 Hour Training and 20 Hour Training), the 10 hours Behavior Observation Training; and 5 hours Language and Literacy training; or, 10 hrs. Developmentally Appropriate Practices for Preschool or Infant/Toddlers; and 30 hours training (6 hour Child Growth and Development, 6 hours Behavioral Observation and Screening; 8 hours Health, Safety and Nutrition; 4 hours Identifying and Reporting Child Abuse

and Neglect; and 6 hours Child Care Facility Rules and Regulations). In addition, all Early Head Start employees are required to obtain the 10-hour Infant/Toddler Training.

3. All employees are encouraged to attend the 10-hour Children with Special Needs training, which is required for the Center Supervisor.
4. The Center Directors will review staff files prior to the new employee's 90 days probationary period to ensure that documentation is present in the center file. Failure to obtain proper certification will result in disciplinary action as outlined in the LSF Personnel Policies and Procedures Manual to include termination.
5. Center Directors will notify the Staff Development Coordinator at least two (2) months in advance of their staff First Aid/CPR certificate's expiration date.
6. The designated First Aid/CPR certified staff will work in conjunction with Staff Development Coordinator to then schedule and provide training with a minimum of 10 and no more than 12 people. This is a best practice and should not be used to provide training to fewer employees.

Hand Washing

1. Hand washing, when done correctly, is the single most effective way to prevent the spread of communicable diseases. Good hand washing technique is easy to learn and can significantly reduce the spread of infectious diseases among both children and adults. Employees are expected to wash their hands frequently and appropriately, especially before and/or after the following activities:
 - a. After you blow your nose or help a child blow his/her nose.
 - b. Before/after entering the classroom pending location of hand washing sink
 - c. After you touch pets
 - d. After you go to the bathroom
 - e. After you touch dirty surfaces (doorknobs, hand rails, shoe tying)
 - f. Before and after you handle any foods or medicines
 - g. After entering the classroom from the playground
 - h. After you shake hands with people
 - i. Before you eat
 - j. Several times during the day
2. Staff and the children are to wash hands before and after playing at the sand/water table to prevent contamination and the spread of disease.
3. They are to ensure children do not drink this or any other water not approved for drinking.

4. In addition, children with open sores on their hands or forearms will not be permitted to play at the sand/water table. Staff are to be mindful not to embarrass a child concerning this rule.
5. Staff must disinfect the sink using the bleach solution after each use such as hand washing from bathroom, brushing, outdoor transition, diapering, etc.
6. Mist and wait for 10 seconds before wiping sink and toilet with paper towel.

Proper Hand Washing Procedures

1. Moisten hands with water and use liquid soap
2. Rub hands together for 20 seconds, ex. sing one verse of "A, B, C's"
3. Rinse hands free of soap under running water
4. Dry hands with a clean, disposable paper towel
5. Turn off the water using a paper towel
6. Throw the used paper towel into a hands-free trash container

Center Cleanliness, Cleaning of Toys, Equipment Center, Etc.

1. The classrooms, playground, kitchen, and bathroom areas are to be clean and sanitary. (See Health Procedure – Proper Sink Sanitizing.) All employees are expected to assist in maintaining the facility, but the primary responsibility for overall facility cleanliness is with the Custodian. Educators must closely supervise classroom activities to ensure both staff and children help maintain the learning environment.
2. The Center Director in conjunction with the Custodians are responsible for ensuring that the center environment is maintained properly.
3. Problems with a janitor's performance will be immediately addressed by the Facilities Supervisor who will provide coaching and support to the janitor.
4. The Facilities Supervisor must provide adequate center coverage to ensure cleaning duties are not delegated to teaching staff for any length of time.
5. All toys in Head Start classrooms must be cleaned on a regular basis (as needed) and shelves must be dusted, cleaned, and re-labeled as needed.
6. Mouth toys must be sanitized daily.

