

EOA of Washington Co., Inc. Children's Services Family Handbook

My Center is: _____

My Center Director is: _____

The Center Number is: _____

My Family Advocate is: _____

Central Office	1643 E. Huntsville Road, Fayetteville	Phone: 479-521-5571 Fax: 479-521-7809
Children's House	2577 Lowell Road, Springdale	479-927-1232
Emma Street	614 E. Emma, Springdale	479-443-1840
Ivory M. Conley	1225 Wood Avenue, Fayetteville	479-571-4710
Oak Avenue	500 Oak Avenue, Springdale	479-751-4430
Ellen Smith Center	2052 S. Garland Ave, Fayetteville	479-582-5260
Springdale	800 Charles Ave, Springdale	479-751-9461
West Washington County	901 Mitchell, Lincoln	479-824-5995

www.eoaheadstart.org

Mission Statement:

Empowering families to learn, connect, and succeed.

Philosophy

In 1965 Project Children's Services was created with the primary goal to provide economically disadvantaged children with the necessary medical, dental, and nutritional attention as well as experiences to encourage and stimulate intellectual and social growth. The creators of Children's Services recognized from the very start that parents/legal guardians are the primary educators of their children. Because of this belief, it is Children's Services philosophy that parents/legal guardians must be actively involved in all aspects of the program.

General Information

- All children must enter, leave with, and be signed in/out by a person who can take legal responsibility for them.
- Every child will receive a daily health check by teaching staff when they arrive at the center to determine if the child is well. Any suspected problems will be discussed in private.
- If there is an emergency and you are not able to pick up your child on time, you must contact the center and tell the staff. **The Center Director will contact the Arkansas Department of Human Services Protective Services after two hours if your child is not picked up by time on your Family Agreement for Center Hours**, and if we cannot contact you or the emergency numbers you provided.
- No corporal punishment (spanking, hitting, slapping, etc.) will be permitted in Children's Services centers or on Children's Services property by **ANYONE**. This includes parents, family members or others.
- Daily schedules, lesson plans, emergency exit routes and menus will be posted.
- All staff has received training on handling crisis situations, and drills are practiced regularly and documented. The staff at each center is trained on how to lockdown the center in case of an intruder.

CHANGE IN INFORMATION

Whenever there is a change in address, phone, emergency contacts, health providers, health conditions, work/school schedule, family situation, or other pertinent information, we ask that this information be submitted as soon as the change occurs. **It is essential that we are able to reach you or a designated adult at all times**, in case of an emergency situation. It is also important for us to be aware of any dramatic changes or transitions your child may be experiencing. This will enable us to be supportive, empathetic, and understanding of your child's individual needs.

EMERGENCY INFORMATION

- In the event of a crisis situation such as tornado, fire, earthquake, flood, civil disturbance:
 - No child will be dismissed from school unless a parent/guardian (or individual designated on the Emergency Card) comes for him/her and has proper identification.
 - All parents/guardians or designated individuals who come for children must sign them out in the classroom or at a temporary release station. Signs will be posted indicating where the temporary release station is located.
 - We are prepared to care for your children in times of critical situations. We have a number of staff with first aid certificates, and we will be in communication with various local emergency services if necessary.
- We ask for your help in the following areas:
 - Please do not call the school. We must have the lines open for emergency calls.
 - Following a crisis situation please wait for emergency response crews to permit access to the center. The center access route and street entrance areas must remain clear for emergency vehicles.
 - Turn to local radio & TV stations listed below for further information and directions.

Emergency Temporary Release Stations	
Emma	The Jones Center—922 Emma Ave.
Ivory Conley	Living Faith Church—1351 Morningside Dr.
Oak	Springdale Water Office—526 Oak Ave.
Old Farmington	ALLPS Fayetteville Schools—2350 Old Farmington Rd.
Springdale	Jones Elementary—900 S. Powell St.
Willow	Yvonne Richardson Center—240 E. Rock St.
WWC	City of Lincoln Community Building—102 Boyer
Lowell	Springdale Morning News

CENTER CLOSINGS

In the event of an emergency, the Children's Services Program Director (NOT Center Director) is responsible for making the decision to cancel or postpone classes. Examples of situations that might call for canceling or postponing classes would be inclement weather, natural disasters, or damage to center buildings. Closure announcements will be made on radio & TV stations:

- KHOG 40/29
- KFSM Channel 5
- KNWA
- FOX 24
- 95.7FM in Spanish

When bad weather causes early dismissal or cancellation of classes, parents are responsible for picking up children in an allotted time frame or making arrangements for someone else to do so.

FAMILY ENGAGEMENT

Parent and family engagement in Children's Services is about building relationships with families that support family well-being, strong relationships between parents and their children, and ongoing learning and development for both parents and children. Families are engaged as equal partners in their children's learning and development. To make an impact in engaging families as equal partners in children's learning and development, staff and families work together to build strong relationships that support information sharing with each other about children's learning and developmental progress.

What EOA Children's Services Provides....

1. Child Development Program where children develop a positive view of themselves and a sense of responsibility for their actions.
2. A place where young children gain school readiness skills while learning through interacting with materials and sharing experiences with other children, their families, and their teachers.
3. Opportunities for children to explore, develop problem solving skills, improve body coordination, develop social skills, and stimulate creativity.
4. Support for families as the primary educators of their children, and the opportunity to work closely with staff to grow and develop as a family.

What Involved Parents Provide....

Parents, you are your child's primary educator! The Children's Services program is family-centered and is designed to support parents as the most important influence in their child's life.

1. Children's Services expects parents to become actively involved in their child's education, including direct involvement in decision making groups within Children's Services.
2. The Children's Services program strives to meet the needs and interests of the families enrolled.
3. The Children's Services program works with the family as a whole and provides opportunities for parents to learn and grow. Workshops and training sessions for parents are held on a regular basis throughout the year.
4. Staff will work with families on achieving more formal goals, such as receiving a high school diploma/GED, learning English as a second language (ESL), obtaining employment, etc.

VOLUNTEER INKIND

In order to operate, Children's Services is required each year to collect 20% of its budget from volunteer hours and donations, which is called "*in-kind*".

- ✓ We rely on parents to help us meet this government requirement.
- ✓ Parents are expected to volunteer throughout the year and will fill out an in-kind sheet each time they volunteer to document services they have provided. However, volunteering by parents is not required in order for a child to attend.
- ✓ **The educational training and skill level of a parent does not make a difference in whether a parent can volunteer at Children's Services! YOU make a difference.**
- ✓ Parents come from diverse backgrounds and have a variety of educational training levels and skills that can be helpful for our children.

MALE INVOLVEMENT

All men involved in the lives of Children's Services children have the chance to significantly impact children's social development, health and emotional wellbeing. Children led by responsible male care givers have the opportunity to experience the unique male point of view. Children's Services celebrates and enhances the male parenting role by:

- Encouraging responsible fathering/male role modeling;
- Helping children and men relate and connect;
- Educating men about parenting; and
- Creating opportunities for individual and group male involvement and leadership.

