

# Reach-Up Head Start Early Head Start



## Parent Handbook 2023-2024

350 Hwy 10 S Suite 100  
St. Cloud, MN 56304

[www.reachupinc.org](http://www.reachupinc.org)

Phone: 320-253-8110

Fax: 320-253-1107

 @reachupheadstart

 Reach-Up Head Start



# TABLE OF CONTENTS

Mission, Vision, Values.....	1	Kindergarten Transition Services.....	14
Standards of Conduct.....	2-3	Nutrition.....	1
Reach-Up Head Start Programs.....	4	Breastfeeding.....	16
Questions? Who to Call.....	5	School Readiness Goals.....	16
Attendance.....	6-7	Accessibility.....	17
Transportation Guidelines.....	6-7	Child Abuse Reporting.....	17
Caregivers Education/Meetings		Confidentiality.....	17
/Family Partnership.....	8	Environment.....	17
Policy Council.....	8	Governance.....	17
Parent Leadership Opportunities.....	8	Family Engagement.....	18
Celebrations.....	9	Family Participation Program.....	18
Classroom Pets.....	9	Family Engagement Activities.....	19
Conferences & Home Visits.....	9	Phone Calls to Teachers.....	20
Screenings.....	9	Toilet Training.....	20
Outside Play.....	9	Volunteer Policy.....	20
Bad Weather.....	10	Complaint Procedure.....	21
Adult Education Opportunities.....	10	Sick Children.....	22
Library Resource.....	11	Exclusion of Sick Children &	
Professional Development		Attendance.....	22
Through Coaching.....	11	First Aid.....	23-26
Health.....	12	Family Support &	
Mental Health/Behavior.....	13	Community Resources .....	27-30
Disability Services.....	13		

# welcome families

**WE LOOK FORWARD TO GROWING WITH YOU  
AND YOUR CHILD THIS YEAR!**

## **Our Mission**

Reach-Up Head Start and Early Head Start provide comprehensive education and support services that strengthen young children and families who are experiencing low income.

## **Our Vision**

Reach-Up Head Start and Early Head Start is recognized throughout the community and state as a family focused early childhood developmental model of excellence that has a lasting impact.

## **We Value**

- All relationships based on integrity, trust and respect.
- Our strength-based partnerships with children, families and community agencies.
- Uniqueness and diversity within communities.

# STANDARDS OF CONDUCT

**REACH-UP EXPECTS HIGH STANDARDS OF CONDUCT FROM ALL STAFF, CONSULTANTS, CONTRACTORS, AND VOLUNTEERS IN THEIR WORK WITH FAMILIES, CHILDREN AND THE COMMUNITY.**

**STAFF, CONSULTANTS, CONTRACTORS, AND VOLUNTEERS DOING WORK ON BEHALF OF REACH-UP WILL:**

**CONSULTANT- A PERSON THAT PROVIDES EXPERT PROFESSIONAL ADVICE.**

**CONTRACTOR- A PERSON OR COMPANY THAT UNDERTAKES A CONTRACT TO PROVIDE MATERIALS OR LABOR TO PERFORM A SERVICE OR DO A JOB.**