7. The formula used for cleaning various materials is 4 parts water to 1 part bleach, which must be changed daily. The date is to be placed on the spray bottle (changed daily) and stored/locked out of the reach of the children when not in use.
8. As children soil toys, staff are to place those toys in a bucket or in their apron pocket until the items can be sanitized.
9. In addition, these sites will be monitored by the Head Start Center Directors and assigned staff to ensure that children toys are made of non-toxic materials and sanitized regularly.
10. Classroom staff are expected to work together to ensure toys are sanitized appropriately.
11. If Head Start/Early Head Start centers are equipped with a washing machine and a dryer, and Staff are responsible for washing weekly or as needed any sheets, blankets, soft washable toys, soft books, cloth books, etc.
12. Soiled children's clothing will be placed in a plastic bag and sent home that day for laundering.
13. Non-allergenic detergent is to be used to launder the above items and the Center Director is responsible for ordering necessary supplies four weeks in advance.
14. Items should be dried and returned to the classroom as soon as possible.
15. The Center Director is to regularly check the filter in the dryers as part of their rounds. The filter is to be kept free of lint to avoid a potential fire hazard.
16. The formula used for cleaning various materials is 4 parts water to 1-part bleach, which must be changed daily. The date is to be placed on the spray bottle (changed daily) and stored/locked out of the reach of the children when not in use.
17. As children soil toys, staff is to place those toys in a bucket or in their apron pocket until the items can be sanitized.
18. In addition, these sites will be monitored by the Early Head Start Center Directors and assigned staff to ensure that toddler toys are made of non-toxic materials and sanitized regularly.
19. Classroom staff are expected to work together to ensure toys are sanitized appropriately.
20. Center Directors will monitor regularly to ensure compliance.

Toilet Training and Diapering

1. Staff will assist and encourage children in learning responsible, sanitary toileting procedures and teach children to independently use toilet facilities.

Toilet Training

1. All center staff are responsible for ensuring that children independently use toilet facilities when it is developmentally appropriate. Early Head Start staff must work with parents to determine the appropriate time to begin toilet training activities and document in anecdotal records. Classroom staff will:
 - a. Show the children where toilet facilities are in the center.
 - b. Always supervise the children while using the bathroom. Staff will position themselves, so children are in their sight.
 - c. Accompany children to the bathroom, whether in a group or individually.
 - d. Demonstrate the proper way to flush toilets and wash hands.
 - e. Wash their hands after assisting children with toileting.
 - f. Encourage children to flush toilets after each use.
 - g. Respond to each child's request to use the restroom as soon as possible.
 - h. If children are unable to request assistance, teaching staff are to ask and then check on the child at least hourly. Good observation skills must be used to watch for visible signs of toileting needs
2. Head Start and Early Head Start staff must document parent support of toilet training on the Toilet Training Form. Center Directors will monitor and provide training/consultation to staff.

Toileting Accidents/Diapering

1. Diapering is an important routine in the life of a young child. It is important that children always have clean diapers and that the diapering experience be used to provide a nurturing learning opportunity. When diapering or changing Head Start children, who have soiled their clothing, Head Start staff must:
 - a. Remember to be mindful of your body language and facial expressions when changing children. Talk calmly and encouragingly to children when changing clothing.
 - b. Accompany the child to the bathroom. Notify the Teacher Assistant and Center Director/Site Manager, if necessary, to make arrangements with another staff when possible, to cover your classroom while you take care of the child.
 - c. Prepare all the items necessary for cleaning the child and designate an area for changing the child. Get wash cloths or disposable wipes.
 - d. Before changing the child, you must thoroughly wash your hands using liquid soap. Then put on disposable gloves, following the program policy.

- e. Place a large piece of disposable paper (i.e., butcher block or craft paper) under the child. Have the child remove clothing and place it in a plastic bag/garbage bag and have the child do as much cleaning of himself/herself as possible.
- f. Complete task by ensuring child is thoroughly cleaned. Have the child thoroughly wash hands using liquid soap and water and return the child to class.
- g. Make sure the child's name is placed on bag containing soiled clothing using a permanent marker. Place plastic bags in the diaper pail. Soiled pull-ups or diapers should be placed in a plastic bag and immediately disposed of.
- h. Spray changing area with fresh bleach solution and thoroughly clean. Ensure that spray solution is done daily, and dates placed on plastic container.
- i. Dispose of gloves, paper etc., wash hands again using liquid soap and water.
- j. Make sure parents receive the child's clothing daily.

