



**CHAUTAUQUA OPPORTUNITIES, INC.**  
HELPING PEOPLE...CHANGING LIVES...

## *Early Care & Education*

# Parent & Family Handbook



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## Early Care & Education Center Based Site Locations

### ***Connections North***

Center Director: Hannah Westphal  
716-366-8176 ext. 3255  
Fax: 716-366-4502  
10825 Bennett Road  
Dunkirk, NY 14048



### ***ECCC***

Center Director: Amber Dyer  
716-366-8176 ext. 4208  
Fax: 716-366-5944  
1020 Central Ave.  
Dunkirk, NY 14048



### ***Holy Family***

Center Director: Ann Bell  
Assistant Center Director: Marc Merchant  
716-661-9430 ext. 6205  
Fax: 484-4821  
1135 North Main Street  
Jamestown, NY 14701



### ***Clinton V. Bush Elementary School***

Center Director: Heidi Couchenhour  
716-483-7127  
150 Pardee Street  
Jamestown, NY 14701

### ***Brocton Central School District***

Center Director: Pam Belling  
716-792-2100  
138 W. Main St.  
Brocton, NY 14716





**Dunkirk City School District**

**School #3**

716-366-9300

Jenna Farnsworth

Center Director

742 Lamphere St.

Dunkirk, NY 14048



**Early Care & Education Home Based Family Educator Site Locations**

**Laughlin Community Action Center**

716-661-9430 Fax: 716-661-9436

Marisol Beauchamp ext. 2279

Patty Jack ext. 2276



**Michael Jerico Administration Building**

716-366-81756 Fax: 716-366-7366

Gail Puffer ext. 1265

Melanie Wielgasz ext. 1240

17 West Courtney Street

Dunkirk, NY 14048



### Welcome from the Head Start Director

Dear Parent,

Welcome to the child care services provided by Chautauqua Opportunities, Inc. You have placed your trust in us, and the safety and well-being of your child is our first priority! Our goal is to provide a safe and welcoming environment where every child can reach his/her full potential.

Infants and toddlers are served in rooms where children from ages six weeks to 36 months are together. This allows a child to stay with the same teachers for three years and develop a real relationship with the adults and children in the room. No more than eight children cared for by two staff members are in these classrooms. Language development is a major component of our early learning environment – and someone is almost always talking or reading to children in these rooms. Teachers will also provide opportunities through play that help children learn basic skills that include crawling, walking, eating, toileting and sharing.

If your child is 3 or 4 years old, then our Head Start and Pre-Kindergarten staff will be helping your child get ready for kindergarten. We believe that playing is a child's work or job. Through designed play activities, our staff will be teaching language, reading, math, science and social skills.

Our team of professional educators is well trained – each classroom staff member receives over 25 hours of training each year. More than half of our staff has a college degree in early childhood education. The rest of our classroom staff either have or are working towards their Child Development Associate credential. We also have trained Health Care Professionals available at every center to care for sick children.

Parent involvement is an important part of our program. You can visit your child's classroom anytime! Classrooms will also have special days where parents and guardians are invited to see what children have learned. And, monthly there are family events to help the children celebrate their growth. You can also volunteer in your child's classroom or join our Parent Committee to help plan activities.

Most importantly we want you and your child to be happy with our services. If there is anything we can do to improve the care of your child, please let us know.

Sincerely,

Bill Vogt  
Early Care & Education Director

Revised 5/2023



## COI

leading the fight against poverty by mobilizing resources and creating partnerships to promote empowerment, economic independence and opportunities.