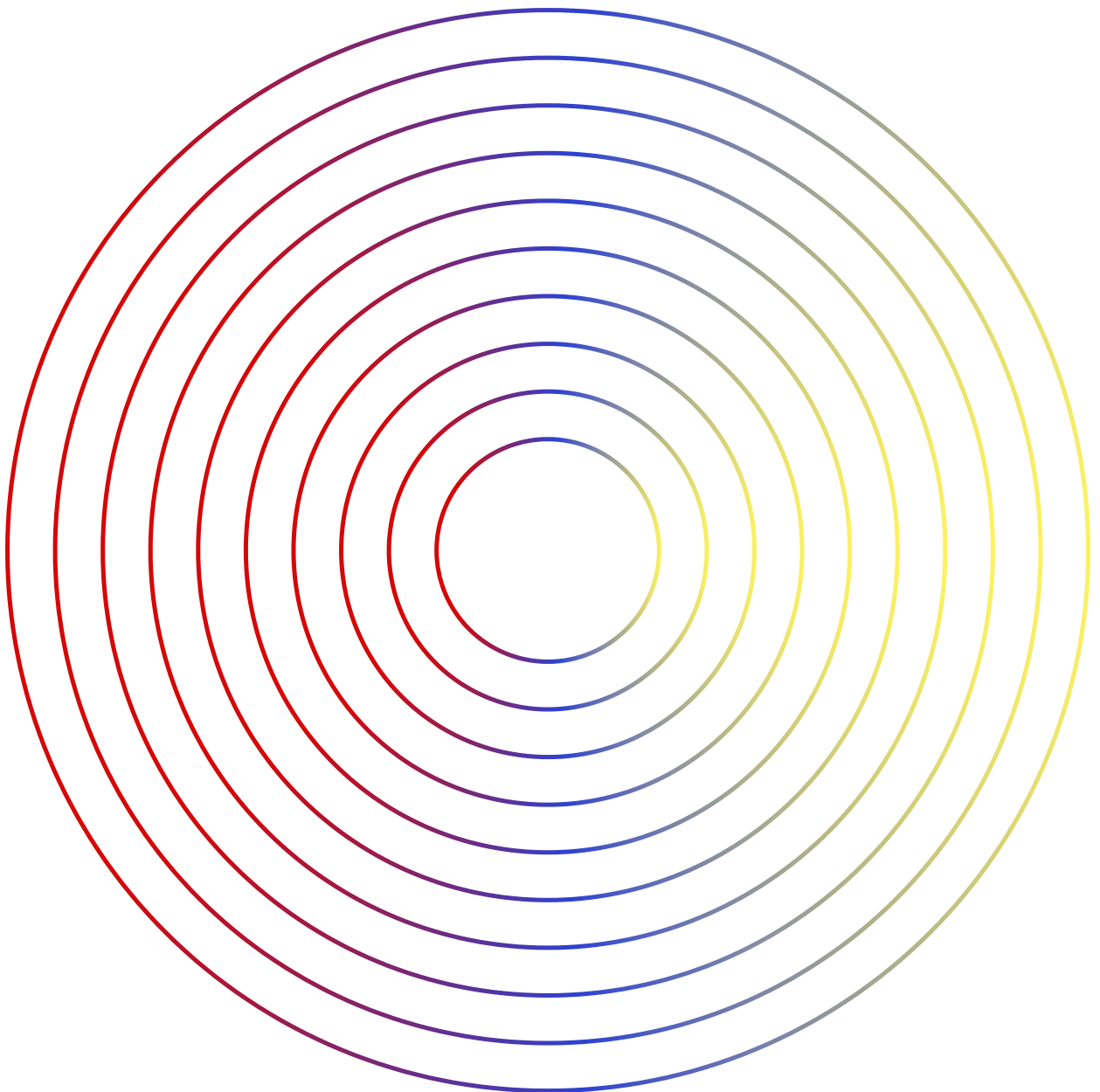
**VOLUNTEER-A PERSON WHO FREELY OFFERS TIME TO AN AGENCY.**

1. UPHOLD AND IMPLEMENT THE MISSION STATEMENT AND CORE VALUES OF REACH-UP
2. RESPECT AND PROMOTE THE UNIQUE IDENTITY OF EACH CHILD AND FAMILY AND REFRAIN FROM STEREOTYPING ON THE BASIS OF GENDER, RACE, ETHNICITY, CULTURE, RELIGION, SEXUAL ORIENTATION, DISABILITY OR FAMILY COMPOSITION.
3. REQUIRE STAFF, CONSULTANTS, CONTRACTORS, AND VOLUNTEERS TO COMPLY WITH PROGRAM CONFIDENTIALITY POLICIES CONCERNING PERSONALLY IDENTIFIABLE INFORMATION ABOUT CHILDREN, FAMILIES, AND OTHER STAFF MEMBERS IN ACCORDANCE WITH PERFORMANCE STANDARDS AND APPLICABLE FEDERAL, STATE, AND LOCAL LAWS.
4. LEAVE NO CHILD ALONE OR UNSUPERVISED WHILE UNDER THEIR CARE. REACH-UP USES AN ACTIVE SUPERVISION APPROACH.
5. USE POSITIVE METHODS OF CHILD GUIDANCE AND WILL NOT ENGAGE IN:
  - CORPORAL PUNISHMENT;
  - ISOLATION TO DISCIPLINE A CHILD;
  - BIND OR TIE A CHILD TO RESTRICT MOVEMENT OR TAPE A CHILD'S MOUTH;
  - USE OR WITHHOLD FOOD AS A PUNISHMENT OR REWARD;
  - USE TOILET LEARNING/TRAINING METHODS THAT PUNISH, Demean, OR HUMILIATE A CHILD;
  - USE ANY FORM OF EMOTIONAL ABUSE, INCLUDING PUBLIC OR PRIVATE HUMILIATION, REJECTING, TERRORIZING, EXTENDED IGNORING, OR CORRUPTING A CHILD;
  - PHYSICALLY ABUSE A CHILD
  - USE ANY FORM OF VERBAL ABUSE, INCLUDING PROFANE, SARCASTIC LANGUAGE, THREATS, OR DEROGATORY REMARKS ABOUT THE CHILD OR CHILD'S FAMILY; OR
  - USE PHYSICAL ACTIVITY OR OUTDOOR TIME AS A PUNISHMENT OR REWARD.
6. STAFF FOLLOWS ALL AGENCY POLICIES AND PROCEDURES WHILE REPRESENTING REACH-UP
7. STAFF MEMBERS ARE EXPECTED TO PRESENT A PROFESSIONAL IMAGE AND ACT IN A PROFESSIONAL MANNER DURING ALL WORK HOURS. THIS INCLUDES PARTICIPATION IN MEETINGS VIA ZOOM OR OTHER LIKE VENUES WHERE EXPECTATIONS INCLUDE, BUT ARE NOT LIMITED TO:
  - DRESS IS "BUSINESS CASUAL"
  - CAMERA/VIDEO MUST BE "ON" AND AUDIO ON "MUTE"
  - NO OTHER PEOPLE ARE IN THE NEAR VICINITY—NO OTHER PEOPLE SEEN OR TALKED TO
  - PAY ATTENTION TO THE MEETING—NO OTHER ACTIVITIES, NO USE OF CELL PHONE



THE FOLLOWING CONDUCT IS PROHIBITED:

1. REPORTING TO WORK UNDER THE INFLUENCE OF ALCOHOL AND/OR ILLEGAL DRUGS AND NARCOTICS OR THE USE, SALE, DISPENSING, OR POSSESSION OF ALCOHOL AND/OR ILLEGAL DRUGS AND NARCOTICS ON REACH-UP 'S PROPERTY.
2. LEAVING ANY CHILD ALONE UNSUPERVISED WHILE UNDER THEIR CARE.
3. THE POSSESSION OF FIREARMS OR OTHER WEAPONS ON REACH-UP'S PROPERTY OR DURING THE COURSE AND SCOPE OF EMPLOYMENT.
4. INSUBORDINATION OR THE REFUSAL BY AN EMPLOYEE TO FOLLOW MANAGEMENT'S INSTRUCTIONS CONCERNING A JOB-RELATED MATTER.
5. FIGHTING OR ASSAULT ON A CO-WORKER OR CLIENT.
6. THEFT, DESTRUCTION, DEFACEMENT, OR MISUSE OF REACH-UP'S PROPERTY OR OF ANOTHER EMPLOYEE'S PROPERTY.
7. FALSIFYING OR ALTERING ANY REACH-UP RECORD OR REPORT, SUCH AS AN APPLICATION FOR EMPLOYMENT, APPLICATION FOR ENROLLMENT, A MEDICAL REPORT, A TIME CARD, ETC.
8. THREATENING OR INTIMIDATING MANAGEMENT OR CO-WORKERS.



# OUR PROGRAMS



**Reach-Up Head Start provides services to 87 Early Head Start (EHS) and 275 Head Start (HS) children throughout Benton, Sherburne and Stearns Counties.**

## **Families May Qualify for EHS & HS Programs if They:**

- Are experiencing homelessness
- Meet federal income guidelines
- Receive MFIP, SSI or SNAP
- Receive a Foster Care or Relative Caregiver Grant
- Are applying for a child with a documented disability or special need including children who receive speech, IEP or IFSP services, etc.

## **EARLY HEAD START**

EHS provides year round activities for children ages birth to 3 and services to mothers who are pregnant.

**Home based programs** offer a weekly 90 minute home visit and two socializations per month.

**Early Head Start Child Care Center** offering child care year round, 5 days a week.

## **HEAD START**

HS prepares children ages 3 to 5 for kindergarten.

**Center based sites** offering 4 classroom sessions per week, August-June:

- Big Lake
- St. Cloud

**Head Start Child Care Center** offers child care year-round, 5 days a week.

**Home based programs** provide year-round offering a weekly 90-120 minutes home visit with two socializations per month.

**TO APPLY, CALL  
320-253-8110  
OR VISIT  
REACHUPINC.ORG**

# QUESTIONS? WHO TO CALL

Call our Main Office at **320-253-8110** if you have any questions or concerns.