Early Head Start Diapering

1. This procedure may change to meet the changing health and safety recommendations.
2. Wash hands following program policy, apply disposable gloves on hands and place disposable changing table liner on diapering surface.
3. Prepare supplies prior to bringing the child to diapering area (supplies must be removed from their containers and placed near, but not directly on the diapering surface).
4. Lay the child's buttocks on top of a disposable changing table liner and remove clothing, always keeping one hand on the child. (If clothing is soiled place in a plastic bag to be sent home for laundering).
5. Remove soiled diaper, gently and thoroughly clean child with disposable wipes, wiping from front to back and dispose.
6. Dispose of soiled diaper and soiled gloves into lined hands-free diaper container.
7. Wipe child and then adult's hands with a clean wipe.
8. Apply gloves, place a clean diaper on child, and redress in a safe manner.
9. Remove/dispose gloves and wash child's hand with soap and running water.

10. Spray diapering area with fresh soapy water solution and thoroughly clean diapering surface with disposable paper towels.
11. Spray diapering area with fresh bleach water solution, wait more than ten seconds, and thoroughly clean diapering surface with disposable paper towels.
12. Wash hands following program policy.
13. Record all necessary information on the EHS Daily Report.
14. Staff applies gloves to check diapers/pull-ups at least every two hours and washes hands according to program policy.

Accidents, Incidents, and Sudden Illness Procedures

1. In order to protect the agency's interest, it is essential that incidents that may be the subject of claims, for or against the agency, or which may signify a hazardous condition or practice, be reported immediately.

Children

1. Upon the occurrence of any accident/sudden illness or an incident involving a child in an Early Head Start/Head Start Center, the staff shall follow the current emergency procedures (see General Health) posted in each classroom.
2. Staff will immediately complete an "Accident/Incident Report" circle either accident or incident and provide a copy to the Center Director.
3. All staff members are responsible for reporting any known accidents or incidents, no matter how minor to their immediate supervisor. Failure to report an accident or incident will result in disciplinary action.
4. Staff must advise parents of any accident/incident via telephone, no matter how minor, on the day of the accident/injury, and have parent or designated person sign the form acknowledging receipt.
5. If the parent does not pick up the child, a copy of the accident report can be given to anyone on the designated pick-up list who is at least 18 years of age or older. Ask individual for identification, check to ensure at least 18 years old, and ask them to sign the form.
6. Maintain a copy of the accident report for the child's confidential folder.
7. All incidents, abuse allegations, or accidents must be recorded on the LSF incident/abuse form the same day the aforementioned occurred and submitted to the Director of Continuous Quality Improvement within 24 hours of occurrence. Any immediate threat, endangerment, or emergency, please contact the Head

Start Director and then send notification to the Director of Continuous Quality Improvement immediately.

8. The Center Director is responsible for reviewing the report and forwarding it to the Early Childhood Education Supervisor. Staff is to route the document as indicated on the bottom of the form.
9. A copy of the incident/accident is also submitted immediately to the Director of Continuous Quality Improvement for review and record keeping.
10. Failure to observe this instruction will result in progressive disciplinary action.

Staff

1. Upon the occurrence of an accident/illness to an Early Head Start/Head Start staff member, the employee shall immediately notify the Center Director who then notifies worker's compensation.
2. Within 24 hours of the accident/illness, a completed "Accident or Incident Report" Form shall be submitted by the Center Director directly to the Workers' Compensation contact and a copy to Human Resources.
3. The Center Director will complete the Supervisor Investigation Report by the end of the 3rd working day following notification of an accident. The report is to be forwarded directly to the Workers' Compensation contact with a copy to Human Resources and a copy to the Early Childhood Education Supervisor who is then responsible for sharing the details with the Director of Education/Education Manager.
4. Staff is to follow the same process to document an accident/illness of a Head Start parent or volunteer.

Health Observations (See Health Procedures)

Head Start

1. If a documented health concern is not addressed within five (5) working days, the individual employee will record their concern, forward to the Center Director, who initials and forwards to the Disabilities and Health Services Manager. It is the Center Director's responsibility to follow-up with appropriate service area staff.