### ***Early Education***

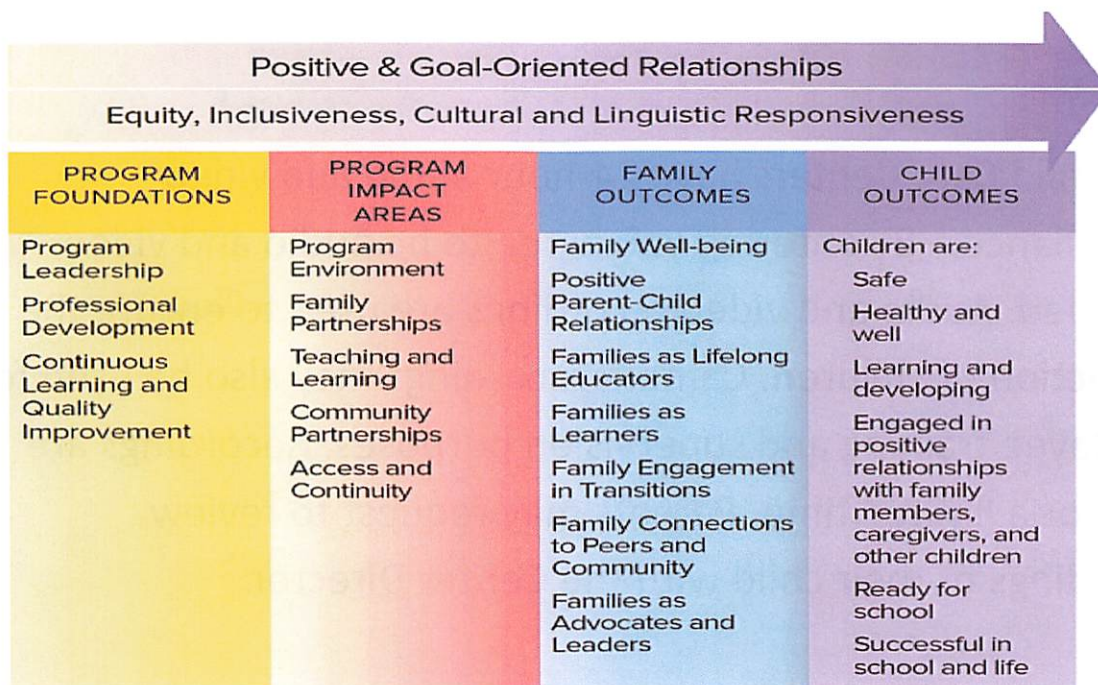
*To maximize the development of young children and families through community partnerships resulting in optimal school success.*

*Like so many organizations across the country, Chautauqua Opportunities, Inc. stands firm in our beliefs that all people desire and should be given opportunities to succeed in life. We believe that all people deserve the same dignity, the same respect, and the same...*



## Parent and Family Engagement

- COI's Early Education services offer parents a comprehensive range of opportunities for family support, involvement, and leadership.
- All cultures, goals and circumstances of individual parents are respected, and confidentiality is held to the highest standard.
- COI provides Life Coaches and Family Engagement Specialists to assist all Head Start, Early Head Start, and Early Head Start Child Care Partnership families in reaching personalized goals. These goals include, but are not limited to, housing, education, credit counseling, and home ownership.
- The Head Start Parent, Family, and Community Engagement (PFCE) Framework provides programs with a research-based, organizational guide for implementing Head Start Program Performance Standards for parent, family, and community engagement.





### Parent and Family Engagement Expectations

- Participate in 2 Home Visits and 2 Parent-Teacher Conferences
- Complete and return weekly take-home activities and monthly curriculum calendars
- Engage in monthly classroom or building events/socializations
- Send your child to school daily unless they are sick
- Call the school when your child will not be in program



Our Child Care Centers have 24-hour audio and video surveillance. By entering you agree to be audio and video recorded. Audio and video recordings are used to ensure the protection of children. Camera recordings may also be used for employee training and supervision purposes. Recordings are kept for a limited time. Parents may request to review recordings of their child with the Center Director.





## Program Services & Options

Site	Option	Age	Time
Brocton Central	3PK	3 Year Olds	9:15-2:30
Bush Elementary	Jamestown UPK	4 Year Olds	9:15-2:30
Connections North	Early Head Start	6 Weeks-3 Years	8:30-3:00
Connections North	Early Head Start Child Care Partnership	6 Weeks-3 Years	7:00-5:00
ECCC	Head Start/3PK	3 & 4 Year Olds	8:15-1:15
Dunkirk School #3	UPK	4 Year Olds	8:15-2:30
Holy Family	Early Head Start Child Care Partnership	6 Weeks-3 Years	7:00-5:00
Holy Family	Head Start	3 & 4 Year Olds	8:15-1:15
Holy Family	Jamestown UPK	4 Year Olds	8:15-1:15
Holy Family	Jamestown 3PK	3 Year Olds	8:15-1:15
Home Base	Early Head Start	Birth to 3 Years	Set Home Visits Scheduled
Home Based Services	Head Start	3 & 4 Year Olds	Around Families Availability
Someplace Special Wrap-Around Child Care (Fee for Service) Brocton/Connections North/ ECCC/Holy Family	Openings based on slot availability	6 weeks to 4 Year Olds	7:00-5:00