## **Administration:**

*Executive Director, Mary Mackedanz*

## **Classroom or Education:**

*Early Childhood Education Coordinators*

- Jill Eickhoff
- Martina Juvera-Paul
- Amy Korbel
- Heidi Larson

## **Community Resources:**

*Family Engagement Coordinator,  
Suzy Amundson*

## **Disabilities:**

*Disabilities Coordinator, Jill Eickhoff*

## **Enrollment or Recruitment:**

*Enrollment Coordinator, Suzy Amundson  
ERSEA Technician, Jody Dirckx*

## **Family Engagement:**

*Family Engagement Coordinator,  
Suzy Amundson*

## **Family Literacy, GED or High School Diploma**

*Volunteer & Projects Specialist, Laurie Whitaker*

## **Funds for Parent Groups:**

*Accounts Payable Clerk, Aleesha Zins-Habstritt*

## **Health:**

*Nurse, Kerri Nelson*

## **Kindergarten:**

*Enrollment Coordinator, Suzy Amundson*

## **Mental Health/Behavior:**

*Mental Health Coordinator,  
Kristi Monsour, MA, ECMH-E*

## **Nutrition:**

*Nutrition Coordinator, Briana Hollis, RD LD*

## **Somali Language & Cultural Connection:**

*Cultural Navigator, Asli Mohamed*

**WOULD YOU  
LIKE TO BE ON  
AN ADVISORY  
COMMITTEE?**

- Health Advisory Committee  
call and ask for **Kerri Nelson**.

# ATTENDANCE & TRANSPORTATION

**Regular attendance is expected and required for all Early Head Start and Head Start children.**

- Studies show that when Children's average daily attendance is at or above 85% they do better in grade school and High school.
- Reach-Up Head Start asks that you strive to have your child's average daily attendance at 85% or above.
- Parents will receive information about their child's average daily attendance from your Home Visiting teacher, teacher, or Family Advocate through out the program year.
- Family's whose children are at or above 85% average daily attendance will receive Reach-Up Bucks at the end of each month as a thank you.

## **When your child will NOT be attending:**

- Call the classroom *before school starts*.
- If your child is in a Home Based program, call your Home Visiting Teacher or the Reach-Up office *before the Home Visiting Teacher comes to your home at 320-253-8110*.

## **Drop Off and Pick Up:**

*Families are responsible for transporting their child to and from school.*

- Staff will not answer the door until the designated drop off or pick up time for your child's classroom.
- Drop-off and pick-up your child at the assigned times. Early drop-offs and late pick-ups are not acceptable.
- If you are late for pick-up, Reach-Up Staff will starting calling emergency contacts and after 30 minutes will call law enforcement to report your child "abandoned."
- When arriving at the classroom, Reach-Up Head Start requires that no children be left in the car. Law enforcement will be called if a child is left unattended in a vehicle.
- Vehicle engines must be turned off and your keys taken with you when you leave your vehicle.
- Be certain to watch for signs where there is no parking such as; loading zones or handicapped parking.
- You must hold you child's hand and walk your child all the way to the building.
- Reach-Up will not release your child to anyone if they are not on the Emergency Contact list.
- **Hold your child's hand** when you need to walk in busy areas where there are vehicles. Help your child learn safe practices.
- **If there is an emergency** caregivers may contact the main office to make arrangements for pick up at 320-253-8110.

**Late Drop Off:** Children will be dropped off during the 15 minute window of time. Once the door is closed and locked, children cannot enter the classroom unless it is due to a medical, dental or WIC appointment; in which case they will need a doctor's note or a note from WIC.

- **Late Drop Off Due to Medical Reasons:** This will require a doctor's note when the child is brought back to school. This may include but is not limited to documentation of a well child checkup, unexplained rashes or illnesses the child may be experiencing, etc. The protocol of any illnesses that are defined in the parent handbook will continue to be followed.
- If you or someone you are in contact with has COVID-19, self isolate using the guidelines provided by the CDC or Health Department. Do not send your child to school until all have been cleared medically.
- If someone comes to Head Start and is ill, they will be sent home.
- We ask that each family provide Reach-Up with an email address and phone number where they can be contacted.
- **To keep our classrooms open everyone needs to follow safety procedures or we will be forced to close the classrooms and provide service in a virtual format.**

## DROP OFF

- Families will walk their child into the classroom holding onto the child's hand.
- **All vehicles must be turned off and keys brought with you** when bringing your child to the classroom.



## PICK UP

- Anyone picking up a child must be on the emergency contact list and have a picture ID to show staff.
- Your vehicle must be turned off and keys brought with you when assisting your child into their car seat.
- Families will hold their child's hand when walking back to the vehicle.

## Caregiver Education/Meeting/Family Partnerships:

- Reach-Up will continue to provide caregiver education opportunities, caregiver center meetings, and Family Partnership Agreement visits.
- When visits cannot be done in-person, Reach-Up staff will use Zoom for virtual meetings.
- Information will be sent to families by email to sign up and attend each event.
- For Family Partnership Agreement visits staff will complete in person at the family's home. If there is a concern staff can make other arrangements to complete the visits in another location, by Zoom or over the phone.
- **Policy Council:** is a group of parents elected by your parent group to represent your child's program in making decisions about how the Reach-Up Head Start program operates. They meet once a month with the Executive Director to review budgets, policies, and hear about what is going on within the programs.
- **Leadership opportunities:** provide ongoing support to your parent group as the chair person, treasurer, and secretary for your sites parent meetings



# IMPORTANT INFORMATION REGARDING...

## Celebrations

- Reach-Up Head Start is respectful and sensitive of the beliefs, customs, heritage and cultures of all the families.
- Classrooms will not observe or celebrate any holidays.
- A milestone each year is your child's birthday. Teachers honor children in the classroom on their special day in many ways. Please check with your teacher on choices for honoring your child on their birthday that do not include food treats.
- No food may be brought into the classroom.

## Classroom Pets

Reach-Up Head Start doesn't permit animals or pets in classroom. Staff are not permitted to bring animals on home visits or socializations.

## Conferences & Home Visits

- Your teacher will contact you throughout the year to schedule an Initial Home Visit, two conferences and a Final Home Visit.
- These meetings provide an opportunity for you to set goals for your child and be updated on your child's progress.

## Outside Play

- Outside play is vital to your child's healthy development.
- Staff take children outside each day, Child Care Weather Guidelines will be followed for extreme temperatures.
- Please send clothing appropriate for the weather.

## Screenings

- If your child has not had an early childhood screening by a school district, Reach-Up will screen your child. The screenings include the areas of overall development, hearing, vision, height and weight.
- If there are any concerns, you will be notified.



# BAD WEATHER

## Center Based Programs

- If your area school district cancels school due to bad weather, there will be no classes at your child's Head Start classroom.
- If your area school district has a 2-hour late start due to bad weather, Head Start classrooms will be 2 hours late.
- If the Head Start centers will be closed due to bad weather the announcement will be made on WCCO TV-Channel 4, Reach-Up Facebook page and Instagram.
- If the St. Cloud area centers will be closed the announcement will say 'Reach-Up Head Start St. Cloud'.
- Reach-Up Head Start sends school cancellations to families by email, text, and/or phone call with an automated message.
- Reach-Up will provide a virtual option when classrooms are closed due to weather.
- *\*\*Ultimately, the parent/guardian should make the final decision whether a child should attend school during severe weather.\*\**

## Home Based Programs

- Reach-Up sends cancellations due to weather by email, text and phone call with an automated message.
- Reach-Up will provide a virtual option when in-home visits are not available due to weather.