EVERY FAMILY HAS SOMETHING THEY CAN DO TO MAKE CHILDREN'S SERVICES A BETTER PROGRAM FOR THEIR CHILD.

If you are interested in volunteering in one of these activities, please contact your Center Director, Family Advocate, or Teacher.

ATTENDANCE/ABSENTEEISM/TARDINESS

Regular attendance at Children's Services supports your child's development and kindergarten readiness (see Page 8 "Parent's Responsibilities"). **Children's Services rules require children to attend at least 85-% of the time that centers are open for six (6)hours a day** All children are expected to attend Children's Services five (5) days a week, Monday through Friday. If you are unable to maintain this schedule, please see your Center Director.

When a child is late to school, he/she misses out on important instruction. Every minute that a child is in school is important to her learning. When he/she is tardy, she faces the challenge of trying to settle in and catch up with what other students are doing. The child is behind and has to struggle to understand material the teacher has already explained. Being late is detrimental to the child's learning, especially if it occurs on a consistent basis.

Other students also suffer when a child is late to school. They have to wait to proceed with a lesson because the teacher is busy trying to catch the late child up. The interruption of a door opening into a classroom and the teacher having to address who is coming in is distracting and can cause students to lose their concentration as well. It wastes time to deal with and then recover from an interruption caused by someone coming in late to class.

- You are expected to notify your Center Director by 8:00 if your child will be absent for any reason.
- If your child is absent without notification from you, your child's Teacher or Family Advocate will contact you by phone or home visit to determine the reason for the absence.
- If your child is absent on a regular basis, we will work with you to develop a goal plan to maintain consistent, on time attendance to promote school and life success.
- **Although we will work with your family to improve/maintain attendance, if chronic absenteeism or tardiness continues it may become necessary for us to place your child back on the Head Start (only) waiting list in order to allow another child to benefit from the program.**
- If personal circumstances, such as moving, extended leave from the country etc. should occur, your child will be unable to continue participating in our program. If it is necessary to withdraw your child, please notify your child's Teacher or Center Director as soon as possible.
- Families are permitted to request a two week leave from the program and a short-term exclusion from attending is also possible for medical reasons. It is necessary to discuss the circumstances with the Center Director who will get authorization to approve the leave request from the Management Team.

PARENT RESPONSIBILITIES, INFORMATION AND RULES

PARENT'S RIGHTS

1. To be recognized as my child's primary educator.
2. To be treated with respect by the Children's Services program.
3. To be welcomed in my child's classroom. There is an open-door policy, and I may visit the center at any time during its hours of operation (without advance notice).
4. To receive information and guidance from the Children's Services program about my child's progress and development, including regular progress reports from my child's teacher.
5. To participate in discussions about my child's progress and setting goals for my child's learning and development.
6. To be supported as an advocate for my child. In the event that my child has a diagnosed disability or has been referred for a concern; I will be involved by the local school district in creating an Individualized Education Plan, and will be kept informed on my child's progress in meeting his/her goals.
7. To take part in decisions regarding my child's center and the Children's Services program. My ideas and suggestions will be valued, and I will have opportunities to share them with faculty and other parents. Opportunities include Parent Center Committee Meetings, Policy Council meetings, and other workshops, trainings, and/or events.
8. To be informed about resources within the community related to education, health, social services, employment, etc.
9. To review and ask for clarification on policies and procedures.
10. To submit any concerns regarding the center's alleged violation of the licensing requirements to the state Child Care Licensing office
11. To report any concerns about child abuse or neglect occurring at the center to the state Child Care Licensing office
12. To file claims regarding any perceived violations of the Law Against Discrimination or the Americans with Disabilities Act by contacting, the United States Department of Justice (800-669-4000).
13. Licensing Compliance Forms (DCC-51) shall be available at the facility for 3 years. The facility shall advise parents in writing that the compliance forms are available for review upon request. License Reg 601-(2).

PARENT'S RESPONSIBILITIES

My responsibilities as a parent/guardian in the Children's Services program includes:

1. **Ensure my child attends the program consistently and on time to support his/her development.**
2. Participate actively in the program and take advantage of the opportunities that the program offers.
3. Work with teachers, faculty, and other families in a cooperative manner.
4. Be open to new ideas and experiences that can benefit me and my children.
5. Help make the Children's Services program better by offering my opinions, constructive criticism, and suggestions.
6. Ask questions of my child's teacher, our Family Advocate, the Center Director or other members of the staff.
7. Reinforce what my child learns at the program by working with my child at home.
8. Ensure that my child is up-to-date on all required medical and dental needs.
9. Participate in two home visits each year with my child's Teachers.

10. Participate in home visits with the Family Advocate on an as needed basis.
11. Participate in three Parent/Teacher Conferences per year.
12. Volunteer with my child's program. I will sign a Family Involvement Agreement indicating how many volunteer hours I hope to do during the year and how I can be involved.

PROCEDURE FOR COMMUNITY CONCERNS/COMPLAINTS

1304.50(d)(2)(v) The Board of Directors along with the Policy Council are responsible to establish and maintain procedures for working with the grantee agency to resolve community complaints about the program. The procedure for parents or a community member to make a formal concern/complaint regarding the EOA Children's Services program are:

1. All formal parent/community concerns/complaints must be submitted in writing to the Center Director. The Center Director will forward a copy of the concern/complaint to the Children's Services Director for information purposes only. The Center Director will investigate and make every effort to resolve the concern/complaint at this level within two weeks of receiving the complaint.
2. If the Center Director cannot satisfactorily resolve the concern/complaint, the Center Director will refer the concern/complaint to the Children's Services Director to investigate and determine any actions to be taken. The complaint when deemed appropriate will be forwarded to the Executive Director.
3. If the Children's Services Director cannot resolve the concern/complaint, the Executive Director will be informed. The Executive Director will determine necessary action to be taken. The Executive Director will inform the Board of Directors and the Policy Council of the complaint, along with any action taken or seek input from the Advisory Board and Policy Council for resolutions concerning incidents of a serious nature such as incidents involving injuries, potential litigation, and safety issues.

EARLY CHILDHOOD DEVELOPMENT

CURRICULUM

EOA Children's Services follows the Creative Curriculum along with a series of well-planned units that promote language, literacy, math, science, creative arts, social emotional development, approaches to learning, physical health and development. Development of good health and nutritional habits, personal safety habits and self help skills are also individualized. Children's Services's classroom curriculum is designed to meet your child's individual needs. Children receive a variety of learning experiences to foster their intellectual, social, emotional and physical growth and help prepare them for kindergarten. Children participate in indoor and outdoor play. Children are encouraged to express their feelings, develop good feelings about themselves, and get along with other children. Children are free to choose activities from a variety of learning interest centers located in each classroom. Some of the centers included in the classrooms are listed below:

Block center
Library center
Dramatic play center
Art center
Computer center
Science/Discovery center

Writing center
Sensory (Sand/water) center
Math/Manipulatives center
Music and movement center
Quiet Area

"Me Day" is a child/family focused event where each child is assigned a special day. With the family's help, a "Me Day" book about the child's interests is put together & shared with classmates.

