

# PARENT HANDBOOK

## 2023-2024



Malheur County Child Development Center serves families with preschool children from varied backgrounds. Our services are tailored to the success of families and staff.

# LOCATIONS



**Ontario Central/Office**  
790 S.W. 7th Place  
Ontario, OR 97914



**Ontario/Full Day**  
830 S.E. 5th Street  
Ontario, OR 97914



**Vale**  
401 E Street West  
Vale, OR 97918

# PROGRAM INFORMATION

**Center Phone Number:** \_\_\_\_\_ (541) 889-2393 \_\_\_\_\_

**On-Site Coordinator:** \_\_\_\_\_

**Child's Classroom:** \_\_\_\_\_

**Child's Teacher:** \_\_\_\_\_

**Teacher Assistant:** \_\_\_\_\_

**Child's Bus Driver:** \_\_\_\_\_

**Cook:** \_\_\_\_\_

**Meal Times:** Breakfast 8:45am, Lunch 11:45am, Snack 2:20pm

**Family Advocate:** \_\_\_\_\_

**Program Manager:** \_\_\_\_\_ Becky Padilla \_\_\_\_\_

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Malheur County Child Development Center

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Visit our website at:

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

**Phone: (541) 889-2393**

**Fax: (541) 889-7137**

# WHAT IS HEAD START?

We believe that Malheur County Child Development Center is a valuable part of a greater community and that we can strengthen that community by working as partners with families and local resources. Malheur County Child Development Center does not discriminate on the basis of age, race, color, sex, national origin, or disability. If you feel that you have been discriminated against in any of these areas see the *Problem Resolving Procedures* in this book.

HEAD START believes parents are the primary educators and advocates of their children. We encourage and support your active participation in all areas of the program.

HEAD START is Education— games, stories, art, music, field trips, learning about self, family, community, his/her own and other cultures at home or in the center— all to assist in school readiness.

HEAD START is Health and Nutrition— Children are served a healthy breakfast, lunch, and snack, assistance in obtaining medical and dental care, screenings in vision, hearing, speech, developmental growth, and working with Early Childhood Special Education to meet the needs of children with disabilities. Children need to be healthy to learn!

HEAD START is Family Services— providing support services and working with community agencies to better engage Head Start families.

HEAD START is many people working together in many ways to help meet family needs.



# PHILOSOPHY

The Head Start program is based on the premise that all children share certain needs, and that children and families, can benefit from a comprehensive developmental program to meet those needs. The Head Start program approach is based on the philosophy that:

- The staff will give precedence to the learning of children and their parents.
- All staff members must make every effort to communicate with parents on a regular basis, so that parents become actively engaged in the program.
- A holistic approach will be used in education children in all aspects of the program. This will ensure that children are always learning from the whole to the part instead of being drilled in isolated skills.
- The staff will work as a team to provide the children and their families with access to all available community resources. As such, the staff will make every attempt to work with the community services that are available in order to meet the needs of the families we serve.
- The staff will work as a team build each other's individual strengths and personal knowledge.
- We will strive to use effectiveness in working with children and their families.
- We believe that the parents are the prime educators of their children.
- The staff will endeavor to communicate with parents, children, and other staff in a friendly, respectful way.
- All staff must ensure that parents are recognized for their abilities, culture, value system, and life style.

Every child has the right to learn. More than that, every child, as he/she grows up, needs to learn at least three things:

- How to feel good about himself/herself: A way of being.
- How to relate meaningfully to other people: A way of loving.
- How to use his/her talents and skills to get by in this very difficult world: A way of working.

This is a big order in which parents and schools play the major teaching roles.

# A SAMPLING OF OUR SERVICES

**FAMILY SERVICES:** Family Service staff are available to assist you in your role as your child's first and most important teacher. We provide support in times of crisis, connect to local resources, and refer families as needed.

**MENTAL HEALTH SERVICES:** A mental health consultant also does observations in each classroom during the program year. The mental health consultant advises the classroom staff in the development of a warm and accepting environment and a positive classroom experience for each child. The mental health consultant is available for consultation on an individual basis as requested.

**SPECIAL SERVICES:** Children with special needs and their families receive the full range of Head Start services. In addition, Head Start staff members work closely with community agencies to provide services to meet the special needs of the children with disabilities.

**HEALTH:** Head Start believes that it is essential for children to be healthy in order to learn. You are encouraged to be engaged in all aspects of your child's health care; helping them to learn the importance of prevention, early detection and treatment. A major goal of this area is to promote positive, culturally relevant health behaviors that enhance life-long well-being. Your child has the opportunity to learn about health through role play and everyday classroom activities such as tooth brushing and hand washing.

**SAFETY:** Program emergency procedures clearly state how staff handle health related emergencies as well as classroom/playground injuries, illnesses or infectious diseases. Staff, parents and volunteers are taught safety techniques to provide a safe environment and model safe behaviors. Parents are also educated about safe home environments.

**EDUCATION:** We hold to the belief that parents are the primary educators of their children, having the greatest influence and responsibility for their children's education. We know that child development works best in a positive, success-orientated and unbiased environment. Parents and Teachers working together in partnership can build upon the development and success of the child and family through individualized goal setting.

**NUTRITION:** Children are served meals daily. Not only are the nutritional requirements of the children considered, but their diverse individual characteristics and preferences are respected as well. Meals are nutritious and children learn to develop healthful eating habits and broaden their food experiences. Children are given the opportunity to participate in a variety of learning experiences about food and proper nutrition to encourage them to make healthy food choices and to learn how food affects their health. The nutritional needs of children and families are identified in relation to their health, cultural, dietary, and community needs. Family eating patterns are acknowledged and taken into account when planning menus.



# KEYS TO EXCITING ENGAGEMENT IN HEAD START

## **GRANTEE BOARD:**

The board is responsible for administrative decisions which follow federal guidelines. Head Start Policy Council parents are encouraged to run for election to the Board.

## **POLICY COUNCIL:**

This is the policy decision making group for the program. Policy Council comprises parents of currently enrolled children and representatives of our community. It follows federal guidelines, such as recruitment, personnel matters, budget, and selection of criteria for children.