Early Head Start

1. Daily Health Check Form - Early Head Start staff will document on the Daily Health Check Form any infant/toddler health concerns and record action taken to address concerns. Center Directors will review quarterly to ensure compliance.
2. Toddler Daily Health Forms - Early Head Start staff must record on the Toddler Daily Health form the time of the toddler's intake, mealtimes, nap times, daily activities, and voiding habits. This is to include potty training for toddlers being completed in the classroom. The Toddler Daily Health Form must be easily accessible and readily available for classroom staff to document daily on-going routines and activities. The toddlers who are transitioning to Head Start classroom will have documentation of what occurred during their visit to the classroom. Parents will sign and receive a copy and the other copy will be kept on file for three months.

Spacing of Cots (See Health Procedures)

1. Center staff will arrange cots, mats, and cribs so that they are at least three feet apart in Early Head Start and 18" apart in Head Start to prevent the spread of contagious disease. Teaching staff are responsible for sanitizing cots weekly, and as needed. Center Directors will weekly monitor classrooms for compliance. Additionally, center staff must immediately replace worn cots.

Dispensing Medicine at Centers (See Health Procedures)

First Aid Kits (See Health Procedures)

1. If supplies are not received in a timely manner, the Center Director is to notify the Health Coordinator.

Center/Classroom Discipline/Corporal Punishment/Standards of Conduct

1. Classroom staff will encourage self-control by setting clear, consistent limits, and use strategies that assist children with controlling their behavior. Limits will have realistic expectations.

Discipline

1. As indicated in the Standards of Conduct, every child, whether an enrolled child, relative, or a friend, must be treated with respect by parents and staff. No child may be physically, verbally, or emotionally mistreated. Therefore, no parent, Head Start employee, or foster grandparent may hit, swear at, insult, humiliate or frighten any child, in a Head Start Center or attending a Head Start related activity.

2. Any violation or allegation of mistreatment, physical, verbal, emotional, or humiliation of a child by a staff person, parent or volunteer will be reported to the Department of Children's and Families Abuse hotline with notification to Child Care Licensing for further investigation.
3. If there is a violation of this policy by parents, it will be the responsibility of the Family and Community Engagement staff to counsel the parent on expected behavior.
4. If there is a violation of this policy by staff, it will be handled in accordance with LSF Personnel Policies and Procedures Manual under discipline. The supervisor will provide additional training and/or coaching on expected behavior.
5. Staff accused of corporal punishment will be removed from the classroom pending completion of either an internal or external investigation.
6. Center Directors will assign specific training to include:
 - a. Discipline Strategies;
 - b. Guidance and Discipline- Learning Environment;
 - c. Discipline, Stress, and the Human Environment;
 - d. Basic Guidance and Discipline;
 - e. Guidance and Discipline – Coping with a Difficult Child;
 - f. Any other recommendations by the Center Director.
7. Staff will not be permitted to work with children until the investigation is complete. The Department of Children and Families, local Law Enforcement, or Child Care Licensing are the entities that will determine whether there is any criminal activity. It is up to the discretion of the Head Start Director with guidance from Human Resources to determine any staff disciplinary measures. However, staff under investigation, will not be permitted to be with children or at the Center where the allegation took place.
8. If there is a violation of this policy by a volunteer, the Head Start Program retains the right to terminate the services of the volunteer with a valid complaint of corporal punishment. It is the responsibility of all adults involved with the Head Start program to ensure that this policy is followed so that the atmosphere of the Head Start program is one that is conducive to the healthy emotional wellbeing of children.

Redirection of Behaviors

1. Children often need help regaining control and redirecting them to another activity is extremely helpful. This allows the child to get away from the problem situation and yet still have something constructive to do. Classroom staff will

suggest alternative activities or settings when a situation is about to get out of hand and pose timely questions to avoid heated confrontations and conflicts.