In support of our inclusive curriculum, activities must include all children. Activities that include religious instruction will not be a part of the curriculum.

SCHOOL READINESS GOALS

EARLY Head Start (0-3)

Social-Emotional Development

1. Children will develop and maintain positive *relationships* with peers and familiar adults
2. Children will demonstrate *self-regulation*, including an understanding of rules and independence in executing most daily classroom and self-care routines.
3. Children will demonstrate, express, recognize, and interpret a range of emotions.
4. Children will demonstrate a positive *self-concept* through identification with their family, culture, peers and familiar adults.

Approaches to Learning

5. Children will initiate and engage in play, discovery and the arts with increasing *purpose, persistence, attention and curiosity*.
6. Children will use all *senses* to investigate, problem solve, compare attributes and form individual understandings of the *natural and physical world*.
7. Children will demonstrate an increasing ability to *connect new and known* experiences and concepts.
8. Children will demonstrate an age-appropriate interest in *numbers and counting* during daily experiences and routines.

Language & Literacy (in home language and English)

9. Children will *understand and respond* to simple oral questions and directions.
10. Children will *communicate* using expanding *language skills and vocabulary* to express their needs, ideas and desires, to participate in conversations and in classroom activities.
11. Children will demonstrate *interest in books* and a general comprehension of text/illustrations.
12. Children will demonstrate interest in and respond to *early writing and reading*, including an age-appropriate understanding of the function of print and graphic/symbolic representations in their environment.
13. Children who speak a home language other than English will progress in their ability *to understand and use both languages at home and at school*.

Physical Development & Health

14. Children will maintain *physical health* and develop *healthy habits* related to independent eating and personal care.
15. Children will demonstrate age-appropriate *gross motor* skills such as running, jumping, hopping, throwing and kicking, and progress in their ability to *control their bodies* for movement /rhythm, navigation and balance.
16. Children will demonstrate age-appropriate *fine motor* skills which included self-feeding, pointing, pincer grasp and eye-hand coordination.

PREK Goals (3-5)

Social-Emotional

1. Children will interact positively with peers and adults, cooperating and solving social problems.
2. Children will develop self-regulation skills, identify emotions and develop appositive self-concept.

Approaches to learning

3. Children will engage in play and other activities with increasing independence, purpose, persistence, attention and curiosity.
4. Children will engage in sophisticated socio-dramatic play.
5. Children will demonstrate the ability to apply rules to specific environments and situations.

Language and Literacy

6. Children will understand and respond to oral questions and directions
7. Children will use strong and varied vocabulary and will participate in conversations.
8. Children who speak a home language other than English will progress in their ability to understand and use English.
9. Children will demonstrate interest in books, comprehension of texts and ability to retell favorite stories in sequential order.
10. Children will hear and manipulate the sounds in oral language, noticing similarities and differences.
11. Children will know many letter names and sounds.
12. Children will understand the function of print and some print concepts, and will use early writing to communicate.

Math and Scientific Reasoning

13. Children will use counting and numerical representation in their activities, especially to solve problems.
14. Children will demonstrate knowledge of shapes and their properties.
15. Children will demonstrate understanding of patterns.
16. Children will classify, sort and compare objects based on different attributes.
17. Children will measure and compare objects based on length, weight, etc.
18. Children will engage in scientific inquiry, problem solving, and reasoning.

Social Studies

19. Children will demonstrate knowledge of self, family and community.

Arts

20. Children will explore music, movement, dance, drama and the visual arts.

Physical

21. Children will maintain physical health, age-appropriate physical development and fine/gross motor skills.

SCREENINGS

Children's Services is mandated to provide health and educational screenings to all children enrolled within our programs. Children's Services is obligated to receive parental permission and inform parents prior to screenings. Screenings will take place within 45 days of the first day of attendance or at the time of enrollment. Children receive screenings relating to speech & language, developmental skills, social emotional development, hearing/vision, and height/weight. Results of your child's screenings are kept confidential and provided to you.

OUTCOMES

Your child's progress will be assessed throughout the school year in all areas of school readiness. Teachers work with your child to complete checklists, rating scales and record observations. Results from these assessments are shared with you throughout the year and also are used to plan educational experiences based on your child's strengths, needs, and interests.

DISCIPLINE POLICY

Discipline of children is viewed as an educational process. Children's Services staff assists children in developing the self-control and self-direction needed to thrive in group situations. Children are taught to assume responsibility for their actions and appropriate behavior is encouraged and rewarded. Our goal is to provide an accepting classroom environment where all children are viewed equally.

- Each classroom teacher will develop rules with their children at the beginning of each school year. These rules will be posted in the classroom and will be reviewed with the children frequently throughout the school year.
- Firm positive statements and redirection of inappropriate behaviors shall be the accepted techniques used in the classroom. In some instances, a child may choose to spend some time away from the rest of the group in order to regain control of his/her behavior.
- No physical discipline, verbal humiliation, demeaning or other inappropriate language shall be tolerated at any time.
- Parents and teachers will discuss the child's behavior at parent/teacher conferences, home visits, and whenever the teacher or parent feels a discussion is necessary. **Children's Services will request a parent conference to inform and work with the parent in developing a plan of action for children who exhibit challenging and disruptive classroom behaviors.**
- Children must not be physically restrained unless the child is in immediate danger of harming themselves, others, or property.
- Generally, it is not EOA Children's Services policy to suspend or terminate children due to disciplinary issues. However, in extreme cases of behavioral issues, the management team may take further action such as reducing the child's hours of attendance each day or making referrals to other professionals. In some cases Children's Services may decide that it is not in the best interest of the child to remain in the program. In this case, Children's Services will work with families in determining and obtaining the best placement for children who may be more successful in a therapeutic classroom. *This does not include ABC children.*

HOME VISITS/PARENT-TEACHER CONFERENCES

Parents of children enrolled in EOA Children's Services will receive a minimum of two educational home visits by teaching staff during the year for the purpose of discussing your child's development and school readiness goals. Parents will be contacted to schedule a mutually agreeable time for the home visit.

Teachers will also conduct at least three parent-teacher conferences during the year to help both staff and parents get a better understanding of the child's educational and developmental progress.

In addition, families will participate in home visits by Family Advocates during the year for the purpose of developing a partnership that includes discussing goals you wish to accomplish this school year. Family Advocates are a valuable resource for families in times of need and crisis.

CLOTHING

Children are expected to run, play and climb on playground surfaces and participate in art projects. We will do our best to protect your child's clothing, but please remember the following when getting your child dressed for school:

- Be sure shoes protect the toes, heels and soles of little feet.
- Clothes should be washable.
- Provide simple clothing that is free of complicated fastenings.