## **PARENT COMMITTEE:**

Parent Committees meet monthly at their centers. They conduct the business of their group, get better acquainted with each other, and become more familiar with the community.

Parents, Head Start staff, and community individuals may be invited to speak on topics of interest or teach a skill. Officers are elected at the first meeting of the program year. All parent and community participation in the program are on a volunteer basis.

## **HOME VISITS:**

Home visits are an enjoyable way of engaging in your child's education. You know your child and family better than anyone, and it is your ideas and suggestions that help our staff provide the best activities and services for your needs.

## **CLASSROOM VOLUNTEERING:**

Being a parent volunteer benefits you child, other children in the class, the teachers and the school. When your child see's your interest in their education, it increases their chances of success. Your child is more likely to have good attendance, show proper behavior and social skills. Ask your child's teacher, your family advocate, or your On-Site Coordinator about other ways to be involved and to share some of your own ideas.

# HOLIDAY POLICY

Malheur County Child Development Center respects the rights of individual families to observe holiday, customs and traditions according to their various beliefs. We approach holidays with the philosophy of bringing other culture and heritage to our classrooms through educational activities instead of classroom parties.

Holidays will not be the focus of weekly lesson plans; however, they may be acknowledged. The extent of the acknowledgement will depend upon parent input with guidance from teaching staff about what is developmentally appropriate. Respect for each family's beliefs and traditions, as well as not excluding anyone from any activity in the classroom will be major considerations in planning.

If you have any questions or concerns about holidays, discuss this with staff or at your center parent meeting. Each center parent committee will work with staff to decide what celebrations will be held during the school year. If you have ideas or opinions, be sure to present them at your center parent committee meetings.

# ANTI-BIAS STATEMENT

Malheur County Child Development Center has an ongoing commitment to examine bias and to improve and practice critical thinking skills in children. Therefore, we are committed to present anti-bias that we encounter. Our interaction with staff members, families and children will reflect this philosophy.

Multi-cultural awareness is a part of our adopted Head Start education curriculum. Our program is committed to building upon the culture and strengths of our enrolled children and their families.

An anti-bias curriculum examines the issues of bias and stereotypes and gives children the skills they need to stand up for themselves and others when confronted with biased situations. We want children to grow up with the attitudes, knowledge and skills for living in a complex and diverse world yet interact in a socially competent manner.

# PARENT COMMITTEE POLICY

The Parent Committee is set up at the center level. It is composed of families whose children are enrolled in that center. The Parent Committee assists in planning and conducting programs and activities for families.

Each group will elect a Chairperson, Vice-Chairperson, and Secretary. The Chairperson will conduct the meeting with the assistance of the On-Site Coordinator (OSC).

A “small group” within the Parent Committee will consist of the officers and at least two (2) additional parents. The OSC must be present to assist in facilitation. In the event that a decision is needed before the next scheduled Parent Committee Meeting, this “small group” can make the decision.

Parent Committee Meetings will be held three times a year at a time selected by each particular group. The time and date should be convenient for the majority of the parents to attend excluding weekends and Friday nights.

A quorum for voting will consist of those parents present at that meeting. Staff do not have voting privileges, including staff with children in the program.

When all centers are involved in making a decision, the Family Services Specialist will have the responsibility of coordinating the information and collecting the votes from the Chairperson of each Parent Committee on the decision made.

Policy Council Representatives are to act as a liaison between their Parent Committee and Policy Council.

## **ITEMS THAT MUST BE INCLUDED ON A REGULAR BASIS ARE:**

- Reading of minutes
- Policy Council meeting minutes available at centers
- Business meeting
- Training activity
- Planning for next meeting

## **RESPONSIBILITIES AND PARENT ROLES:**

1. **OSC**– Help arrange transportation and childcare. Meet with the Chairperson to plan meeting. Provide for parent input into lesson plans. The OSC is responsible for collecting and distributing Parent Committee Meeting minutes including a copy to the Family Services Specialist. The OSC will attend all meetings and conduct meetings in the absence of the Chairperson and Vice-Chairperson.
2. **Family Advocate**– Promotes parent engagement on home visits, generate enthusiasm at Parent Committee Meetings., Assist in training when requested, and work with the OSC to plan parent meetings.
3. **Chairperson**– Plan the Parent Committee Meetings with the OSC and make flyers. Conduct the meetings. Assist the Teachers and Family advocates in encouraging parent participation.
4. **Vice-Chairperson**– Assist the Chairperson in any of the above responsibilities. Act as Chairperson during Parent Committee Meetings whenever the Chairperson is absent.
5. **Secretary**– Keep minutes of each Parent Committee Meeting. Read minutes of previous meeting. Furnish copy of minutes to the OSC to be turned into Family Services Specialist by the end of the month.
6. **Family Services Specialist**– Assist Chairperson as requested. Help in arranging for films, speakers, trainers, etc. Encourage parent participation and engagement. Act as a liaison between Central Office and the Parent Committee. Ensure parent training on health, dental, nutrition, mental health, disabilities, and child development will be offered to all parents each year.