# IMPORTANT INFORMATION REGARDING...

## Adult Education Opportunities

- Reach-Up Head Start supports your goal to complete your GED, high school diploma, or improve your English skills in an ESL class. The following programs are available to you:
  - Adult Basic Education
    - Most school districts provide Adult Basic Education (ABE) classes and English as a second language (ESL) classes. Contact your Family Advocate, Home Visiting Teacher, or Laurie Whitaker at the main office for more information about these programs.
    - Reach-Up Head Start can provide reimbursement for the cost of your GED test.

## Professional Development Through Coaching

- The education and care of your child is our greatest goal. According to Head Start Performance Standards, Reach-Up will provide coaching to education staff. Coaching is between the teaching staff and the coach through a variety of professional development methods. The goal of coaching is to enhance the skills that the teacher already brings to the classroom. As with all learning, there is room for growth.
- If you have any questions about the coaching that is taking place with your child's Teacher or Home Visiting Teacher please feel free to contact: Martina Juvera-Paul; Education and Professional Development Coordinator at 320-253-8110.

## Library Resources

- Reach-Up Head Start believes reading is very important for your child and your family. Check out the following resources available to you:
  - Children's Libraries
    - Head Start Center and Home Based programs have library books available for your child to check out and bring home.
    - Take a few minutes every day to read these books with your child.
    - Help your child remember to bring back their library books back to school each week.
  - Library Nights
    - Your Head Start and Early Head Start parent groups are encouraged to organize a tour of the library in your area.
    - Learn about free activities the public library offers for children and families.
    - Reach-Up Head Start will provide free books and simple reading tips to use at home with your child.



# HEALTH

## Accidents/Injuries:

- If your child is injured or needs medical care:
  - Staff will call you immediately. If you cannot be reached, the emergency contacts will be called.
  - Staff will give first aid, if needed. An ambulance will be called if needed.
  - You will receive a written report.

## Bed Bugs or Similar Infestations

### (Home Base):

- Please call your Home Visitor if you are experiencing any home infestation such as bed bugs. Arrangements will be made for visits at an alternate location.

## Contagious Disease Notices:

- Teachers will send a notice if your child is exposed to a contagious disease. The notice will be sent to you the same day the illness is reported.
- If your doctor says your child has a contagious illness *you must call Reach-Up Head Start within 24 hours (does not include weekends or holidays) at 320-253-8110.*

## Immunizations, Physical & Dental

### Examinations:

To be in Early Head Start or Head Start your child must have:

- Required immunizations for his/her age
- A physical examination
- A dental examination

## Medications:

If your child needs medicine during the school day:

- Contact our Reach-Up Head Start Nurse, Kerri Nelson, at 320-253-8110.
- Your doctor/dentist needs to complete a form for the medicine.
- All medicine must be in the original container with the proper label.
- You must give all medicine to the Head Start Nurse. **DO NOT SEND MEDICINE IN BACKPACKS.**
- Medicine will be locked and out of reach of children.

## Non-Prescription Infant/Toddler Supplies:

Reach-Up Head Start provides diapers, baby wipes, sunscreen, toothbrush/gauze mouth wipes and toothpaste at no cost to parents.

## Safe Sleep Policy:

For programs that care for infants, Reach-Up Head Start follows recommendations of the American Academy of Pediatrics for a safe sleep environment. Parents are asked to follow safe sleep practices at home.

## Sick Care:

If your child is ill at school:

- Your child will be supervised away from other children.
- The teacher will call you to pick up your child. If you cannot be reached or fail to pick up your child within 30 minutes, emergency contacts will be called.

## Water Samples for Fluoride Content:

If you have a private well, Reach-Up Head Start will send a water sample to a lab to check for fluoride. Reach-Up will send your test results to take to your dentist or doctor.





# BEHAVIORAL & MENTAL HEALTH

**Mental health is healthy social and emotional development and is the foundation for all learning.**

## **Classroom Behavior Guidance Policies:**

- Reach-Up Head Start promotes the use of positive approaches for behavioral interventions for all students.
- Teachers are trained and coached on how to respond appropriately to early childhood behaviors and about young children who are still developing ways to express and calm their emotions and need time to practice and learn.
- Parents can request a copy of the behavior policy and procedures guidelines by asking for a copy of the Rule 3 document.

## **Behavioral/Mental Health Services:**

- The mental health team supports teachers and children in classrooms and homes. If a child is having difficulties (for example: tantrums, following directions, calming down, transitions, sharing, or keeping their hands to themselves) the mental health team can observe and meet with staff and the family. Together they will discuss ways or supports to help the child, family and classroom learn new skills to have success.
- The mental health team will also visit each classroom multiple times per year. While there, the classroom and children will be observed and a social emotional lesson will be taught. A parent handout will be sent home to share what was taught at school that day.
- The mental health team includes a Mental Health Coordinator, Behavior Specialist and two Mental Health Behavioral Assistants who work directly with classroom staff to support children and families.
- The mental health team offers parent education classes during the school year. These can be offered through Conscious Discipline classes during Parent Meetings or socializations.
- If you have any concerns or questions about your child's development or behaviors you can contact the Mental Health Coordinator, Kristi Monsour, at 320-253-8110 or talking to your child's teacher or home visitor.

## **DISABILITY SERVICES**

- School districts or clinics are the professionals who can assess your child to determine if they have a disability.
- Reach-Up Head Start staff work with your school or clinic to give your child the best preschool experience.
- Your view as a parent/guardian is a valued and important part of your child's education.

After Head Start Comes...

## KINDERGARTEN TRANSITION SERVICES!

Reach-Up's Kindergarten Transition Services are here to help make your child's transition to kindergarten go well.

### Kindergarten Transition Services Staff Will...

- Update you about required kindergarten paperwork:
  - Registration
  - Shots/Immunizations
  - Transfer Head Start records to your child's new school according to the Personal Identification Disclosure which can be found on the Reach-Up website at [www.reachupinc.org](http://www.reachupinc.org)
- Your Family Advocate or Home Visitor will visit you before kindergarten starts to provide:
  - Information on your child's new school
  - Informational community resources
  - Fun family activities for you to do with your child

**Kindergarten Transition Services are partially funded by the United Way of Central Minnesota!**



# NUTRITION

In Early Head Start and Head Start, your child will receive healthy meals and/or snacks. Reach-Up participates and follows the meal pattern set by the Child and Adult Care Food Program (CACFP). Each center-based program has scheduled mealtimes and children in attendance for five to ten hours will receive one meal and two snacks or two meals and one snack. Drinking water is available to children throughout the hours of operation and offered at frequent intervals in single service drinking cups.

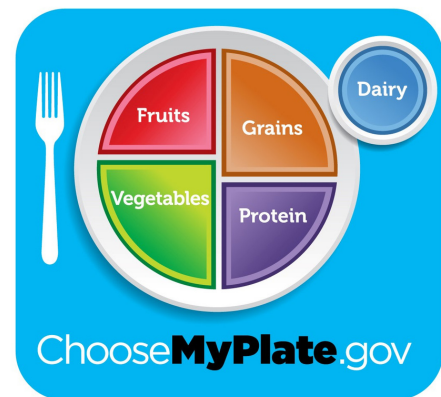
## The Nutrition Services Team is here to help you!

