

Big Sandy Area C.A.P., Inc. - HEAD START  
Program Policies and Procedures

SUBJECT:

**Communication/ Information Systems  
for Families**

POLICY:

Effective two way communication between staff and parents is carried out on a regular basis throughout the program year.

- *This policy relates to [Head Start Performance Standards 45 CFR Part 1304.51](#)*

PROCEDURE:

1. Communication between the program and families is a continuous process. Parents receive information through participation in center/classroom activities or committees, home visits, letters, news media, telephone, newsletter, conferences and trainings.
  - a. Unit managers, teachers, assistant teachers and family services workers organize initial parent meetings. Meetings are held monthly or as needed. Information is discussed at these meetings.
  - b. Letters are mailed to parents.
  - c. Parent receives information through Head Start newsletters, radio, television, and newspaper.
  - d. Parents and staff communicate by phone.
  - e. Parent bulletin board in center is updated as needed.
  - f. Information is given during home visits.
  - g. Parents visit central office for information.
  - h. Conferences are held with parents concerning special problems.
  - i. Parents participate in training.

2. Communication with parents is carried out in the parent's primary or preferred language or through an interpreter, to the extent feasible.

*Approved by the Policy Council October, 2007*