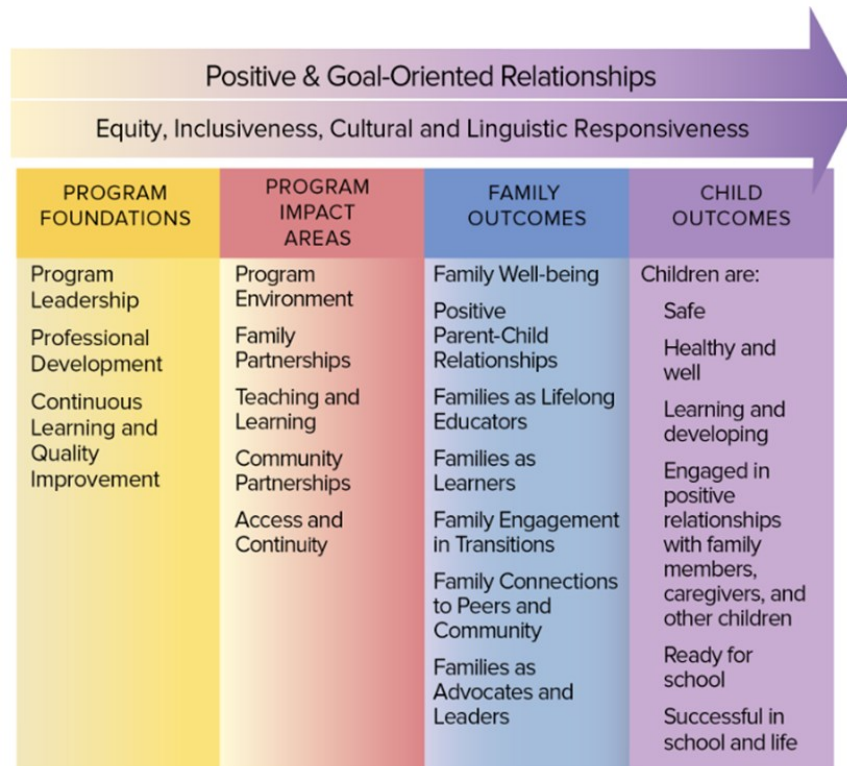
**\*All officers are required to attend the Parent Committee Leadership Training in the fall. \***

# PARENT ENGAGEMENT PHILOSOPHY

*Parent engagement strikes at the very heart of any Head Start program. It is necessary to achieve the objective of Head Start and to enhance the possibilities that Head Start will have a lasting effect on the child and his/her family.*

## PARENT, FAMILY, AND COMMUNITY ENGAGEMENT FRAMEWORK (PFCEF)

When parent and family engagement activities are systemic and integrated across program foundations and program impact areas, family engagement outcomes are achieved, resulting in children who are healthy and ready for school. Parent and family engagement activities are grounded in positive, ongoing, and goal-oriented relationships with families. PFCE Framework program goals are to Build Relationships between parents and children and to Individualize with families.



U.S. Department of Health and Human Services  
 Administration for Children and Families  
 Office of Head Start

# PARENTS HAVE THE RIGHT:

- To be welcomed in the classroom.
- To be treated with respect and dignity.
- To be informed regularly about your child's progress in class.
- To expect guidance for your child's total individual development.
- To learn about programs that enhance the quality of life for you and your family.
- To assist in planning and to participate in programs to develop and improve your skills for future employment.
- To be informed of community resources dealing with health, education, and the improvement of your family life.
- To take part in making decisions about the planning and operation of the program.
- To learn about the education and experience needed to fill various staff positions.



# PARENTS HAVE THE RESPONSIBILITY:

- To learn as much as possible about the program and to take part in policy decisions.
- To accept the program as an opportunity to learn and grow.
- To take part in the program as an observer and a volunteer, and to contribute your services in whatever way you can toward enrichment of the total program.
- To provide leadership by taking part in elections, explaining the program to other parents, and encouraging others to contribute their full participation.
- To welcome center staff into your home to discuss ways in which you can help your child's development and family.
- To guide your children with loving and protective firmness.
- To offer constructive criticism of the program and to defend it against unfair criticism.
- To participate in an evaluation of the program.
- To take advantage of activities designed to increase your knowledge of child development and parenting.
- To take advantage of opportunities to improve your skills for possible employment.
- To become engaged in community programs which help improve health, education, and recreation for everyone.

# PROBLEM RESOLVING PROCEDURES

We believe that most grievances can, and should, be rectified in a frank discussion between all involved parties.

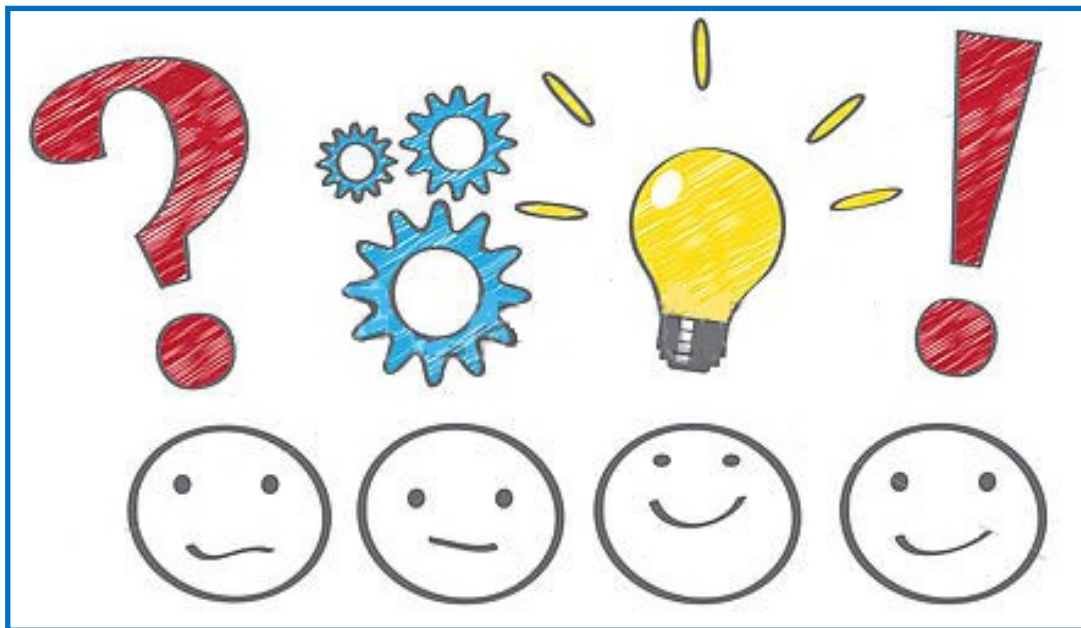
These are the steps to follow:

1. Discuss your concern with the people involved.
2. If step 1 is ineffective, discuss your concern with the On-Site Coordinator (OSC).
3. If the matter is still unresolved, go to the Program Manager.