2. At the beginning of the program year, the classroom staff and children will develop clear, simple rules and limits. (No more than 3-4 developed and posted).
3. Setting limits and boundaries - Children need limits and boundaries because rules help a child feel secure. When young children have limits and guidelines, they know what is expected of them. Limits and guidelines need to be carefully thought out. Limits and guidelines are usually based on the child and the safety of other children and yourself.
4. Classroom staff will be fair, firm, and consistent, and use praise and encouragement to manage classroom behaviors. Communication with children should be based on respect.
5. Praise and positive reinforcement should not be overused.
6. Praise should be directed to reinforcing the child's realistic attempts and accomplishments.
7. Staff will be alert to individual differences between children and will help children experience success and a feeling of self-worth. Staff are to reinforce more positive self-concepts in children and ensure the behavior of the child is distinguished from the child who exhibits the poor behavior.
8. Classroom staff will help children substitute inappropriate behavior for more appropriate actions.
9. Staff is to approach the situation calmly. It is important to observe what is happening and expect a positive outcome. To ensure the children are listening, staff shall get down to the eye level of the child.
10. Staff must gather information and acknowledge the children's feelings. Ask open-ended questions, directing the questions first to one child and then to the other, all while listening carefully for details.
11. Staff must restate the problem. Retell what happened according to what the children have told you. Be specific ("Mary, you want to have a turn, and John, you are not finished yet.")
12. Ask for ideas for solutions. ("Mary, what do you think we could do about this problem? What do you think we should do now?") Be prepared to give suggestions. (John, you might want to ask Mary how long she will be playing with that puzzle." "Mary, could you come and tell John when you are finished?")

13. Restate the choices and ask for a decision. ("John, you could wait nearby for five minutes, or John could come to you when he is finished. Which plan would you like to have happened?")
14. Summarize the plan and offer follow-up support. (Mary and John, you have decided that Mary will come and tell John when she is finished.")
15. Check a few minutes later to determine if the plan was implemented.
16. Children will learn to take increasing responsibility for their behavior as they grow older. Offer choices of acceptable alternatives.
17. Classroom staff will involve parents in reinforcing appropriate behavioral techniques at home by providing ideas and information that supports resolving the behavior concern.
18. Classroom staff will document and request help for children with special behavior problems using the Behavior Checklist. (See Family and Community Engagement)

Corporal Punishment Policy

1. Early Head Start/Head Start staff must adhere to the (Standards of Conduct).
2. All staff will be provided with a copy of the Corporal Punishment Policy and must sign the Standards of Conduct Form (See Personnel Procedures) upon employment.
3. The form is to be kept in the employee's Head Start Personnel File.
4. Violations will result in disciplinary action as detailed in the LSF Personnel Policies and Procedures Manual and may result in termination.

Child Abuse and Neglect Reporting

1. All employees of the LSF, Inc. Head Start/Early Head Start by law are mandated reporters of known, suspected, or known incidents of child abuse, neglect, or abandonment. Employees are expected to report all incidents of suspected, known, or knowledge of abuse to the Statewide Abuse Hotline. The responsibility for reporting lies with the employee who has first knowledge of the incident. If there is a question as to whether an incident constitutes suspected abuse or neglect, the employee must make the report and let the Abuse Hotline make the determination. All foster grandparents and volunteers who suspect or observe child abuse and/or neglect are also obligated to contact and report all incidents to the Abuse Hotline. Violations of the following procedures will result in disciplinary

actions and/or legal consequences for not complying with the mandated reporting laws.

2. The Director of Continuous Quality Improvement has the responsibility for coordinating child abuse and neglect activities by:
 - a. Receiving all written documentation submitted on all child abuse/neglect incidents that are reported to the Abuse Hotline as soon as possible from the time it was reported immediately.
 - b. Ensuring instances of child abuse/neglect among Head Start/Early Head Start children are reported as required under Florida Statute 415.504 (l)(e) mandated report.
 - c. Establishing and maintaining communication and cooperation with child protective agencies.
3. The VP of Operations is responsible for reporting and submitting documentation to the Office of Head Start.
 - a. Responsible for maintaining a tracking system that will assist with monitoring and identifying the number of incidents, types of incidents, internal system concerns, policy, and procedures issues, training needs and storing of abuse information forms.
 - b. Informing staff and families of local and state law requirements.
 - c. Providing orientation (training) to staff regarding identification and reporting, and suspected child abuse and neglect.