- Provide weather appropriate clothing for your child throughout the school year.
 - Be sure your child has a jacket, hat, and gloves available when he/she needs them.
 - DCFS licensing regulations require us to go outside on clear days if the temperature is not extremely cold or hot.

We request a full set of extra clothing to be kept at school, in case of accidents or spills.

- Please make sure the extra clothes you have at school are season appropriate.
- If your child brings home soiled clothing, remember to send replacement clothes.
- If your child wears home any extra Children's Services clothing, please be sure they are returned, as our supply is limited. If you need assistance with clothing resources, please contact your Family Advocate.
- Your signed consent at enrollment allows us to apply sunscreen as needed.

PERSONAL ITEMS FROM HOME

Your classroom teacher will inform you of any personal items needed from home. These items may include a change of clothing or a special project that requires family assistance.

- Toys, food, personal items are not allowed, unless there is a special activity or show and tell. ***Your classroom teacher will inform you of these days.***
- Backpacks are not allowed due to safety issues.
- Lost belongings, inappropriate play items, breakage and disputes between children are reasons that **we ask children to NOT bring personal items to school.**
- Show-and-tell items must fit in the in the child's designated cubby space.

FIELD TRIPS

To enrich our curriculum, spark the children's interest, and provide an opportunity for children to practice and develop social skills in a variety of settings, field trips are included in our teaching instructional program.

Written permission will be obtained from parent/guardian for each trip. You will be notified of each scheduled trip. Parents are encouraged to attend with their child.

To ensure safety, field trips will not exceed 30 miles one way, a minimum of four adults (in addition to classroom staff) will be required to keep staff/child ratio low, and at least one adult will be certified in First Aid/CPR.

HOLIDAYS AND CELEBRATIONS

EOA Children's Services does NOT celebrate religious holidays. However, we do recognize and respect the traditions and celebrations that are important to children enrolled in the Children's Services program. These traditional celebrations will be included in the lesson plans that include a variety of developmentally appropriate activities. Activities will reflect the customs of the children enrolled in the program as well as the introduction of new holidays and celebrations.

All instruction and instruction materials must be secular and neutral with respect to religion. No religious activity may occur during any ABC funds may be used to support religious services, instruction, or programming at any time.

"To assure that no religious activity is paid or subsidized by public funds or occurs in any manner suggesting governmental endorsement of any religion or message:

- (a) ABC funds must be used exclusively to support allowable ABC program costs incurred to provide non-religious instruction and activated during the ABC day; and
- (b) No religious activity may occur during any ABC day regardless of the source of fund used to support the activity.

No child is required to attend these celebrations and special arrangements will be made for any family who chooses not to have their child participate.

NO BALLOONS ARE ALLOWED FOR ANY CELEBRATIONS.

HEALTH SERVICES

Your child's health affects his/her total development and ability to benefit from the Children's Services experience. Our program goals are:

1. To assure that each child is in ideal health,
2. That preventative health measures are taken, and
3. That follow-up treatment and services are obtained for any health condition detected.

The following are health exams and records that parents are responsible for obtaining: Children's Services requires for each child to have a:

- Complete physical exam,
- Up-to-date immunization record or a letter of exemption,
- Blood lead test with results at 12 months for toddlers, or 36-72 months for preschoolers,
- Hemoglobin screening, hematocrit (blood testing)
- Dental exam.
- Hearing
- Vision

Due to minimum licensing regulations and the safety of the children a child may not attend school if they are NOT up-to-date on immunizations or DO NOT have proper documentation (immunization record) proving they are up-to-date.

If additional treatment or services are needed as a result of the above screenings, parents should work with providers and Children's Services to ensure that all necessary services are received.

These steps are necessary to guarantee that your child is ready to start kindergarten with all the needed services in place to help them be ready for public school.

MEDICATION

Over the counter medication will not be administered to children at Children's Services. Exceptions include the use of sunscreen (see page 8). Following are the rules for giving medication:

- If possible, every effort should be made by parents to administer prescribed medication to their child before or after school hours.
- Please notify us if your child is receiving any type of medication at home, so we are aware and can watch for adverse signs or allergic reactions.
- Prescribed medications must be in their original container with the full pharmacy label attached.
- **Only when absolutely necessary**, prescribed medications can be given by the Children's Services Center Director, or person in charge, under the following circumstances:
- A child has a chronic medical problem (i.e. asthma or severe allergy) and may need medication in an urgent situation.
- A child with a documented disability who must take prescribed medication during hours of attendance.

- A child recovering from an illness, but released by their doctor to return to school (i.e. ear infection) statement from the physician and medication request form from the parent.
- All medication forms may be picked up in your center director's office.
- Children's Services will maintain documentation of when and who administered medication to your child. These forms will be reviewed with parents regularly.
- When the child begins new medication, he/she must have taken at least one (1) dose and 24 hours have passed before the medication may be given at the center.

No medications will be given until all forms are received and filed at the center.

MEDICAL CONDITIONS

At times, we have children enrolled in our program that require special attention due to a medical or physical condition. If your child has any limitations, medications, or special conditions at time of enrollment or throughout the year, you must provide written documentation from a physician.

The health staff will provide individual attention to those families with special health concerns, and assure that children with special health needs are monitored closely on a daily basis within the program. Your child's general wellness will be noted on a daily basis.

Whenever the limitation or treatment is discontinued, parents should again provide written documentation from the child's physician stating the limitations have been lifted.

HYGIENE

It is our intent to reinforce healthy hygiene practices in children to develop life-long healthy habits. To this end, we practice good hand washing techniques routinely and frequently with the children. Dental hygiene is also practiced as children brush their teeth on a daily basis.

NUTRITION

The nutrition program is designed to help meet your child's daily nutritional needs. Children's Services participates in the Child and Adult Care Food Program (CACFP). The Children's Services food program follows strict requirements including the types of foods served, amounts served, and style in which meals and snacks are presented to children. Special dietary needs will be given individual attention.

- Food served must meet the United States Department of Agricultural Child Care Food Program requirements and must meet Federal, State, and local food safety and sanitation laws.
- Food **MUST BE PREPARED IN A LICENSED KITCHEN** or purchased from a licensed business.
- ***Food is NOT to be prepared at home and brought to the center under any circumstances.***
- Food for activities such as celebrations, Family Day or other special events must be approved in advance (see Treat/Snack Approval below).
- A committee of parents and community partners have input and feedback during menu development.

Family style meal service is used in the Children's Services program. Children will serve themselves all menu items from the bowls, platters, baskets, and/or pitchers provided. The children are encouraged to taste all foods, but they are never forced to eat anything they do not want. One goal of the program is to introduce the children to a wide variety of foods.

Teachers and guests in the classroom will serve themselves in the same manner. Portion sizes for adults will be the same as those for children. Teachers will sit with the children during meal times, model appropriate eating behavior, and initiate conversations, similar to a home setting. Teachers will also use this time for learning so that nutrition education is incorporated into the routine of meals.

Meal time is viewed as an opportunity for learning and developing good health habits, developing good socialization skills, self-help skills, decision making skills and communication skills.