**\*These steps need to be followed in order.\***

If you feel your civil rights have been discriminated against a staff member can assist you in filing a Civil Rights Complaint form. The On-Site Coordinator and Program Manager will be notified.

Parents may request a written report on the action which was taken to resolve the concern in a timely manner.





# INKIND– WHAT IS IT?

Head Start receives essential monetary credit for your volunteer time and donations. This is called INKIND. Your child's teacher and family advocate will assist you in becoming familiar with the ways we keep a record of your Inkind. If you have a professional skill (dentist, teacher, nurse, etc.) please allow your child's teacher or family advocate to make a copy of your credentialing to go in our Inkind records. We receive a larger credit for specialized skills.

Your volunteer time is normally measured per hour at Teacher Assistant wage plus benefits. We must meet 25% of our budget with Inkind credit.

There are many ways to assist us in raising Inkind. Here are some ideas:

- Classroom aide
- Planning special events
- Building, cleaning, or repair
- Do parent/teacher planned activities at home (Inkind Calendar)



# CHILD ABUSE AND NEGLECT POLICY

Probably at one time or another every parent has been at their “wit’s end” with their child. It’s, at times like these, that children can become victims of child abuse or neglect. Head Start staff are here to give suggestions or ideas to use with your child during those trying times. We are here to help you; however, we are also concerned for the safety and well being of your child.

In dealing with child abuse and neglect we are guided by: State Law and the MCCDC Program Philosophy.

1. STATE LAW requires all employees of MCCDC to report all cases of suspected abuse or neglect to the Child Abuse Reporting Hotline or a law enforcement agency. **FAILURE TO REPORT SUSPICIONS IS A CRIMINAL ACT.**
2. HEAD START REGULATIONS also require us to report abuse IN COMPLIANCE WITH STATE LAWS.
3. MCCDC’s PHILOSOPHY states “The destiny of children is so closely tied to that of their parent that we can only effect growth in the child with active cooperation of the parents.” MCCDC is committed to helping parents in their roles as parents.

We at Head Start have developed a procedure for reporting abuse that meets the requirements of the law and ideals under which we work. **WE REPORT ALL CASES OF SUSPECTED ABUSE AND NEGLECT.** This does not necessarily mean that your child will be taken from you. That rarely happens. What it does mean is that you will be contacted. Interventive and supportive services will be offered to you. It is always better to seek out these services before the situation is critical. It will be much easier for both you and your child. The On-Site Coordinator can help both before and after a report is made. Our On-Site Coordinators are trained to assist families in preventing family crisis, as well as in– crisis intervention, so let us know if and when we can help.

**OUR GOAL IS TO HELP FAMILIES IDENTIFY AND SOLVE THEIR PROBLEMS  
AND TO KEEP FAMILIES TOGETHER.**

# ATTENDANCE POLICY

Regular attendance will help give your child the best possible start to improve school readiness. Regular school attendance benefits the child's academics and social skills. Just by being present at school, your child is learning how to be a good citizen by participating in the school community, learning valuable social skills and gaining confidence in themselves as they accomplish new things every day and to take advantage of all the available chances to learn. Good attendance leads to lifelong learning and positive habits.

- Studies show that children who are chronically absent (attending less than 10% of class) have lower academic success in kindergarten and first grade.
- All families are encouraged to maintain regular attendance in the Head Start program.
- Regular attendance is defined as present or participating for 90% of expected hours or more.
- Parents are expected to call, send a note, or communicate with staff to account for each day that their child cannot attend class. Staff will provide support as needed.
- If participation or attendance ceases, staff will make an effort to re-engage families to resume attendance.
- A slot is vacant when attendance does not resume, and may be considered an enrollment opportunity for a family on the program's waiting list.

# TOYS AND FOOD AT THE CENTER

There are plenty of toys and equipment at the center for everyone. We ask that you do not allow your child to bring toys to school. If you do, we cannot guarantee the safe return of the toy.

Meals are provided. Please do not send food from home or a restaurant to school with your child. If you would like to share a snack with the classroom it needs to be store bought and no sweets. You may bring 100% fruit snacks, pretzels, juice, fruits, and vegetables.

# NUTRITION

Meal time is a learning time. As your child enjoys sharing breakfast, lunch, or a snack with friends, the staff will talk with your child about how eating nutritious foods helps them play, learn, and grow.

Meals are served family style. As they develop coordination and learn social skills, children are encouraged to do as much as possible for themselves. Staff will role model for children by eating new foods to encourage them to try new foods. Children are encouraged to sample foods, but not forced to eat anything they don't want to try. Food is never used as a punishment.

Iron fortified formula and infant foods are also provided for children under 12 months of age based upon the baby's nutritional needs. Breastfeeding mothers may supply breast milk. Space is provided for a nursing mother if needed. No outside food may be brought in the Early Head Start classrooms. All bottles and feeding utensils are provided.

Parents, staff, child, and Nutrition Specialists all contribute to planning high quality meals that provide at least one third of a child's daily nutritional needs. We welcome your ideas!

We also offer nutrition information through parent meetings, home visits, trainings, and informational pamphlets. Our staff work hard to make a variety of nutritional information readily available to you. We have great ideas for everything from nutritious snacks to family menu planning, and budgeting food dollars. Just let your Family Advocate or center OSC know what topics you are interested in.



# USDA NON-DISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or

2. **fax:** (833) 256-1665 or (202) 690-7442; or

**email:** [Program.Intake@usda.gov](mailto:Program.Intake@usda.gov)

This institution is an equal opportunity provider.

07/25/2022

# WIC

*The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides federal grants to states for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.*

## To get help from WIC you must:

- Live in Oregon.
- Be a pregnant, postpartum or breastfeeding woman, an infant or a child under 5 years old
- Have a nutritional need.
- Have a household income less than 185% of the federal poverty limit. (Individuals who can prove fully eligible for Medicaid/Oregon Health Plan, TANF, SNAP/Food stamps or FDPIR are automatically income eligible for WIC.
- Meet the WIC income guidelines.