Reporting Suspected Child Abuse/Neglect

1. All staff, foster grandparents, volunteers, and parents who suspect or observe child abuse and/or neglect will contact and report the incident to the Abuse Hotline at 1-800-962-2873.
2. When reporting an incident/situation make sure you document the name and badge number of the person taking the report, as well as the date and time of the report.
3. The report is to be documented on the Abuse Hotline Information Report form and then submitted to your immediate supervisor. Any employee, volunteer, or parent that has knowledge of the incident should also complete an information report form and attach their written report to the original report.
4. When documenting the incident on the information report form ensure the narrative report includes:
 - a. Detailed description of the incident (who, what, where, when, how, and why).
 - b. Police/Sheriff name and report number
 - c. Abuse Registry ID# and Abuse Hotline person name

- d. All pertinent information related to the incident (i.e., name, address, date of birth, parent/guardian name).
5. If an incident involves more than one child, a separate and distinct Abuse Information Report is written on each child directly involved to protect confidentiality/HIPPA guidelines.
6. The written documentation is to be completed immediately from the time of the incident.
7. Submit the original Abuse Information Report to the Center Director. **DO NOT MAKE COPIES TO PLACE IN CHILD'S COMPREHENSIVE FILE.**
8. If the alleged incident involves an employee, the incident is to be reported to the Abuse Hotline; and immediately reported to your direct supervisor. The employee at the time will be removed from the center until the incident has been cleared by Child Protection Investigation and/or by Child Care Licensing, and Head Start/Early Head Program.
9. Center Directors are responsible for informing the Early Childhood Education Supervisor of any complaints, indication, or verification of corporal punishment by Child Care Licensing or other authority.
10. The Early Childhood Education Supervisor is responsible for contacting the Director of Education/Education Manager and Family Community Engagement Manager, as soon as possible from the time of the incident and the removal of an employee or volunteer from the center who will then notify the Head Start Director, VP of Operations, the Director of Continuous Quality Improvement, and the Executive Vice President for Children and Head Start Services.

Family Community Engagement Manager Responsibilities

1. The Family Community Engagement Manager serves as the "liaison" responsible for dealing with suspected abuse/neglect in the following areas:
 - a. Notify and discuss the report with the parent/family and provide support, resources, and any necessary referrals internal and external to the family.
 - b. Ensure that all information pertaining to the suspected abuse/neglect case is documented in the child's file, including action steps taken; and follow ups.
 - c. Ensure that Family Community Engagement Manager stays up to date and are knowledgeable with the medical and social services resources in the community and make them available to families dealing with abuse/neglect issues.

Delegate Reporting on Suspected Child Abuse/Neglect

1. All delegates must create, maintain, and submit their current policies and procedures on child abuse and neglect to LSF, Inc. Head Start/Early Head Start program. The following procedures must be followed when submitting an Abuse Hotline Information Report:

Notification

1. Immediate verbal notification to Delegate Supervisor.
2. Delegate Supervisor will notify Head Start/Early Head Start and Head Start/Early Head Start Director.
3. A copy of the Abuse Hotline Information Report must be submitted to the Director of Continuous Quality Improvement.
4. Early Childhood Education Supervisor will complete and submit the Discussion Questionnaire Child Abuse Report to the Director of Continuous Quality Improvement.
5. Maintain a tracking system that will assist in monitoring and identifying the number of incidents, types of incidents, internal systems concern, policy and procedure issues and training needs.
6. Submit a quarterly report to the Head Start Director outlining the number of abuse cases, action steps taken, and how it was resolved including the follow-up.

Security Screening - See Personnel

1. Employees are required to receive a Level II background check, Central Registry and Sexual Predator check upon hire and rescreened every five years as indicated in the Children and Head Start Services Human Resources Policies and Procedures. In addition, upon new hire, staff that have lived outside of the State of Florida within the past five years of the date of hire must have screening activity completed prior to the date of hire.
2. If employees have had a law violation of those listed in the Affidavit of Good Moral Character that would jeopardize their ability to continue working in the program, they are required to immediately notify their direct supervisor. Employees are also required by LSF Children and Head Start Services to report any arrest or moving violation immediately.
3. The supervisor is then responsible for immediately documenting and forwarding documentation to the Human Resources Manager and Head Start Director.