TREAT / SNACK APPROVALS

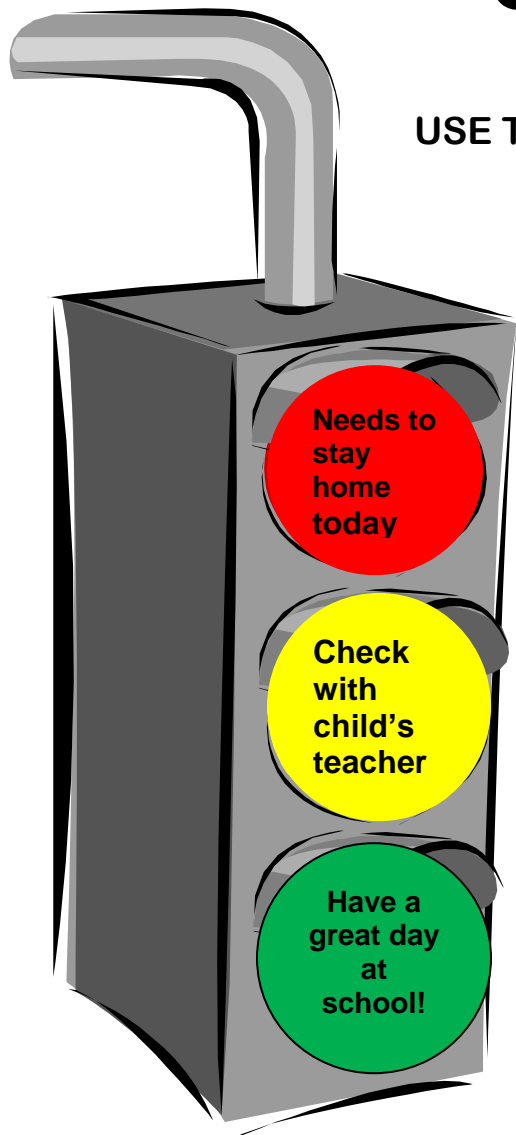
Bringing treats or snacks to any Children's Services classroom by either a parent or staff person requires prior approval.

1. Only **nutritious** foods that meet the USDA food requirements may be offered.
2. You must submit a note to the center director five (5) days in advance stating what food item You would like to bring and on which day.
3. The Center Director will notify you when the request has been approved/denied.
4. All food brought in must be prepackaged, purchased from a commercially licensed store/bakery and in the original container, unopened.
5. **Non-Food, No Cost Activities: Plan/teach an a craft activity, share one or two cultural experiences, volunteer for a day.**



IS YOUR CHILD WELL ENOUGH TO BE IN SCHOOL TODAY?

USE THIS GUIDE TO HELP YOU DETERMINE WHEN TO SEND YOUR CHILD TO SCHOOL:



- Fever over 100 degrees (underarm)
- Open/infected sores not easily covered
- Vomiting more than twice in 24 hours
- Diarrhea
- Earache
- Red eyes with discharge
- Lice or Nits
- Not feeling well enough to participate in school activities

- Runny nose
- Cough
- Rash
- Been to the doctor, hospital or emergency room
- Is not acting like usual
- Family member that is ill

- Feeling well today
- Has been well for the last 24 hours without use of fever or diarrhea medication

Working together to keep children, families and staff healthier!

Information provided by the EOA Children's Services Health Literacy Study; 2010-2011.

MENTAL HEALTH

The primary role of the Children's Services mental health services is to provide activities that encourage the social and emotional development of children enrolled in the program. The Children's Services agency has a mental health consultant to assist with family support issues, such as substance abuse, domestic violence, or stress related issues. The staff receives training in working with children and families dealing with child behavior and family functioning.

Understanding mental wellness and encouraging positive social relations in children is our goal. Through social/emotional screenings, curriculum activities and general classroom observations, which are performed periodically throughout the year, we ensure that our classroom environments are supportive, responsive, and positive in meeting children's needs. Parents and teachers will complete a social/emotional screening to provide observations on their child to determine the need for any additional services.

At times a teacher may feel a child is experiencing difficulties or showing concerning behaviors in the classrooms and would benefit from mental health services. Parents will be contacted to discuss the situation. Many preschool age children experience periods of noncompliance and stress. Children's Services teaches children and families how to handle stress in a more positive way.

DISABILITIES

The Disabilities Service Area is designed to identify, evaluate needs, and coordinate services for children with special needs and their families. The child development staff will work closely with local school districts and agencies to provide services to these children.

Assisting the family through referrals, locating, and providing services with outside agencies for children with special needs are important functions of the Disability & Mental Health Coordinator. The child development staff work with parents to ensure that they are educated about their child's disability, and are aware of the child's rights to the optimal available education. The child development staff work with the classroom teacher to make sure the teacher has the knowledge and skills to work with special needs children.

FAMILY AND COMMUNITY PARTNERSHIPS

The primary role of the Family and Community Partnership staff is to support families in their growth and development. The Children's Services program serves as a link between families and the community. Every family enrolled in Children's Services is assigned a Family Advocate who will:

- Support your family in identifying strengths with the Family Strengths Assessment.
- Assist your whole family in setting and reaching Family Life Practice goals.
- Help you locate resources and provide confidential referrals to agencies providing services, such as food stamps, clothing, employment assistance, housing, mental health, domestic violence, substance abuse, counseling, etc., and how to access them.
- Encourage you to volunteer in the program.
- Help you in crisis or emergency situations – PLEASE call in times of crisis.
- Provide Achievement Gap Workshops that will educate you on Family Routines, Language Rich experiences, Positive Discipline, and reading with your child.
- Keep you informed of parent involvement, volunteer and employment opportunities at Children's Services.
- Work with you on your child's absenteeism & develop a plan to ensure good attendance.
- Provide information about early childhood development.

The Family Success Roadmap will help your Family Advocate become familiar with your household. All families are encouraged to develop at least two Family Life Practice goals with staff to work toward

achieving personal and/or family goals. The home visit will be scheduled at times that are convenient for parents and staff. All family members are invited to attend these home visits.

CONFIDENTIALITY

All family information and children's files are kept strictly confidential. Only authorized Head Start personnel have access to files. Children's Services is obligated to receive written consent from parents, prior to sharing information with anyone.

CHILDREN'S RECORDS

Normally, the policy of EOA of Washington County, Inc. Children's Services regarding official child records is as follows:

Review and/or Copy of Records

1. Parents and legal guardians who wish to review or obtain copies of their child's file should contact the Center Director to make the request and to complete necessary paperwork. All information must be picked up from the Central Office by the primary guardian with proper ID.
2. All requests to **review** the child's folder will be processed within 72 hours. All requests to **copy** the child's folder will be processed within two (2) weeks.
3. All other law enforcement or authorized officials must sign the Individual Record of Access before viewing a child's record.