## To find your local WIC office:

- Call 211 toll-free
- For TTY relay call 711 or 1-800-735-2900

## WHAT YOU GET WITH WIC:

- Benefits to buy healthy foods like whole grains, milk, fruits, and vegetables.
- Answers to your nutrition questions
- Breastfeeding help and breast pumps for moms who need them
- Information on how to feed your child, prenatal care, breastfeeding and much more
- Classes on a variety of health and parenting topics.
- Information on other services in your community.

WIC shopping trips are fast and easy with the eWIC card! With the card, you can buy WIC foods as you need them. You don't even need to separate your WIC purchases at most stores. Just tell the cashier that you're using your WIC card.

Foods available through the program:

- Milk, Soy Beverages, Goat milk
- Cheese
- Eggs, Tofu
- Hot cereal, Cold cereal
- Canned fish
- Yogurt
- Dry peas, beans & lentils, canned beans
- Fruits & Vegetables
- Baby foods
- Peanut butter
- Whole grains
- Frozen & bottled juice



## Income Eligibility Criteria - Effective May 1, 2023

Number of Person(s) in <u>Household</u>	Gross Household <u>Income</u>		
	<i>Annual</i>	<i>Monthly</i>	<i>Weekly</i>
<b>1</b>	\$26,973	\$2,248	\$519
<b>2</b>	\$36,482	\$3,041	\$702
<b>3</b>	\$45,991	\$3,833	\$885
<b>4</b>	\$55,500	\$4,625	\$1,068
<b>5</b>	\$65,009	\$5,418	\$1,251
<b>6</b>	\$74,518	\$6,210	\$1,434
<b>7</b>	\$84,027	\$7,003	\$1,616
<b>8</b>	\$93,536	\$7,795	\$1,799
For each additional household member add:	+ \$9,509	+ \$793	+ \$183

"Household" means

a person or group of people, related or not, who usually (though not necessarily) live together and whose income and consumption of goods and services are related. In determining the size of household for a pregnant WIC applicant, count each fetus as an additional household member, unless the woman specifically waives the increase in number.

"Income" means

Gross income, including overtime, before deductions for income taxes, employee's social security taxes, insurance premiums, bonds, etc. The determination of the amount of a household's gross income shall not be considered reduced for financial hardships, medical bills, or child support.

### Income includes

- Cash from salary (including overtime), wages, fees.
- Net income from farm and non-farm self-employment.
- Social security (including SSI for disabled individuals).
- Dividends or interest on savings or bonds, estates, trusts, or net rental income.
- Public assistance or welfare payments.
- Unemployment compensation.
- Government civilian employee or military retirement payments, or veteran's payments.
- Private pensions or annuities.
- Alimony or child support payment.
- Regular contributions from persons not living in the household.
- Net royalties.

Student loan amounts **in excess** of attendance costs. Attendance costs are regular tuition and fees for students carrying at least a half-time workload as determined by the institution, and an allowance for books, supplies, and transportation required by the course of study.

Other cash income or allowances from any resources that are readily available to the household.

# DISABILITIES

## SPECIAL SERVICES

Children with special needs and their families receive a full range of Head Start services. Every child will have a developmental screening within the first 45 calendar days. This screening is called ASQ-3. It will screen in the developmental areas of *Motor* (fine and gross motor– cutting with scissors, hops on one foot for 10 feet), *Communication* (follows two-step verbal commands, uses pronouns (I, you, and me), and *Cognitive* (identifies big and small shapes, repeats two-digit sequences). These are some examples of the screening which helps to identify child strengths. Your child's Teachers will share the child's results. Yet, if a concern is noted, parents will be contacted as soon as possible to suggest further evaluation. Through further evaluation, if a child is found eligible for special services, an Individual Family Service Plan (IFSP) will be developed in collaboration with the parents, Head Start Staff, and the Malheur Education Services District, Early Childhood Special Education (ECSE).

If you have any concerns or questions regarding your child's development, please contact your child's teacher, share with your Family Advocate, or speak with the Disabilities/Mental Health Specialist.

## MENTAL HEALTH SERVICES

Head Start contracts services with a licensed Mental Health Consultant who observes children in each classroom on a needed basis. Staff are advised in the development of a warm and accepting environment and a positive classroom experience for each child. The Mental Health Consultant also does individual observations as requested by teachers or parents. Consultants, group sessions, and training for families and Head Start staff members are provided by the Mental Health Consultant. Head Start provides preventative measures to ensure each child is socially and emotionally healthy.

Every child will have a Ages and Stages Social Emotional Screening within the first 45 calendar days of enrollment. It is a screening tool for assessing social and emotional problems in your children. This screening is done with the parents at orientation. Family advocates will assist parents with the resources and referrals as needed if there are social and emotional concerns.



# “NON-PEANUT” PROCEDURE

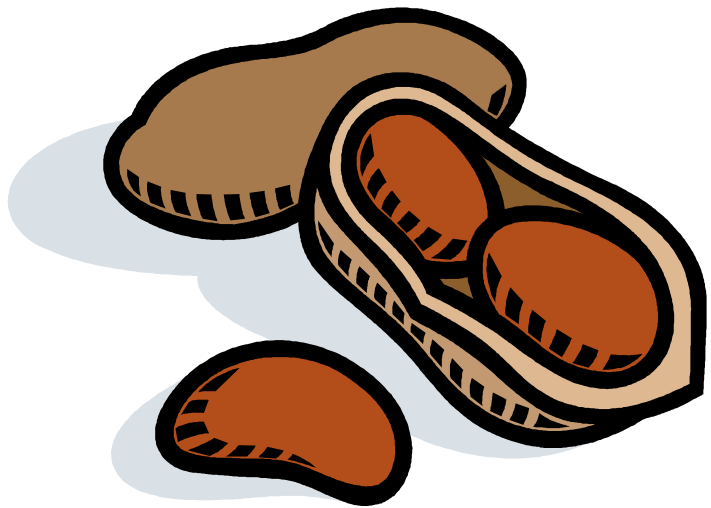
This procedure will only be followed when a child and/or staff at a program center has a severe peanut allergy.