### Need Help Paying for Child Care?

Click on this link from the Department of Health & Human Services to see if you are eligible for assistance in paying for your childcare. <https://ocfs.ny.gov/main/>

- In the search bar type: 6025.docx
- If you are eligible, please complete the application
- Screenshot and save or print to scan and save
- Email completed app to [childcare@co.chautauqua.ny.us](mailto:childcare@co.chautauqua.ny.us)
  - If you need assistance, please contact our Early Education Support Specialist:  
Dunkirk 716-366-81756 ext. 3250 or Jamestown 716-661-9430 ext.6299



## Curriculum & Instruction

### Curriculum & Instruction

- COI's Early Education services use The Creative Curriculum for Infants, Toddlers, and Two's and The Creative Curriculum for Preschool.
- The evidence based social-emotional curriculum, PATHS (Promoting Alternative Thinking Strategies), is also used to help children develop positive social interaction skills, positive self-esteem, and how to handle conflicts.
- Ongoing child assessments are conducted to identify children's areas of strength and need. The information from assessments and parent input guides center and home-based staff in creating individual goals and plans for children. Parents receive detailed report cards and their child's academics, health, and family engagement three times per year.

### Classroom & Behavior Management:

We believe that behavior management should teach, not punish, regardless of the age of the child.

### Classroom Management:

- Classroom rules are based on the developmental level of the children involved.
- Classroom rules must be clear, reasonable, consistent and developmentally appropriate.
- The environment must be developmentally appropriate and encourage child choice and individual responsibility.

### Behavior Management:

The positive guidance techniques that must be used (employee's tone and temperament must always remain supportive):

- Model appropriate social skills
- Reminder-asking or telling a child an appropriate way to complete a task or action
- Correction-helping or showing the child an appropriate way to complete a task or action or activity

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- Redirection-by offering alternative actions/activities to the child
- Acknowledge the feelings of the child
- Encourage the child to “use their words.”
- Use the Turtle Techniques PATHS
- Use of the self-calming techniques from Second STEP
- Acknowledge when children are demonstrating empathy and negotiation skills

At no time shall a staff person use corporal punishment.

Only in extreme circumstances and after conferring with the Center Director or another division manager may a child be excluded from the group. A staff person must remain with the child to provide support. The child must be returned to the group when he/she has regained self-control.

If a child is injured by another child, confidentiality will be strictly adhered to when communicating with parents and guardians.

**Remember to Do Turtle!**  
Use the Three Steps for Calming Down.

**1** Tell yourself to **STOP**.

**2** Take one long, deep breath.

**3** Say the problem and how you feel.

**PATHS**

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## Health & Nutrition Services

### Use of Health Care Consultant

COI has a HealthCare consultant on staff that reviews healthy policies and procedures as well as provides training as needed.

### Child Health Assessment

COI requires all parents to obtain the necessary medical information including immunizations and periodic health assessments. Documentation of an age-appropriate health assessment that includes an update of immunizations and screenings shall be filed in a child's record at the facility within 60 days of admission and following each subsequent report of the child's health assessment visit that occurs while the child's enrolled at the facility.

Physical- new child before starting and/or annually

Immunization- up to date and prior to starting- general immunizations required by age

### Illness

We understand that it is difficult for a family member to leave or miss work, but to protect other children; you may not bring a sick child to the center. The center has the right to refuse a child who appears ill. You will be called and asked to retrieve your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive.

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than we can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever 101°F or higher in the ear accompanied by other symptoms.
- Irritability, persistent crying
- Uncontrollable cough
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools that cannot be contained in a diaper/underwear or toilet.
- Vomiting – green or bloody, and/or more than 2 times during the previous 24 hours.
- Mouth sores caused by drooling.
- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 48 hours after antibiotics.
- Impetigo, until 24 hours after treatment.
- Strep throat, until 24 hours after treatment.

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- Head lice, until treatment (sent home if 3 live found)
- Scabies, until 24 hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until 5 days of antibiotics with Dr. Note.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until 6 days after the rash appears.
- Mumps, until 5 days after onset of parotid gland swelling.
- Measles, until 4 days after onset of rash.
- Rapid breathing
- H1N1
- HIB
- Has a physician or other health professionals written order that the child be separated from other children.

Children who have been ill may return when:

- They are free of fever, vomiting and diarrhea for 24 hours.
- They have been treated with an antibiotic for 24 hours.
- They are able to participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
  - The child's physician signs a note stating that the child's condition is not contagious, and,
  - The involved areas can be covered by a bandage without seepage or drainage through the bandage.