### Here are some services that we provide:

- Your child's height and weight will be taken in the fall and spring to monitor growth.
- Nutrition education/information for families (meal planning, eating habit and/or growth concerns, breastfeeding, prenatal care, etc.).
- Special diets accommodations, if needed.
- A speaker for your parent meeting or socialization (grocery store tours, shopping on a budget, meal planning, healthy lifestyle).
- Farm to Head Start supports locally grown fruits and vegetables on our menu, hydroponic gardens in every classroom, and the Harvest of the Month program where children learn about a produce item and have the opportunity for an activity, senses connection, and taste testing.

### Tips for Good Nutrition for You and Your Family:

- Provide 5 servings of fruits and vegetables daily.
- Encourage your family to drink plenty of water, at least 4 servings.
- Choose lean meats, poultry, fish, beans and lentils, and soy for protein.
- Limit screen time to less than 2 hours daily.
- Help kids to stay active – 1 hour daily.
- Limit eating fast foods and processed foods (chips, candy, pop, etc.).
- Have zero sugar-sweetened beverages.



In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) Fax: (202) 690-7442; or (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.



# BREASTFEEDING

## Families Welcome Here!

Reach-Up Head Start and Early Head Start supports breastfeeding because we are committed to healthy mothers and children.

In order to support our families who are breastfeeding or considering breastfeeding, we strive to do the following:

- Inform families about the importance of breastfeeding.
- Train staff to handle, store, and feed mother's milk properly.
- Teach families to properly store and label their milk for child care center use.
- Provide a breastfeeding-friendly environment, welcoming mothers to nurse their babies at our centers and main office.
- Display posters that support breastfeeding and show best practices.
- Train all staff in supporting the best infant and young child feeding recommendations.
- Make a commitment to the importance of breastfeeding and proudly share this commitment with our staff and families.

## SCHOOL READINESS GOALS

### Program Goals:

- 100% of children that have been in the program all year will meet or exceed the widely held expectations in the 5 Domains, which include:
  - Social Emotional Development
  - Language & Literacy
  - Approached to Learning
  - Cognition & General Knowledge
  - Physical Development & Health
- 100% of children who have been in the program all year will demonstrate developmental progress in the 5 Domains.



# IMPORTANT INFORMATION REGARDING...

## Accessibility

- Reach-Up Head Start does not discriminate in regard to race, color, religion, national origin, sex, sexual orientation, disability age, marital status or with regard to public assistance.
- If you need accommodations in order to participate in a Reach-Up Head Start program or service due to a disability, please contact Sue Huot at 320-253-8110.
- Reach-Up uses the Minnesota Relay System (1-800-627-3529) to communicate with hard of hearing and deaf families.

## Child Abuse & Licensing Reporting

- Minnesota law requires that Reach-Up Head Start staff report any suspected child abuse or neglect.
- Department of Human Services, Division of Licensing Maltreatment Intake line (651) 431-6500, for reporting suspected maltreatment of a child occurring in a licensed child care program.
- Department of Human Services, Division of Licensing (651) 431-6500, for reporting possible licensing violations.
- Each family receives the Maltreatment of Minors Mandated Reporting information at intake.

## Confidentiality

- Reach-Up Head Start keeps all records confidential (Minnesota's Data Privacy Act).
- Reach-Up Head Start posts the Annual PII Parental Rights on our website at [www.reachupinc.org](http://www.reachupinc.org)

## Environment

The following ARE NOT allowed in or around Reach-Up Head Start buildings, vehicles or other locations of a Reach-Up Head Start sponsored activity:

- Smoking of any kind
- Alcohol
- Illegal drugs\*
- Threatening/Abusive behavior\*
- Weapons\*

*\*If these are seen by staff at a home visit, staff will not complete the visit.\**

## Governance

Reach-Up Head Start's Executive Director reports to the Board of Directors and the Policy Council.

- The Board of Directors is made up of community members and parents who have had a child in a Reach-Up program.
- The Policy Council is made up of parents with a child in a Reach-Up Head Start programs and past parents. Interested community members may also serve on Policy Council.



# FAMILY ENGAGEMENT

Reach-Up believes that families are the first and most important teachers of their children; you play such a large role in your child's education! Reach-Up Head Start encourages your active involvement.

Studies have shown that the earlier in a child's education process caregiver involvement begins, the more powerful the effects. As an Early Head Start or Head Start caregiver we ask that you actively participate in activities with your child's program. A minimum of two to three (2-3) activities per program year is expected. The following are ways in which you can positively impact your child's education:

## **If you have a child in a Center Based program, your participation is needed to:**

- Attend the Family Orientation where you will meet the teacher, tour the classroom, and learn about the classroom schedule.
- Attend Parent-Teacher Conferences where you will meet with the teacher to set goals for your child and be updated on your child's progress.
- Help and/or spend time in your child's classroom.
- Attend monthly curriculum planning meetings.
- Ask your Family Advocate or your child's teacher to receive information about help with housing, food, finances, etc.
- Attend parent meetings: give your input on your child's meals, activities, and talk with other parents. Conscious Discipline parenting will be part of Parent meetings.
- Attend monthly family activities.
- Participate in parenting classes: for example Healthy Parenting, Cooking, and Strong Fathers Strong Families.

## **If you have a child in a Home Based program you:**

- And your enrolled child will participate in the weekly home visit.
- Will help plan the weekly home activities and interact with your child.
- And your enrolled child/children are encouraged to attend socializations and field trips.
- Attend monthly agency wide family events.
- Participate in parenting classes: for example Healthy Parenting, Cooking, and Strong Fathers Strong Families.

## **Family Participation Program**

All families will receive Reach-Up Bucks for taking part in Family Engagement events in person or live Zoom and turning in required paperwork.

- Reach-Up Bucks can be redeemed for items such as Metro bus passes, cooking items, and educational items.
- To redeem your Reach-Up Bucks order forms will be available from the Family Engagement Coordinator or Early Head Start Education Coordinator.



# FAMILY ENGAGEMENT ACTIVITIES FOR THE 2023-2024 SCHOOL YEAR

*Earn Reach-Up Bucks for attending any of the following activities in person or live on Zoom.*

## August

- Orientation to Head Start: Parents and children meet the teacher and explore the classroom. This will be done over Zoom with the Teacher and Family one on one.

## September

- Family Partnership visits: Your teacher or family advocate will schedule a visit with you to look at family strengths, set goals and review or connect with community resources.

## November

- Sign up for conferences per teacher's schedule: Parents are encouraged to sign up for parent-teacher conferences.

## February

- Sign up for conferences per teacher's schedule: Parents are encouraged to sign up for parent-teacher conferences. Teachers or Family Advocates will review Family Partnership information.

## June

- Sign up for conferences per teacher's schedule. Parents are encouraged to sign up for parent-teacher conferences. Teachers or Family Advocates will review Family Partnership information.

