

**Area:** Management Systems

**Subject:** MS03 - Communication with Families

**Reference:** 1304.51 (c)(1-2)

**Policy:** Effective two-way comprehensive communication between SCOE Head Start staff and parents is carried out on a regular basis throughout the program year.

**Procedure:**

1. Effective two-way comprehensive communication between staff and parents shall be ensured by classroom contact, phone calls, home visits, parent/staff conferences, and parent meetings. Adherence to confidentiality agreement shall be maintained.
2. Written documentation of conversations with parents/guardians shall be maintained by all staff on the Family Contact Log for example, classroom contact (drop off/pick up) and phone calls. In addition, parents' input into the curriculum (suggestion for classroom activities) can be documented by the Caregivers/Teachers on the Infant/Toddler Individual Plans or Preschool Activity Plans.
3. Communication with parents is carried out in the parent's primary or preferred language or through an interpreter, to the extent feasible. Every effort should be made to communicate with families in their primary or preferred language.
4. Communication documentation will be provided to parents in the following ways:
  - a. Parent conferences and home visits are documented on the Parent Contact Record. A copy is to be provided to the parent at the time of the visit. At a minimum, two home visits and two parent conferences are scheduled each program year by the teacher. Staff must document instances when parents expressly forbid home visits and identify the place of contact the parent has agreed to as an alternative on the Family Contact Log
  - b. Parent Meetings (All levels: Parent Committee, Policy Committee, and Policy Council) minutes and agendas are posted on bulletin boards and/or filed in meeting binders which are kept in an accessible location for parents to review
  - c. Governing Body (SCOE Board of Directors) meeting minutes relevant to program operations are also made available to Policy Groups and Center level parents in meeting binders

**Supervised by:** Director

**Performed by:** Teacher, Associate Teacher, Child Development Supervisor, Family Service Worker, Family Health Services Assistant

**Forms needed:** Family Contact Log, Family Partnership Agreement + Plan of Action, Social Services Referral, Progress Reports Preschool, Activity Plan, Parent Survey, Parent Meeting Evaluation, Program Announcement and Handouts, Infant/Toddler Individual Plan, Meeting Minutes (Policy Groups, Parent Committees, Governing Body)

**Frequency:** Ongoing as needed throughout the program year