If a child had a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required

## Allergy Prevention

Families are expected to notify us regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us a Health Care Professionals letter detailing the child's symptoms, reactions, treatments and care. A list of the children's allergies will be posted in the main area and kitchen. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

## Medications

All medications should be handed to the Health Care specialist with specific written instructions for administration. Medications should never be left in the child's cubby or with the child to administer on their own. Our staff will ensure that the medication is recorded along with the directions and proceed to dispense the medication as directed.

- **Prescription medications** require a note signed by the family and a written order from the child's physician. The label on the medication meets this requirement. The medication must include your child's name, dosage, current date, frequency, and the name and phone number of the

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physician. All medications must be in the original container (you may request pharmacies to fill your prescription in two labeled bottles). Please specify the dosage and time(s) to be administered for each medication.

- **Non-prescription medications** require written permission and instructions signed by the child's primary care physician. The written permission must include your child's name, dosage, current date, frequency, and all medications must be in the original container. Non-prescription medication should not be administered for more than a 3-day period unless a written order by the physician is received.
- **Non-prescription topical ointments** (e.g., diaper cream or teething gel), sunscreen and insect repellent require a note signed by the family, specifying frequency and dosage to be administered as well as the length of time the authorization is valid which cannot exceed 12 months.

A medication record maintained in an ongoing basis by designated staff will include the following.

- a. Specific signed parental consent for the caregiver to administer the medication.
- b. Prescription from a health care provider
- c. Administration log
- d. Checklist information on medication, including possible side effects, brought to the facility by the parents.

All medication must be current; staff will not administer expired medicine.

## Sanitation and Hygiene

Equipment used for handwashing, toilet use, and toilet training shall be sanitized using a bleach/water solution after every use. Toys are sanitized daily using a bleach water solution. Diaper changing areas are sanitized after each use with a bleach water solution.

Proper hand washing techniques are posted at each sink.

Many communicable diseases can be prevented through appropriate hygiene and sanitization practices. Regular and thorough cleaning of toys, equipment and rooms help to prevent the transmission of illnesses

- Health and wellness is very important to everyone, especially to young children. Much of the foundation for children's further growth and development is already established by the time they are six years old.

- Early Education can assist you in accessing health insurance, as well as medical and dental services in the community.

- COI serves healthy breakfast, lunch and snacks as part of our daily routine.

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## Ensuring Children and Adults Have Access to Nutritious Meals and Snacks

The Child and Adult Care Food Program (CACFP) is a federal program that provides reimbursements for nutritious meals and snacks to eligible children and adults who are enrolled for care at participating child care centers, day care homes, and adult day care centers. CACFP also provides reimbursements for meals served to children and youth participating in afterschool care programs, children residing in emergency shelters, and adults over the age of 60 or living with a disability and enrolled in daycare facilities. CACFP contributes to the wellness, healthy growth, and development of young children and adults in the United States.

### Meal Times

	Breakfast	Lunch	Snack
Connections North	8:30 - 9:00 am Infants(individualized)	11:00-11:30 am Infants(individualized)	2:30-3:00 pm Infants(individualized)
Lakeshore Family Center	8-8:30 am Infants(individualized)	11:30 am-12:00 pm Infants(individualized)	3:00 pm-3:15 pm Infants(individualized)
ECCC	8:30 am	11:00 am	2:00 pm
Holy Family	8:15 am	11:00 am	2:00 pm
Brocton	9 am (district provided)	11:00 am (district provided)	
Bush	8:20 am (district provided)	10:55 am (district provided)	
Dunkirk	8:15- 8:45 am (district provided)	10:30 -11 am (district provided)	



## Emergency Evacuation Plan

Site	Primary Relocation Site	Phone Number	Secondary Relocation Site	Phone Number
<b>Brocton</b>	Bus Garage 138 W. Main St. Brocton, NY 14716	716-792-2105	American Legion 110 East Main St. Brocton, NY 14716	716-792-2105
Bush Elementary	Camp Street- United Methodist Church 110 Sanford Drive Jamestown, NY 14701	716-488-4085	Holy Family 1135 N. Main Jamestown, NY 14701	716-484-4167
Connections North	JCC North Campus 10807 Bennett Road Dunkirk, NY 14048	716-363-6510	ECCC (Holy Trinity) 1020 Central Ave Dunkirk, NY 14048	716-366-8176
<b>Dunkirk School #3</b>	Designated Staging Area		Designated Staging Area	
ECCC (Holy Trinity)	Connections North 10825 Bennett Road, Dunkirk, NY 14048	716-366-8176	Harvest Chapel 39 Matteson Ave Fredonia, NY 14063	716-680-0985
Holy Family	Tops Market Conference Room 2000 Washington Street Jamestown, NY 14701	716-665-1100	Christ 1 <sup>st</sup> Methodist Church 633 Lakeview Ave Jamestown, NY 14701	716-664-5803