REFERRALS

Referrals requesting services for children and their families may come from Children's Services staff and/or our agency to other community agencies. Children's Services must receive a Release of Information authorization from parents/guardians before sharing any information with any outside community agency. Any information is considered confidential. Family Advocates will follow up with families about their satisfaction with referrals.

DRUG FREE

EOA Children's Services operates a healthy environment that is free from alcohol, illicit drugs, and smoke. State laws and agency policies regarding these items are strictly enforced for parents, staff and visitors. No use of alcohol, drugs or cigarettes are permitted within 25 yards of EOA property.

In an effort to provide the best service to your child, we may access social media to gain information about your family, and children participating in group activities may be photographed by members of other children's families and those photos may be placed on social media which is out of our control.

.....

**ALL CHILDREN'S SERVICES STAFF ARE MANDATORY REPORTERS
AND ARE REQUIRED BY LAW TO REPORT SUSPECTED CHILD ABUSE OR NEGLECT.**

CHILD ABUSE/NEGLECT REPORTING

Arkansas state law mandates, under the Abused and Neglected Child Reporting Act, that any school/day care personnel who suspects child abuse or neglect must make a report to the Arkansas Department of Children and Family Services child abuse hotline. Children's Services staff receives training to recognize the signs of abuse and neglect. Staff is trained in providing support and assistance to families that are in need of help. If a Children's Services parent witnesses abuse or neglect on Children's Services property, they are to immediately call the

Child Abuse Hotline Phone # 1-800-482-5964.

Children may be subject to interviews by licensing staff, child maltreatment investigators and/or law enforcement officials for the purpose of determining licensing compliance or for investigative purposes. Child interviews do not require parental notice or consent.

PARENTS CAN HELP PREVENT CHILD ABUSE AND NEGLECT

Being a parent can be stressful and difficult at times! No parent is perfect, and we all make mistakes. One way to cope with being a parent is prevent problems before they happen Here are some hints that may help you:

- *Know your stress level. If you feel yourself getting very angry with your child, try some of the following techniques:
- *Take a Grown-up timeout – count to 100;
- *Call a friend or relative, talk out your anger, get some suggestions for non-angry ways to cope;
- *Kid proof your home so you don't have to constantly say NO.

REMEMBER – Children follow your example.

- Don't bite a child to teach not to bite, don't hit a child to teach not to hit. This confuses them and sends a mixed message.
- Instead of spanking, try some new ways to teach your child to follow the rules of the house, such as redirecting your child to another activity. When a child breaks a rule, make it clear what he or she did wrong.
- Catch your child doing something good and praise them for it! Rewarding for good choices teaches children to seek attention in a positive way.

About Sexual Abuse Issues

- If your child discloses to you that he/she has been sexually abused, tell them it is not their fault, believe them, and tell them you will try to get help and protect them. Encourage your child to not keep secrets from you.
- Teach your child not to let anyone touch their private parts and to say "NO!" if someone tries.
- ***Know who you are leaving your child with.***



Pedestrian Safety



Safety Tips for Walkers:



Always walk on the sidewalk.

If there is no sidewalk and you have to walk in the road, always walk **FACING** traffic so you can see any car that might go out of control.



Dress to be seen.

Brightly colored clothing makes it easier for drivers to see you during the daytime. At night, you need to wear special reflective material on your shoes, cap or jacket to reflect the headlights of cars coming towards you.

Tips for Crossing the Street:



Cross only at corners or marked crosswalks.



Stop at the curb, or the edge of the road.



Stop and look left, then right, then left again, before you step into the street.



If you see a car, wait until it goes by. Then look left, right, left again until no cars are coming.



If a car is parked where you are crossing, make sure there is no driver in the car.



Then go to the edge of the car and look left-right-left until no cars are coming.

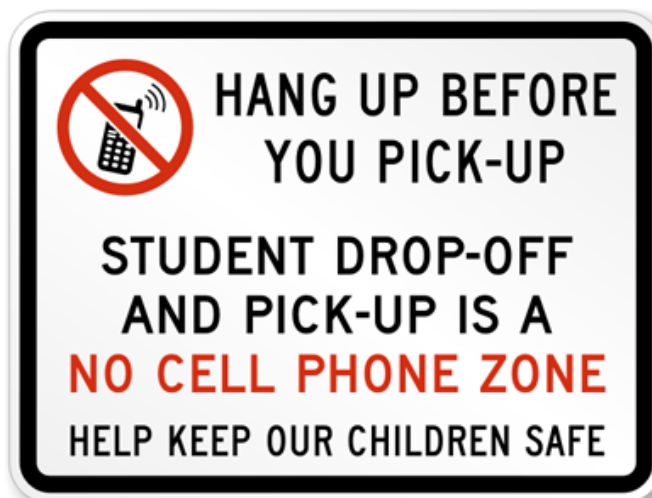


Keep looking for cars while you are crossing, and remember, walk.



DON'T RUN ACROSS THE STREET.

Information provided from www.safekids.org





NEVER LEAVE A CHILD ALONE IN A CAR!

NOT EVEN FOR A MINUTE!

NOT EVEN WITH THE WINDOWS DOWN.

IT IS AGAINST THE LAW.

Children should never be left alone in a vehicle, not even to run a quick errand.

- Plan ahead to use the drive-thru services where available, such as pharmacies and banks.
- Plan extra time into your pick-up/drop-off routine to bring all children inside with you.
- Set a reminder on your cell phone, BlackBerry or computer to be sure that you drop your child at Children's Services.
- Place your cell phone, purse or briefcase on the floor of the back seat. This will help remind you to open the back door and see that your child is in the car.

Accidents can happen right in your own garage or driveway. Parents/legal guardians, please read the following tips to help prevent accidents in or around vehicles.

- Keep vehicles locked at all times --- even in the garage or driveway.
- Never leave keys within reach of children.
- Teach children to never play in or around vehicles.
- Consider installing cross-view mirrors and/or a backup detection device on your vehicle.
- Make sure all young passengers have left your car after it is parked.
- When a child is missing, check vehicles and trunks immediately.

If a child is locked inside a vehicle, get them out as quickly as possible. If they are hot or appear sick, call 911 or your local emergency number.