4. All law enforcement background screenings that are returned with law violations must be forwarded to the Head Start Director for review.

Child Not Picked Up After Center Closing/Late Pick-Up/Late Arrival

1. Staff will provide parents with a five (5) minute grace period before completing a Late Pick-Up Form. Staff are to work with parents (within reason) when addressing late pick-ups. The following should be observed when a child is not picked up from the center on time or when a child arrives late at the center:
 - a. First late pick-up/late arrival - parent should be notified via "Late Drop Off/Pick-up Notification Form" and forwarded to Center Directors; (Staff should record time picked-up on form)
 - b. Second late pick-up/late arrival - /Center Director schedules a Teacher/Parent conference to discuss.
 - c. Third late-pick up/late arrival - Family Community Engagement Manager meets with parent. (See Early Childhood and Education).
2. If a parent does not arrive at the center to pick up their child by closing, the following procedure should be observed:
 - a. The education staff member on duty should attempt to telephone parent or emergency contact listed in child's folder within 10 minutes of the Center closing.
 - b. Notify the Center Director if the child is not picked up within 30 minutes. The child is not picked up within one hour; the Child Abuse Registry should be called (toll free number 1-800-962-2873). If the child is not picked up after contacting the Child Abuse Registry within 30 minutes, the police or Sheriff should be called.
3. Staff will complete a Family and Community Engagement Form and document the incident and forward it to the appropriate Family and Community Engagement Specialist. A copy should also be forwarded to the Center Director.
4. If there are continued problems with the same family after the 4th late notice, the Teaching staff is to notify the Center Director and submit supporting documentation.
5. The Center Director is then responsible for meeting with the Family Community Engagement Manager to ensure that program procedures are followed.
6. If the problems continue with the same family and staff have documented that the above procedures have been adhered to, staff must forward documentation to

the Center Director who is then responsible for completing a Compliance Plan and attaching a copy of the supporting documentation. All is to be submitted to the Deputy Director of Education/Education Manager, and the Head Start Director

Children's Legal Name

1. Head Start employees are responsible for referring to all children by the name listed on their birth certificate, and other official documents. Children are not to be referred to by nicknames/pet names, or abbreviations of their name. Employees are to assist children in recognizing and responding to their proper name, and help parents recognize the importance of working with their child to identify their name as a kindergarten readiness skill.

Child Release Policy

1. During center operations hours a Center Director, teacher, teacher assistant, or authorized designee shall permit a child to leave school only in the custody of the following persons:
 - a. Parent that enrolled child with photo identification on file; photo identification can either be a passport, driver's license, state identification card, student identification, college identification card, or an employee photo identification badge.
 - b. Parent of the child with a Judicial Court order and photo identification on file;
 - c. Person listed on Emergency Contact form or Change of Status authorized to pick up, with photo identification on file; photo identification can either be a passport, driver's license, state identification card, college identification card, student, or an employee photo identification badge.
2. Center staff will ensure that a copy of all person photo identification has been placed in the binder along with the updated Change of Status form.
3. Center staff will ensure that a red sticker and a date of expiration (if applicable) on the protective sheet cover to identify those photo identifications with Judicial Court Order.
4. Employees must document in the child's file of all law enforcement and state agencies person's name, and badge number.

5. Employees will ensure that all visitors such as Law Enforcement Officer (Sheriff or the local police department), DCF sign the visitor log which is maintained in the binder, present photo identification and badge number.
6. If any of the aforementioned agencies remove the child from the that they must also sign the child out on the monthly sign in/out form.

Sexual Predator Mailings

1. Center Directors are responsible for posting on the Parent Bulletin Board the Sexual Predator Lists from the Florida Department of Law Enforcement. The board is to be kept neat and updated as needed.

ADMINISTRATIVE RESPONSIBILITY: The President/CEO has overall responsibility and authority for administration of this policy and the Center Program Directors and Program Managers have responsibility for maintaining this policy.