## Directory

Name	Title	Phone Number	Extension
<b>Pam Belling</b>	Brocton 3pk Center Director	716-792-2105	
<b>Heidi Couchenour</b>	Bush Teacher/Center Director	716-483-7127	
<b>Lorinda Gallivan</b>	ECCC and Dunkirk School #3 Holy Trinity Center Director	716-366-5661	4208
<b>Hannah Westphal</b>	Connections North Center Director	716-366-8176	3255
<b>Ann Bell</b>	Holy Family Center Director	716-661-9430	6205
<b>Sommer Hunt</b>	Dunkirk School #3 Site Director	716-366-9300	4319
<b>Karen Oldenburg</b>	Child Care Center Administrator	716-366-8176	4222
<b>Bill Vogt</b>	Head Start Director	716-366-8176	1203
<b>Isa Mercado</b>	Enrollment Manager	716-366-8176	1204
<b>Sandra Sheridan</b>	Family Services/Home Visitor Manager	716-366-8176	1222





## Transportation Information



- **Western NY Bus Co:** 716-473-7077
  - ECCC Head Start Children 3 & 4
  
- **First Student, Inc.:** 716-672-5141
  - Children must be 4 years old to ride school district bus and enrolled in Dunkirk UPK class
  
- **Corvus Bus and Charter:** 716-488-7099
  - Holy Family Head Start Children 3 & 4 Year Olds
  
- **Jamestown Public School District:** 716-483-4388
  - Children must be 4 years old to ride district bus and enrolled in Jamestown UPK class

*\*Transportation is provided based on program option, location, and upon availability*

# Bus & Pedestrian Safety

## Rules for getting on and off the school bus

- **Getting on the school bus**
  - When waiting for the bus, stay away from traffic and avoid roughhousing or other behavior that can lead to carelessness. Do not stray onto streets, alleys or private property.
  - Line up away from the street or road as the school bus approaches.
  - Wait until the bus has stopped and the door opens before stepping onto the roadway.
  - Use the handrail when stepping onto the bus.
  -
- **Behavior on the bus**
  - When on the bus, find a seat and sit down. Loud talking or other noise can distract the bus driver and is not allowed.
  - Never put head, arms or hands out of the window.
  - Keep aisles clear -- books or bags are tripping hazards and can block the way in an emergency.
  - Before you reach your stop, get ready to leave by getting your books and belongings together.
  - At your stop, wait for the bus to stop completely before getting up from your seat. Then, walk to the front door and exit, using the handrail.
- **Getting off the school bus**
  - If you have to cross the street in front of the bus, walk at least ten feet ahead of the bus along the side of the road, until you can turn around and see the driver.
  - Make sure that the driver can see you.
  - Wait for a signal from the driver before beginning to cross.
  - When the driver signals, walk across the road, keeping an eye out for sudden traffic changes.
  - Do not cross the centerline of the road until the driver has signaled that it is safe for you to begin walking.
  - Stay away from the bus's rear wheels at all times.
- **Correct way to cross the street**
  - Children should always stop at the curb or the edge of the road and look left, then right, and then left again before crossing.
  - They should continue looking in this manner until they are safely across.
  - If students' vision is blocked by a parked car or other obstacle, they should move out to where drivers can see them, and they can see other vehicles -- then stop and look left-right-left again.



### Cancellation & Building Closing

Keep your phone number current with your child’s school to receive automated calls when school is closed.

When the weather is bad, it is important for you to listen closely to your local county AM & FM radio stations for details before coming to a planned service or event. Some radio stations may include but are not limited to:



WGRZ 55 AM	WBEN 930 AM	WJL 1440 AM
WDOE 1410 AM	<b>WBEE 92.5 FM</b>	<b>WWSE 93.3 FM</b>
WJYE96.1 FM	<b>WGRF 96.9 FM</b>	<b>WHUG 101.9 FM</b>
<b>WTSS 102.5 FM</b>		

*You can also watch Channel 7 for our closing information.*

Or

<https://chautauquatoday.com>