Economic Opportunity Agency (EOA) Resources

Emergency Food Assistance/Commodities Distribution.....479-872-7479

Energy Assistance/Utilities (HEAP).....479-872-7479

Individual Development Account (IDA)

Matching funds to help you save toward education, buying a home, etc.....479-872-7479 ext. 27

Basic Needs & Frequently Used Numbers

Agency	Services	Number
Arkansas 2-1-1	Up-to-date information that connects people with services that can assist with rent, food, after-school & childcare, counseling & health care	2-1-1 Mon-Fri: 8am-5pm
Bread of Life 208 W Emma, Springdale	Food, limited financial assistance for Springdale residents	Wed & Thurs: 9-11:30 am 479-750-5229
Community Clinic St. Francis House 614 E Emma, Springdale	Medical, dental, prenatal; accepts ARKids 1 st , Medicaid; sliding scale available, proof of income required	479-751-7417 Medical & Dental Clinic: M-F 8am-5pm Evening Clinic: Thursday 6-9pm
Cooperative Emergency Outreach (CEO) 1649 E. Huntsville, Fayetteville	Food, utilities, rent, gasoline, clothing vouchers, prescription medication; Fayetteville, Prairie Grove Lincoln (not Springdale)	479-444-7500 M-F 1-3pm
Department of Health and Human Services (DHS) 4044 Frontage Rd, Fayetteville	Food stamps, Medicaid, ARKids 1 st , developmental disability services, children's medical services, services to blind & visually impaired, child protective services	479-521-1270 M-F 8am – 4:30pm Other times by appointment
Fayetteville Housing Authority 1 N. School Ave, Fayetteville	Low income housing and Section 8 voucher http://www.fayettevillehousingauthority.org/	479-521-3850
Life Source International 602 S School St, Fayetteville	Food, Hispanic Outreach, Adult Ed Classes	479-521-4000
Ozark Guidance Center	Outpatient, residential, educational and extended care programs for children and families; counseling and community support programs; Medicaid accepted	479-750-2020 Emergency Number 1-800-234-7052
NWA Free Health Center 1100 N Woolsey, Fayetteville	Typically NO CHILDREN, Medical and dental care; by appointment only; must meet EOA low income guidelines w/o insurance; Dental care limited to pulling teeth only. Medical appts: call Tuesday or Friday at 9am Dental appts: call first Wednesday of every month at 8:30	497-444-7548 Or 479-830-1030
Salvation Army 219 W 15 th St, Fayetteville	Financial Assistance when available, clothing, food pantry, coats for kids, soup kitchen, job search, medicine for the homeless, counseling, shelter Springdale.	479-444-7910 Or 479-751-7352
Second Mile Ministries 319 W Lafayette St, Fayetteville	Clothing, food, financial assistance when available	479-521-4787
Social Security Administration 2153 E Joyce Blvd, Fayetteville	Social Security cards, & benefits www.socialsecurity.gov	1-877-694-5493
Springdale Housing Authority	Public housing for low income families; Section 8 low income http://www.springdalehousingauthority.com/	479-751-0560 M-F 7:30am-4:30pm Closed 12-1 for lunch
Washington Co. Health Department 3270 N Wimberly Dr,	Maternity program, STD testing, WIC vouchers, Immunizations	479-521-8181

Abuse (Physical and Sexual)		
Arkansas Child Abuse Hotline	Takes reports of abuse and/or neglect 24hrs a day	1-800-482-5964
Children's House, EOA www.childrenshouse.org	Therapeutic childcare program that serves families in which abuse or neglect has been substantiated; families are referred through DHS or juvenile court	479-927-1232
Children's Safety Center 614 E. Emma, Springdale	Advocacy, forensic sexual assault medical exams, forensic interviews, and onsite therapy. Basic needs through advocacy After Hours:	479-872-6183 M-F 8am-5pm 479- 263-3237
Northwest Arkansas Children's Shelter www.nwacs.org	24hr residential facility for children and adolescents who are victims of family violence, abuse, neglect, and/or dysfunction.	479-795-2417
Arkansas Crisis Center www.arcrisis.org	Provides phone & online counseling for adults and teens in crisis	1-888-274-7422
NWA Rape Crisis Center www.nwarapecrisis.org	Will go to the emergency room, police or court with the victim; can provide fresh change of clothing at the ER as well as refer to support groups	479-445-6448 1-800-794-4175
Peace at Home Family Shelter www.peaceathomeshelter.com	Safe shelter, advocacy, support groups, and referrals to other agencies for women and children who are victims of domestic violence; collect calls accepted	1-877-492-9811

Disability		
Arkansas Support Network www.supports.or	Employment for those with disabilities, support to families with a disabled child in the home	1-800-748-9768 or 479-927-4100
Department of Human Services – Early Intervention	Provides supportive services to families to assist them in understanding their child's developmental abilities and helping to assist their child in developing.	1-800-643-8258
Elizabeth Richardson Center 3917 Old Missouri Rd, Springdale www.ercinc.org	Operates classrooms that provide group instruction for children with and without disabilities and provides access to a variety of speech therapy, physical therapy, and occupational therapy as recommended by their physicians	479-872-1800
Life Styles, Inc. 2950 W. Sycamore, Fayetteville	Support & assistance to persons with disabilities including: transitional living, job training.	479-521-3581 1-800-433-4582
National Organization of Rare Disorders	Provides information about diseases, referrals to patient organizations, research grants and fellowships, advocacy for the rare-disease community, and Medication Assistance Programs that help needy patients obtain certain drugs they could not otherwise afford.	www.rarediseases.org 1-800-999-6673
NWA Educational Services Cooperative 4 N Double Springs Rd, Farmington www.starfishnw.org	Provides screening, evaluation, preschool instruction, speech language therapy, physical/occupational therapy, family training, as well as other services, at no cost for eligible children	479-267-7450
Schmeiding Developmental Center 519 Latham, Lowell	Evaluations and therapeutic services for children 0-4 with a medical diagnosis that puts them at risk for a developmental delay	750-0130
Social Security Administration 2153 E. Joyce Ave, Fayetteville	Assistance with applying for Social Security benefits	1-877-694-5493

Education & Employment		
Arkansas Career Pathways Initiative www.arpathways.com	Enables local two-year colleges to offer those who qualify free career training and college classes, helps with child care, transportation, career counseling, and job searching after training	1-866-400-7284
Arkansas Joblink	Online tool for searching for employment in Arkansas	www.arjoblink.gov
Arkansas Migrant	Advocates for migrant families, identify and recruit all eligible students, provide	479-839-3030

Education program	supplemental education programs, health and/or personal services to meet the unique needs of this growing population	
Arkansas Unemployment Office	Employment Services and unemployment insurance services	479-521-5730
Fayetteville Adult and Community Education 2143 W MKL, Fayetteville	Citizenship, ESL, GED, and Driver's Training	479-444-3041
Goodwill Industries 1189 Steamboat Dr, Fayetteville www.goodwill.org	Career services include job placement, resume writing; GED classes	479-927-2023
Jones Center for Families 922 E Emma Ave, Springdale www.jonescenter.net	Providing educational opportunities for individuals, families, agencies, organizations and the business community. Recreational activities for the whole family; swimming, ice skating.	479-756-8090
Northwest Arkansas Community College www.nwacc.edu	Offers various continuing education opportunities.	479-636-9222
Northwest Arkansas Regional Technology Center 2350 W Old Farmington Rd, Fayetteville	Enables high School students from all over Northwest Arkansas to access high quality career and technical certification programs, concurrent technical high school and college credit, and concurrent academic and high school credit	479-444-3060
Northwest Technical Institute www.nwti.edu	Preparing students for jobs that are in demand in NWA, providing students with both skill development activities and classroom theory, and assisting students in developing technical skills needed to obtain higher paying jobs	479-751-8824
Ozark Literacy Council, 2596 N Keystone Crossing, Fayetteville www.ozarkliteracy.org	Trained volunteers provide on-on-one instruction in basic skills improvement, such as reading, writing, spelling, comprehension, and math. Also teaches ESL one-on-one and in small groups. Citizenship classes and conversation groups for ELS students.	479-521-8250
Single Parent Scholarship Fund www.spsfnwa.org	Provide supplemental financial assistance to those single parents living in Arkansas who are pursuing a course of instruction that will improve their income-earning potential	479-750-4971
University of Arkansas www.uark.edu	Offers various continuing education opportunities	479-575-2000
Washington Cooperative Extension Service	Offers various free seminars including budgeting, cooking, family issues, marital issues, and emergency preparedness	479-444-1755