## Parent Meetings

- Parent meetings are a great time for parents to get involved in their child's education! Eight meetings will happen throughout the school year. Times and dates are planned by parents and the classroom teacher. We will use Conscious Discipline for parent curriculum as part of each meeting. These meetings are also a great time for parents to get to know each other and be able to connect.

## ***Classes offered throughout the school year:***

- **Four Cornerstones of Financial Literacy:** Three one-hour, classes designed to help build financial empowerment through four areas of financial education. This class will give you the tools you need to help you budget and create savings, reduce debt, and build a good credit rating.
- **Healthy Parenting:** A six week class that pairs parenting tips and nutrition tips together.
- **Nutrition Classes:** A variety of nutrition-related classes where you can learn how to get your child involved in the kitchen with you or discuss tips for picky eating.
- **Strong Fathers Strong Families:** Events to encourage father figures and mother figures in reading, math, and science. and you.
- **Child and Adult CPR:** This class will be offered to parents one to two time a year class size is limited.

***Preregistration is required for the classes. Watch your email and child's backpack for registration information.***

# IMPORTANT INFORMATION REGARDING...

## Phone Calls to Teachers

- Center-based teachers are generally available to receive calls 30 minutes before school starts and 30 minutes after school ends.
- Except for emergencies, do not call during class time. The teachers' attention needs to be on the children during classes.

## Toilet Training

### *Center Based:*

- Reach-Up Head Start supports you in toilet training your child.
- During the toilet training process, your child must wear pull-ups to class.
- If your child has an accident, all wet or soiled clothing will be placed in a plastic bag and sent home.
- As your child is being toilet trained, please send extra clothing to school.

## Volunteers

- You are welcome in the classroom. You are encouraged to observe and/or take part in activities with your child.
- You must remain within sight and sound of a classroom staff person at all times. You should never be asked to be alone with any child, ever, while helping in the classroom.
- Background checks are not required at this time for helping in the classroom or attending events such as Family Orientation, Parent meetings and Classroom Celebrations.



# COMPLAINT PROCEDURE

**Reach-Up Head Start encourages open communication with families and the community regarding its programs and services. If a parent or community person has a complaint or problem with the agency's programs, he/she should follow the procedure below to resolve the problem.**

1. The person with a concern or problem should discuss it with the staff person directly involved in the situation first. More information may be needed to understand how the program operates and the reasons for decisions.
2. If a problem is not resolved, the person should submit a written complaint and discuss it with the Executive Director. The Executive Director may include staff members to gain their views of the problem.
3. If the problem is not resolved by contacting the Executive Director, the person should submit a written complaint and discuss it with the Policy Council Chairperson. The Executive Director will provide the name, address and phone number of the Chairperson. The Chairperson will determine when the complaint will be placed on the agenda. The Policy Council will allow time to discuss the issue.
4. If the Policy Council's review does not resolve the problem, the person should submit a written complaint and discuss it with the Board Chairperson. The Executive Director will provide the name, address and telephone number of the Chairperson.
5. The Chairperson will determine when the complaint will be placed on the agenda. The Board of Directors will respond in writing within 30 days following the receipt of the written complaint. The Board's decision will be final.

# SICK CHILDREN

When to stay home:	When to return to school:
Fever (Armpit temperature 99.0 degrees F or higher, mouth temperature 100.0 degrees F or higher)	Armpit temperature is less than 99.0 degrees F or mouth temperature is less than 100.0 degree F for a minimum of 24 hours. Child must be fever free WITHOUT the aid of Tylenol or any other fever reducing medication.
Behavior changes (child unable to participate in daily activities, crying continuously, irritable)	24 hours after behavior has returned to normal.
Vomiting (2 or more times in 24 hours)	24 hours after vomiting has stopped.
Diarrhea (2 or more loose, bloody or watery stools in the last 24 hours)	24 hours after diarrhea has stopped.
Cold/Flu-like symptoms/COVID (may have some or all symptoms including: Fever, new onset of cough, sore throat, runny nose, body aches, headache, chills, fatigue)	<p>24 hours after symptoms have stopped or a doctor note is received that states child does not have a contagious illness that requires staying home from school.</p> <p>If child has a + COVID exposure/Close contact follow current MDH quarantine guidance of no quarantine and test if symptoms.</p> <p>If positive COVID test, call teacher to notify. Child must complete 10 days of illness at home. Can return to school after that has passed and return on day 11 to school. Reach-Up staff will help figure return date.</p>
Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing	Doctor note is received that states child does not have a contagious illness that requires staying home from school.
Mouth Sores	Doctor note that states child does not have a contagious illness that requires staying home from school.
Rash/Skin Lesions	Doctor note that states child does not have a contagious illness that requires staying home from school.
Eye Drainage	Doctor note that states child does not have a contagious illness that requires staying home from school.

- If a child is sent home from school due to illness, they will not be allowed to return for 24 hours after child has returned to normal OR is seen by health care provider.
- If a child misses **three** or more school days for illness, a doctors note is **REQUIRED** before child can return. If family does not have a note, the family will need to bring the child to the doctor for the note. Yes, this means bringing a well child to the doctor. *Example: Child is out due to illness Thursday, Monday and Tuesday; a doctors note would be needed for them to return.*

**Attendance is important, but so is staying home when ill! This is a very fine balance. If a child is so sick that they cannot come to school for three days, they need to be seen by a doctor.**

# FIRST AID

## General Rules for First Aid Providers

1. Keep calm.
2. Always wash hands thoroughly before and after caring for any scratches/breaks in skin.
3. If you have questions about severity, seek medical care.
4. Call 911 if the situation is life threatening.
5. If the child becomes ill or injured during school, parents will be notified.

## Care of the Sick

1. Rest and isolate.
2. Take temperature/note complaints of pain.
3. If temperature is high/if pain persists, seek medical care.

## Abdominal Pain

1. Have a child lie down and rest.
2. Take temperature.
3. Give nothing by mouth.
4. Attempt to locate area of pain.
5. Seek medical care if pain persists.

## Asthma Attack

1. Have child rest, reassure child, give sips of water, encourage deep slow breathe.
2. Call 911 if breathing is difficult.

## Blisters

1. Small collection of water or blood will be absorbed gradually by the body.
2. Should blister be raised, wash affected area part with soap and water and place sterile dressing over the area.
3. Do not attempt to care for large blisters. Seek medical care.

## Bruises/Bumps

1. Apply cold compresses and keep child quite.
2. Don't hesitate to seek medical care if severe.

## Burns - Mild Reddened Skin

1. Wash area with cool water.
2. Apply cold cloth to area.

## Burns - Deep & Extensive

1. Keep calm.
2. Treat for shock.
3. Have child lie down and keep warm and quiet.
4. Leave blisters alone and cover loosely with sterile compresses.
5. Call 911.

## Chemical Burns

1. Flush freely with quantities of warm water.
2. Apply sterile dressing.

## Choking

1. If a child cannot speak or breathe give Heimlich maneuver (abdominal thrusts) until object is expelled.
2. If object is not expelled or child becomes unconscious call 911.

