

# Mercer County Head Start Policies and Procedures

<b>P/P Topic:</b>	Agency Communication	<b>P/P #:</b>	001
<b>Part:</b>	1304	<b>PC Approval Date:</b>	10/23/2008
<b>Subpart:</b>	Program Design and Management	<b>Last Reviewed Date:</b>	10/19/2009
<b>Section Title(s):</b>	Management Systems and Procedures	<b>Implementation Responsibility:</b>	Staff, Management Team, Executive Director
<b>Related Performance Standard(s):</b>	1304.51 (B)	<b>Monitoring Responsibility:</b>	Executive Director

<b>(A) Policy</b>	Accurate information is provided to parents, policy groups, staff and the general community in a timely manner.
<b>(B) Responsibility</b>	Staff, Management Team, Executive Director
<b>(C) Procedure</b>	<ul style="list-style-type: none"> <li>• Ongoing communication between parents and staff occur through telephone and notes.</li> <li>• Parents will be encouraged to share their thoughts and suggestions regarding program development during classroom visits, home visits, parent teacher conferences, parent/child activities, parent workshops, Policy Council meetings, informal conversation, and suggestion box located in the Advocate Office.</li> <li>• Notification of Policy Council meetings will be sent to all parents. Minutes of Policy Council meetings will be made readily available to staff, parents, and community members.</li> <li>• Papers and artwork will be sent home through the School to Home Communication Folder.</li> <li>• The District Leader Alert announcement system will be utilized for reminders and other short notice messages for Head Start parents and/or staff.</li> <li>• Email addresses will be collected from parents to use as a secondary form of communication.</li> <li>• Site meetings will be scheduled on a regular basis in an effort to encourage ongoing communication between teachers, family advocate, and transportation staff. Minutes will be taken on a standardized form and passed on to management staff.</li> <li>• Agency staff meetings will be scheduled on a regular basis in an effort to encourage clear, consistent communication and team building. Minutes will be kept on file.</li> <li>• Duplicate inter office memo forms and email are utilized for internal communication.</li> <li>• Management staff will be available to provide guidance</li> </ul>

	<p>through formal and informal communication throughout the program year.</p> <ul style="list-style-type: none"><li>• Case Notes will be documented in GE by education, advocate, management and other staff as appropriate. Staff may also perform case note queries to stay up to date of all information.</li><li>• Transportation Staff will document case notes on a Running Note form with duplicates that will be given to Family Advocates and Teachers as appropriate.</li></ul>
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