## WHAT DOES THIS MEAN?

- We will no longer be serving peanuts, peanut butter, or any other food that may contain peanuts.
- Staff will no longer be allowed to bring foods from home containing peanut products.
- Children will not be allowed to bring outside food into the centers. If outside food is brought, it will be bagged and sent home with the child when the program day ends.

## WHY HAVE WE CHOSEN TO USE NON-PEANUT MENUS?

- Peanuts are one of the most common food allergens.
- Individuals with food allergies are at risk for anaphylaxis; a potentially life-threatening allergic reaction.
- Trace amounts of a food allergen can cause a reaction.
- We want to keep all of our students safe.



Malheur County Child Development Center  
**MEDICATION ADMINISTRATION POLICY**

**Purpose:** Malheur County Child Development Center (MCCDC) will only administer medication that is prescribed and outlined in an Individual Health Care Plan (IHP). An Individual Health Care Plan enables a child who has a known health concern (i.e. asthma, severe allergies, seizure disorders, etc.) to attend the program and receive needed medication. The following regulations apply to all children who are required to take prescribed medication during regular program hours:

- 1) Medication administration will be only in accordance with the Individual Health Care Plan. The IHP must be developed with a health care provider and parent. The IHP includes medical protocols and parent permissions to administer medication. Written authorization by parent and health care provider is required.
- 2) All staff designated as medication administrators will be trained by a licensed health professional in the specific protocols and procedures outlined in the IHP.
- 3) Prescribed medication brought into a center by a parent, as specified in an IHP, shall be kept in the original container. The container shall be labeled by the pharmacist with the following information:
  - The child's first and last name;
  - The name and strength of medication;
  - The date the prescription was filled;
  - The name of the health care provider who wrote the prescription;
  - Medication's expiration date; and
  - Prescription label with specific, legible instructions for administration (dose, route, frequency), storage, and if applicable, disposal.
- 4) Bus Drivers must have prior notification when medications are to be transported on the bus.
- 5) All medications, excluding rescue meds, must be kept in a locked container. All medications, including staff and volunteers, must be kept away from children. This includes medications that are to be transported on the bus and those that require refrigeration.
- 6) A *Received Medication* letter must be sent home to the parent documenting the date, name of child, name of medication, dosage, and time administered. Form must also contain the signature and title of staff member administering the medication. A Medication Log is kept in child's file.
- 7) If parent administers medication to child while at the center, the parent must Inform the appropriate staff member that the medication was given.
- 8) If an emergency occurs, or at any time there is a suspected drug reaction, **911** will be called. A *Medication Incident Report and Incident Report* form will be filled-out. A designated staff member will notify the parent and health care provider as quickly as possible by phone or in person.

# HEAD LICE MANAGEMENT

Head lice are not an indication of cleanliness or poor hygiene and it is not uncommon for a child to have a case of head lice. However, due to the fact that head lice can spread from one child to another, it is important to exclude children with live lice from the center until they are treated. Treatment is defined as any intervention that is successful in the elimination of all live head lice. Parents are **strongly** encouraged to remove all nits as well. If nits are not removed, they will hatch and re-infest your child with lice. Combing and picking lice and nits is always recommended.

After a child has been treated, the child's parent/guardian must transport the child to the center to have a staff person check the child for signs of live lice before that child will be readmitted to the classroom. If live lice are found, the child will need to be sent home from school. Head Start will work with parents to educate them in the proper procedures to eliminate all lice from their homes and laundry and to prevent re-infestation. In chronic cases, contacting your child's pediatrician for further assistance can be helpful.

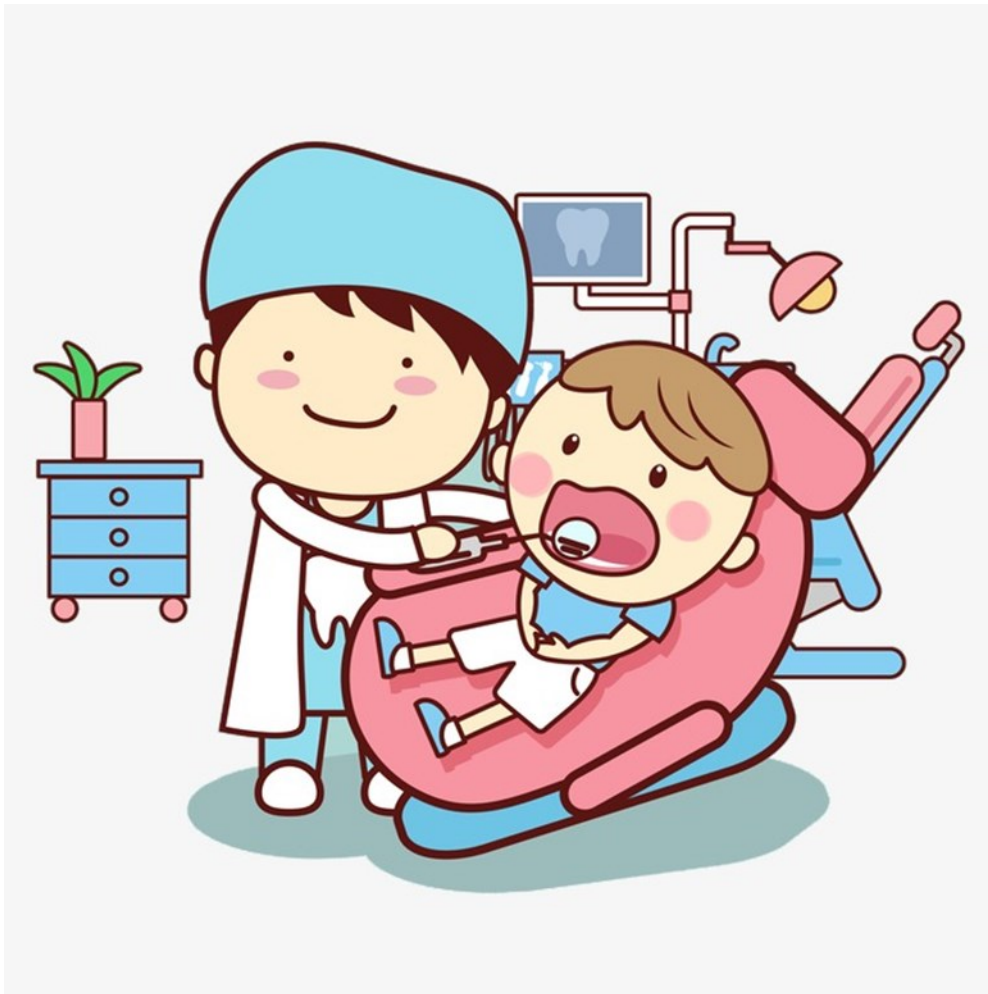
## HEAD LICE POLICY

**Classroom staff check daily to ensure that each child is free of head lice. However, in the event that lice are found on a child, the following steps will be taken.**