## Cuts - Minor or Small Scratches

1. Wash with soap. Rinse well with water.
2. Apply sterile dressing as needed.

## Cuts - Severe

1. Have child lie down to prevent fainting. To stop bleeding, exert firm pressure over bleeding point with sterile gauze.
2. Elevate affected area if possible.
3. Seek medical care.

## Diabetes

1. Every diabetic should be known to the nurse and teacher so that doctor's recommended treatment may be carried out.

# FIRST AID CONTINUED

## **Dog/Animal Bites**

1. Scrub wound with soap and water several times.
2. Rinse thoroughly with clean, running water.
3. Apply sterile dressing.
4. Notify your doctor.

## **Eye - Foreign Body in Eye**

1. Gently flush eye with water, or lift upper lid out and over lid. This creates tears which may wash object out of eye.
2. Do not attempt to remove object if it is on the eyeball or embedded in the lids.
3. If unsuccessful in removing the object, apply dressing to closed eye. Seek medical care.

## **Fainting**

1. Prevent, if possible, by lowering head between knees with child in sitting position.
2. In unconsciousness occurs, lay child on floor with feet slightly higher than head.
3. Have basin and towel ready for possible vomiting.
4. If child does not recover within a reasonable amount of time (not more than a few minutes) call 911.

## **Fractures**

1. Keep child warm and quiet.
2. Seek medical care.
3. If in doubt whether or not the bone is fractured, treat as a fracture.
4. If you must move a child, apply splints to broken limb before any move is made.
5. If the bone shows through the skin, cover the injured part with a sterile dressing.

## **Frostbite**

1. Rewarm gently with warm (not hot) water.
2. Do not rub.
3. If frostbite is severe, seek medical care.

## **Head Injuries**

1. Minor head injuries - have child rest for a few minutes. If no symptoms of vomiting, nausea, dizziness or blurred vision, child may resume activity, but continue to observe.
2. For severe head injuries or unconsciousness, keep child quiet, flat and warm.
3. Call 911.

## **Headache**

1. Take temperature.
2. Rest.
3. If headache persists or if attacks occur often, seek medical care.

## **Heat Exhaustion**

1. Have the child rest in cool area.
2. If possible give water to drink.
3. If child does not respond, seek medical care.

## **Hiccups**

1. Advise child to hold breath as long as possible, or slowly drink a glass of water.
2. If there is no relief, have the child breathe into a paper bag that lightly fits over the nose and mouth.
3. If hiccups persist, seek medical care.

## **Insect Bites**

1. Scrape stinger off, if present.
2. Apply cold pack.
3. Observe for any generalized allergic reaction (e.g. difficulty breathing, extensive rash or hives, excessive swelling). Call 911.

## **Nose Bleeds**

1. Sit child erect with head forward.
2. Press the nostril on the bleeding side firmly for 5-10 minutes.
3. Cold compresses may be placed on the nose.
4. If bleeding persists over 15 minutes, seek medical care.

# FIRST AID CONTINUED

## Poison Ivy or Poison Oak

1. Wash area (as soon as possible after exposure) with soap and water.
2. Repeat several times.
3. Rinse in clear water and dry.
4. Seek medical care for further instruction and/or prescription to relieve itching.

## Poisoning

1. Call Poison Control Center, 1-800-222-1222.
2. Bring poison container to phone if possible. Follow poison center directions.

## Puncture Wound

1. Cleanse well with soap and water.
2. Encourage bleeding: apply sterile dressing.
3. If deep, seek medical care.

## Seizures

1. Ease the child to the floor, loosen clothing and remove glasses.
2. Clear the area of hard or sharp objects that could hurt the child.
3. Do not restrain the child or force anything into the child's mouth.
4. Turn the child on his/her side to allow saliva to drain out of the mouth.
5. After the seizure allow the child to rest, preferably in a quiet area.
6. If the seizure lasts longer than 5 minutes, call 911.

## Shock

1. If the child becomes pale, weak, nauseated and has cool, moist skin:
  - a. reassure child;
  - b. elevate feet and keep warm;
  - c. call 911.

# IMPORTANT PHONE NUMBERS

Use this sheet to keep important phone numbers in one place at home.  
Fill out remaining lines with your specific information.

**IMPORTANT NUMBERS:**

 \_\_\_\_\_  
Parent (s) Or Guardian At Work

 \_\_\_\_\_  
Neighbor

 **DIAL 911**

Police  Fire  Ambulance 

 **1-800-222-1222**

**Poison Control**

 \_\_\_\_\_  
Health Care Provider

 \_\_\_\_\_  
Dentist



# FAMILY SUPPORT & COMMUNITY RESOURCES

**Your Family Advocate or Home Visitor will schedule two home visits with you to provide support and information on community resources. You will also have an opportunity to share your family's strengths and set goals for this program year. If you have a need or if you have questions about community resources, call your Family Advocate or Home Visitor at 320-253-8110.**

## **Abuse:**

See County Human Services or Battering

## **Battering:**

Rivers of Hope, Monticello..... (763) 295-3433  
Anna Marie's Shelter (women)  
St. Cloud..... (320) 253-6900 or 1-800-950-2203

## **Chemical Dependency:**

AA Assistance Line, St. Cloud.....(320) 202-1895  
Central MN Mental Health Center,  
St. Cloud..... (320) 252-5010  
Operation Foresight Services,  
Elk River.....(763) 441-7270  
CentraCare Mental Health Center..... (763) 295-4001  
Recover Plus, St. Cloud Hospital.....1-800-742-HELP  
Direct line.....(320) 229-3760  
VA MedicalCenter, St. Cloud.....(320) 252-1670

## **Child & Vulnerable Adult Protection:**

See County Human Services

## **Children and Family Activities:**

Big Brothers/Big Sisters, St. Cloud.....(320) 253-1616  
Boy Scouts..... (320) 251-3930  
Boys & Girls Club.....(320) 252-7616  
Community Education--call your local school district  
Girl Scouts.....(320) 252-2952  
St. Cloud Park & Recreation.....(320) 257-5959  
YMCA.....(320) 253-2664

## **Clothing, Household Items or Furniture:**

Cross Center, Benton County.....(320) 968-7012  
Goodwill Industries, St. Cloud.....(320) 654-9012  
Mother Seaton Store, Albany.....(320) 845-4490  
Paynesville Community Services....(320) 243-4953  
Treasure Chest, Waite Park.....(320) 255-1808  
BEE (Clothing Program Catholic Charities),  
St. Cloud.....(320) 229-4560

## **County and State Human Services:**

Benton County.....(320) 968-5087  
SherburneCounty.....(763) 765-4000  
or 1-800-433-5239  
Stearns County.....(320) 656-6000  
or 1-800-450-3663

These counties have services and/or information about child and vulnerable adult abuse reporting, day care lists, rent assistance, financial assistance, MFIP and medical assistance.