Family Services

Big Brothers/Big Sisters of NWA	Provide positive adult support through individually matched relationships which foster & improve child's sense of well-being. For at-risk youth age 6 & above.	479-756-5683
Bighouse Youth Ranch	Provides teens 7-12 th grade with safe, supervised place to go.	479-846-0527
Center for Effective Parenting	Provides information, brochures, pamphlets and parenting education classes Hablan español	479-751-6167 www.parenting-ed.org
Child Care Resource and Referral	Promote the development and nurturing of all children through quality childcare that is safe and healthy for every child.	1-800-543-7564
Donald W. Reynolds Boys & Girls Club	Social, physical, academic, cultural & family experiences. After school & summer programs for children.	479-442-9242
Family Network	Mentoring teen moms and one-on-one prenatal and parenting education in family homes	479-927-3659
Jones Center for Families	See Education & Employment	756-8090 www.jonesnet.org/programs/EducationClasses
Loving Choices	Helps in all aspects of testing, counseling and all services are confidential;	M, W, TH 9am-4pm

Pregnancy Center	referrals for community social services, life skills programs, and basic needs for mother and children	479-521-6677 After hours: 1-800-479-395-HELP
Pregnancy Helpline	Free referrals and information one pregnancy test, abuse shelters, area housing, prenatal classes, adoption, STDS, and pregnancy	1-800-521-5530
Yvonne Richardson Center	Promotes educational and recreational activities for the multi-cultural population of Fayetteville, Arkansas. The Programs include, but are not limited to, various sports activities, arts and crafts, and computerized and academic learning for all ages.	479-444-3461

Health

Arkansas Children's Hospital, Little Rock	Pediatric Healthcare	1-800-586-4872
Fayetteville Youth Dental Program	Dental care to Fayetteville School District children. Must meet income guidelines.	479-444-3058
First Baptist Church of Springdale	Limited prescription assistance By appointment only	756-7151 M-W 8am-5pm Thursday 9:30-11:45am
Lincoln Health Program	For families unable to pay & students with no insurance, medical, dental, vision care	
Loving Choices	Adoption planning, limited Ultrasound, mentoring programs, Options Counseling, Parenting Classes, Post-Abortion Counseling, pregnancy test, STD testing. Free.	479-521-6677
Planned Parenthood of Fayetteville	Family planning, STD testing & Treatment, well women's yearly exams, counseling, sports physicals, free HIV & pregnancy test, emergency birth control	443-7791 M-Thursday: 9-5pm Friday: 9-2 Closed from 1-2:00 for lunch
Second Mile Ministries	Clothing vouchers, food, financial assistance when available for rent, utilities, medicine, gas, minor auto repairs & other emergency needs.	521-4787 M, W, F: 9am-Noon
WIC Springdale Clinic	Provides food, nutrition, education, vouchers for pregnant women & children under 5yrs.	479-927-3667
Willow Creek Women's	Full service women's healthcare	479-684-3000

Legal

Agency	Services	Number
Arkansas Office of Child Support Enforcement	Assists both individuals and employers with information and services pertaining to child support laws	479-770-5443
Arkansas Legal Services	Provide free civil legal assistance to low-income residents. Eligibility based on federal poverty guidelines. The program must set priorities for case acceptance. Some typical situations we help with are: emergency family matters including divorces involving spousal abuse; housing; adoptions and guardianships; debt problems; garnishments; bankruptcies and repossessions; public benefits - SSI, Social Security Disability, food stamps, and Medicaid; and legal problems of the elderly.	1-800-952-9243
CASA (Court Appointed Special Advocate) of NWA	Advocacy for children in foster care. Collaborates services with court system & DHS to provide permanent, safe home for abused/neglected children.	579-725-2213
Legal Aid of Arkansas	Free legal services for qualified residents; primarily family law with domestic violence issues, unlawful evictions, and consumer defenses	479-442-0600 M-TH 9-11am, 1-3pm extended services on Tuesday

Mental Health

Decision Point	Detox, residential treatment, intensive outpatient, specialized women's services,	Half-way House: 756-
----------------	---	----------------------

	transitional housing, drug court services, evaluation, and drug screening	1060 Treatment Programs: 479-464-4310
Ozark Guidance Center	See Frequently Used Numbers	479-750-2020
Springwoods Behavioral Health www.springwoodsbehavioral.com	Substance abuse treatment, residential and outpatient mental health services for children, adolescents, and adults; special mental health program for senior citizens	888-521-6014 479-973-6000
Vista Health	Residential treatment for persons with mental or emotional disturbances, detox, in-patient or out-patient, Day treatment facility for school-age children	479-521-5731
Youth Bridge	Services for youth ages 5 to 22 and their families include: individual and group family counseling, substance abuse counseling, parenting classes, mental health assessments, residential youth shelter.	1-800-628-2260

Shelters

Fayetteville Salvation Army Shelter	43 bed emergency shelter +8 in an overflow unit Hablan español	479-521-2151
NWA Children's Shelter	See Abuse (Physical and Sexual)	479-795-2417
Peace at Home Family Shelter	See Abuse (Physical and Sexual)	479-442-9811
Seven Hills Homeless Center	Professional, one-on-one case management, safe shelter from the elements and other hazards in a supportive environment, Resources for obtaining employment, access to day labor, shower and laundry facilities, computer access and training, mentoring opportunities with members of the community, referrals and financial assistance for substance abuse treatment, prescriptions, IDs, anger management, job training, and counseling, help accessing GED and literacy training, crisis counseling, money management and nutrition classes, battered women's shelter, and legal aid.	479-251-7776

Transportation

Ozark Regional Transit	\$2 each way anywhere in the service area; call at least 48 hours ahead of time; Fixed Routes for \$1 in Fayetteville, Springdale, Rogers, and Bentonville	479-756-5901 1-800-865-5901
Razorback Transit parking.uark.edu/67.htm	Provides fare-free fixed route bus and paratransit service to all University of Arkansas students, faculty, staff and the general public during all hours of operation. Razorback Transit buses have wheelchair lifts and are air-conditioned	479-575-7275
Springdale Elderly & Handicapped Taxi Program	City transportation program to improve the mobility of the elderly and handicapped persons through the issuance of coupons	479-750-8114