1. Parent will be notified of any lice found on child and will be asked to come and pick up the child.
2. When parent arrives, they will be shown the louse.
3. The parent will be given written instructions on how to treat the child and the home.
4. Staff will communicate to parent or guardian that child cannot return to school until they are declared lice free.
5. At the request of the parent, or after three (3) documented occurrences, a special home visit will be done by the Family Advocate and On Site Coordinator or Health Specialist. The purpose of this home visit will be to ensure that the parent has received and understands proper instructions for making the child, family, and home lice free.

# HEALTH SERVICES REQUIREMENTS

In Oregon, immunization records must be submitted prior to your child starting preschool. In addition, an up-to date (within the last 12 months) Well Child Check and Dental Exam for your child is due within 30 days, as well as Health Insurance Information. Furthermore, dental exams must be kept current, meaning that most children need to have a dental exam every 6 months. Within 45 days of your child starting Head Start, the children are screened for vision and hearing impairments and their Growth Assessments are charted. Within the first 90 days of starting school, the children must have a record of being screened for anemia and lead poisoning by their doctor. If necessary, health and dental referrals are made, and will be followed up by staff. The Health/Nutrition Specialist is available to answer any questions and your Family Advocate can assist you in finding a doctor and/or dentist if necessary.



# WHEN SHOULD I KEEP MY CHILD HOME?

**DO NOT SEND AN ILL CHILD TO SCHOOL.** If your child is ill or his/her fever is higher than 103 degrees, contact your health care provider for advice. If you need help in finding a health care provider, contact the program’s Health Office or the county health department.

**Refer to the “What To Do When Your Child Gets Sick” book for further guidance.** If you have not received a copy of “What To Do When Your Child Gets Sick” please contact your OSC or Family Advocate

**An unexplained temperature above 101°F by any method, in a child younger than 4 months should be medically evaluated. Any infant younger than 2 months of age with fever should get immediate medical attention.**

Children with measles, chicken pox / shingles, Fifth disease, rubella, and hepatitis may cause dangerous illness in others, so please call the office if your child has any of these diagnoses.

CHILD’S SYMPTOMS/ DIAGNOSED ILLNESS	CHILD MAY RETURN TO SCHOOL WHEN
Fever greater than 100.4° (orally)	Temperature below 100 ° (orally) for a minimum of 24 hours without the use of Tylenol or other fever-reducing medicine.
Skin or eye lesions or rashes that are severe, weeping, or pus-filled, new or sudden onset	Rash disappears. Written or phone consent from health care provider.
Yellow or brown drainage from eyes, ears, or any other part of body.	Discharge must be gone <b>or</b> child must have been on antibiotics for 24 hours and have a written or phone consent from health care provider.
Vomiting	Symptom-free for 24 hours.
Diarrhea (more than one abnormally loose, runny, or watery stool)	Symptom-free for 24 hours.
Cough: Deep, barking, congested, or productive of colored mucous. Difficult breathing or abnormal wheezing	Symptom-free or child must have been on antibiotics for 24 hours and have written or phone consent from health care provider.
White, clay-colored, or bloody stool	Written / phone consent from health care provider
Brown or bloody urine	Written / phone consent from health care provider
Stiff neck and headache with one or more of the symptoms listed above	Symptom-free or written / phone consent from health care provider
Strep throat diagnosed by health care provider	<b>Must</b> have been on antibiotics for 24 hours and have written / phone consent from health care provider.

The Health/Nutrition Specialist may contact your health care provider about their recommendations to return your child to school.

# STANDARD PRECAUTIONS

Standard Precautions is a system of infectious disease control assuming that the body fluids of all persons are infectious. Standard Precautions are designed to reduce the risk of transmission of all communicable diseases whether a person exhibits symptoms of illness or not. It is important to recognize that many people carry infectious diseases and are often contagious before they appear sick or are aware that they are ill.

Staff members protect themselves and the children they serve by carrying out sanitation procedures on a routine basis. Staff follow these precautions when providing care to any child, whether or not the child is known to be infectious. Children are taught basic hand washing; to wash hands before eating and after toileting and are encouraged to wash them any other time when appropriate.

**Standard Precautions** refers to the use of barriers or protective measures when dealing with the following:

- Blood,
- All body fluids, secretions, and excretions, except sweat, regardless of whether they contain visible blood,
- Non-intact skin; and
- Mucous membranes.

Strict adherence to Standard Precautions and the appropriate use of personal protective equipment (PPE) decreases the risk of infection from Bloodborne organisms or germs as well as the transmission of all communicable diseases. Appropriate barriers used at MCCDC sites include materials such as non-porous gloves, disposable towels, and surfaces that can be sanitized. PPE supplies are kept in classrooms, kitchens, and buses. Whenever teachers are out of the classrooms with children, they wear a fanny pack containing PPE and First Aid supplies.

## **Method Used to Apply Standard Precautions:**

- HAND WASHING PROCEDURES
- WEARING NON-POROUS GLOVES
- ENVIRONMENTAL SANITIZING
- PROPER DISPOSAL OF MATERIALS

# INCLEMENT WEATHER POLICY

Outdoor play at MCCDC is very valuable and time spent outdoors is an important part of a child's day. MCCDC recognizes the need for children to expend energy, develop motor skills, feel the sun and wind on their face and engage in self-paced play.