Minnesota Department of Human Services..(651) 431-6600

## **Crisis Phone Numbers:**

Behavioral Health, St. Cloud Hospital.....(320) 255-5777  
Crisis Nursery, Sherburne County.....(763) 765-4000 or 1-800-433-5239, Ext. 4013  
Crisis Nursery, Stearns/Benton County.....(320) 654-1090  
United Way 2-1-1.....211 or (320) 252-0227

# FAMILY SUPPORT & COMMUNITY RESOURCES CONTINUED

## Day Care Information:

Milestones.....1-800-288-8549 or (320) 251-5081  
See also County Human Services

## Disabled--Physically & Mentally:

ARC, St. Cloud.....(320) 251-7272  
Hope Community Support Center.....(320) 240-3324  
MN Services for the Blind and Visually.....(320)  
308-4800  
MN Vocational Rehabilitation Service.....(320)  
308-2224  
MN Relay System for the Hearing Impaired.....(320)  
223-7130 or 1-800-456-3690  
Services for Children with Disabilities, Minnesota  
Department of Health.....1-800-728-5420

## Education--GED:

Adult Basic Education.....call your local school district  
Community Education.....call your local school district  
Early Childhood & Family Education (Parent-Child  
Programs).....call your local school district  
Early Childhood-Special Education.....call your local  
school district

## Employment:

Avivo, St. Cloud..(MFIP).....(320) 227-1300  
Express Professionals.....(320) 251-1038  
Kelly Services..... (320) 253-7430  
Manpower Temporary Service.....(320) 251-1924  
CareerForce , St. Cloud.....(320) 308-5320  
CareerForce, Monticello.....(763) 271-3700  
ProStaff Personnel Services.....(320) 656-9777  
Rebuilding Lives (Tri-CAP).....(320) 251-1612  
or 1-888-765-5597  
Work Connection.....(320) 259-9675

## Extension Services:

Benton County Extension.....(320) 968-5077  
Sherburne County Extension.....(763) 241-2720  
or 1-800-433-5236  
Stearns County Extension.....(320) 255-6169  
or 1-800-450-6171

## Family Planning/Pregnancy:

ABBA CrisisPregnancy Center  
Elk River.....1-877-441-7775  
Catholic Charities.....(320) 650-1660  
or 1-800-830-8254  
Elevate.....(320) 252-4150 or 1-800-786-0200

## Financial Assistance:

Catholic Charities.....(320) 229-4560  
Salvation Army.....(320) 252-4552  
Tri-CAP.....(320) 251-1612 or 1-888-765-5597

## Financial Counseling:

Catholic Charities.....(320) 650-1664  
Consumer Credit Counseling Service.....1-800-  
450-4019



# FAMILY SUPPORT & COMMUNITY RESOURCES CONTINUED

## Food:

Albany Food Shelf.....(320) 845-4070  
Becker Food Shelf.....(763) 261-4612  
Big Lake Community Food Shelf.....(763) 263-2432  
CAER, Elk River.....(763) 441-1020  
Catholic Charities Food Shelf.....(320) 229-4560  
Clear Lake and Clear Water Food Shelf.....(320) 558-2954  
Cross Center, Benton County.....(320) 968-7012  
Fare-For-All.....(763) 450-3880  
or 1-800-582-4291  
Food Support, Call your local County Human Services  
Holdingford Food Shelf/City Hall.....(320) 746-2966  
Kimball Food Shelf.....(320) 398-3415  
Melrose Food Shelf.....(320) 256-2555  
Paynesville Comm. Service Center.....(320) 243-4953  
Princeton Pantry.....(763) 631-3578  
Rice Area Food Shelf.....(320) 393-2915  
or (320) 393-4441  
Rocori Area Food Shelf.....(320) 685-8785  
St. Joseph Community Food Shelf.....(320) 363-7505  
Salvation Army Food Shelf and Community  
Lunch Program.....(320) 252-4552  
SE Central Stearns Food Shelf,  
Cold Spring.....(320) 685-8785

## Fuel/Utilities Assistance:

Heatshare, Salvation Army.....(320) 252-4552  
Tri-CAP.....(320) 251-1612 or 1-888-765-5597

## Health and Nutrition:

Mothers & Children (MAC).....1-800-365-0270  
(WIC) Benton County Health Services..(320) 986-5156  
(WIC) Sherburne County Public Health.....(763) 765-4116 or 1-800-433-5237 x9  
(WIC) Stearns County Community Health.....(320) 203-6942

## Housing--Emergency Shelters:

Anna Maries Shelter (women).....(320) 253-6900  
or 1-800-950-2203  
Place of Hope - rotating churches.....(320) 203-7881  
Salvation Army Emergency Shelter.....(320) 252-4552

## Housing--Other:

Domus Transitional Housing.....(320) 259-9270  
Habitat for Humanity.....(320) 656-8890  
Housing & Redevelopment Authority (HRA  
- low-income housing).....(320) 252-0880  
For a listing of low income housing call  
United Way 2-1-1.....211 or (320) 252-0227

## Information and Referral:

United Way 2-1-1.....211 or (320) 252-0227  
Great River Regional Library.....(320) 650-2500  
Reach-Up Inc./Head Start.....(320) 253-8110

## Insurance/Medical Assistance:

Minnesota Care.....1-800-657-3672  
Social Security (SSI).....1-800-772-1213  
or CallCounty Social Services for Medical  
Assistance (MA) information

## Legal Services:

Attorney General's Office.....1-800-657-3787  
Legal Services, Central MN.....(320) 257-4855  
or 1-800-622-7773  
MN State Bar Referral.....1-800-292-4152

## Medical Help:

Centracare Family Health Clinic.....(320) 240-3157  
St. Cloud Hospital Emergency Room.....(320) 251-2700 or 1-800-835-6652

# FAMILY SUPPORT & COMMUNITY RESOURCES CONTINUED

## Mental Health:

Central MN Mental Health Center,  
St. Cloud.....(320) 252-5010  
Elk River.....(763) 441-3770  
Melrose (Call St. Cloud).....(320) 252-5010  
Creative Connections.....(320) 407-1110  
Ellison Center.....(320) 406-1600

**For full resource list contact the Mental Health Coordinator at 320-253-8110.**

## Parenting:

Prevent Child Abuse Minnesota.....1-800-244-5373  
Circle of Parents.....(320) 650-2500  
or local school district for classes

## Rent Assistance:

Caritas Family Services.....(320) 650-1664  
or County Human Services

## Sexual Abuse Assault:

Central Minnesota Sexual Assault Center.....(320)  
251-4357 or 1-800-237-5090

## Support Groups:

Call United Way 2-1-1 for a complete listing of area support groups.....211 or (320) 252-0227

## Tenant Landlord Issues:

Legal Services, Central MN.....(320) 257-4855  
or 1-888-360-2889

## Veteran's Services:

Benton County Veterans Services.....(320) 968-5044  
Sherburne County Veterans Service....(763) 765-3100  
Stearns County Veterans Service.....(320) 656-6176  
VA Medical Center.....(320) 252-1670

**For more  
community  
resources call  
United Way  
at 211 or  
(320) 252-0227**