Since outdoor activities are a continuation of the educational experience, your child will be expected to go outdoors. When properly clothed, children can participate in safe, vigorous play in an outdoor environment in most weather conditions. However, there are times when it is not safe for children to be outdoors.

- Children will play outside weather and conditions permitting.
- Families are encouraged to dress children appropriately for weather conditions.
- Children will remain indoors if the wind chill is 0° Fahrenheit or if the Heat Index exceeds 105° Fahrenheit. However, if the temperature is 100° Fahrenheit or higher, or is 32° Fahrenheit or lower, staff will have to use discretion as to whether or not to take the children outside. Each center will have some discretion due to the different conditions existing at each playground (i.e. shade, sunny, sheltered), and will decide as to how long, and if, the children go outside.
- Children will not be outside during threatening weather such as: Severe thunderstorms, blizzards, windstorms, or bad air quality warnings.
- During freezing weather, if the playground cushion surface material under a play structure is frozen and not loose to the required depth, the playground is not safe and the structure (i.e. climbing, slide, swings) needs to be closed until the material is thawed again.
- Drinking water with cups is available to children on the playground at all times the weather is above freezing temperature.
- First aid fanny packs are always carried by staff members on the playground.
- Supervision and guidance by staff of all children during activities is provided with staff/child ratios at all times.

# **CRIMINAL HISTORY CHECKS FOR VOLUNTEERS**

MCCDC will require all prospective new regular volunteers (those volunteering at least 40 hours per month) to enroll in the Criminal History Registry done through the Oregon State Police Computerized Criminal History (OSP CCH) System. Due to child protection laws, volunteers will never be left alone with children.

## **TOBACCO FREE ZONE**

We want to create a healthy environment for your children. Head Start is a Tobacco Free Workplace. The use of tobacco is not allowed in any MCCDC building or within 20 feet of bus or program vehicles. Please check with your Head Start staff for the designated smoking area.

## **CLOTHING**

A day in the classroom is a busy, fun time for children. If sent to the center in play clothes, children won't have to worry about keeping "good" or "new" clothes clean during messy activities. Outdoor play in dirt and sand, and indoor play in paint, clay, and water means that clothes get more wear, tear, and dirt than usual.

Because outdoor play is so important for growing children, please be sure your child is dressed appropriately for the weather. In the winter, don't forget socks, warm shoes, sweaters, coats, and gloves. We encourage you to keep a complete change of clothes for your child at the center.

## **SCREEN TIME**

"Screen time" is a term used for activities done in front of a screen, such as watching TV, working on a computer, or playing video games. Screen time is sedentary activity, meaning you are being physically inactive while sitting down. Very little energy is used during screen time. Because of this, staff will ensure that a timer is set for each child using the computer to warrant limited screen time, as well as, encourage taking turns.



# DISCIPLINE POLICY

The objective of this policy is to provide positive guidance of children through direction and to define clear limits in an effort to help children develop self-control, positive self-concept, and respect for other people and their environment (i.e. classroom, materials, etc.).

Staff use positive means for guiding children's behaviors in accordance with this policy. Discipline which is humiliating or frightening to a child is prohibited by staff and volunteers. Prohibited discipline includes but is not limited to:

- Hitting, slapping, shaking, striking with hand or instrument, pinching, or inflicting any other form of corporal punishment.
- Mental or emotional punishment, including but not limited to, name calling, ridicule, yelling, or threats.
- Chemical or physical restraints used for discipline or to control behavior.
- Confining a child in an enclosed area (i.e. closet, box, etc.).
- Forcing or withholding meals, snacks, rest, or toilet use.
- Punishing a child for lapses in toilet training.



# POSITIVE BEHAVIORAL INTERVENTIONS AND SUPPORTS (PBIS)

“MCCDC promotes the pro-social guidance approach to classroom management and incorporates the use of the PBIS (Positive Behavioral Interventions and Supports) curriculum. PBIS focuses on teaching children acceptable ways to manage their emotions while at the same time uses a proactive approach that sets the child up for success while emphasizing the adult/child relationship to promote positive behaviors among children.”

The following are the three universal rules used throughout the program.

## Tucker’s 3 Rules

**We Take Care of Ourselves**  
**We Take Care of Each Other**  
**We Take Care of Our Things**



# THE HEAD START EARLY LEARNING OUTCOMES FRAMEWORK

## Ages Birth to Five

The Framework is grounded in a comprehensive body of research about what young children should know and be able to do to succeed in school. It describes how children progress across key areas of learning and development and specifies learning outcomes in these areas. This information will help adults better understand what they should be doing to provide effective learning experiences that support important early learning outcomes. The Framework is used to guide choices in curriculum and learning materials, to plan daily activities, and to inform intentional teaching practices. Aligning instruction and opportunities for play, exploration, discovery, and problem-solving with the early learning outcomes described in the Framework will promote successful learning in all children.

		CENTRAL DOMAINS				
		APPROACHES TO LEARNING	SOCIAL AND EMOTIONAL DEVELOPMENT	LANGUAGE AND LITERACY	COGNITION	PERCEPTUAL, MOTOR, AND PHYSICAL DEVELOPMENT
▲ INFANT/TODDLER DOMAINS	Approaches to Learning	Social and Emotional Development	Language and Communication	Cognition	Perceptual, Motor, and Physical Development	
● PRESCHOOLER DOMAINS	Approaches to Learning	Social and Emotional Development	Language and Communication	Mathematics Development	Perceptual, Motor, and Physical Development	
			Literacy	Scientific Reasoning		

Full Framework is available at all centers, as well as, on our website [www.mccdc.org](http://www.mccdc.org)

## School Readiness Program Goals

Malheur County Child Development Center strives to build a strong school readiness foundation for children and families. As such, we are committed to the following: ensuring that every child enters school healthy and ready to learn; families are involved in supporting the lifelong learning of their children; and working with schools to ensure the continued success and education of all children. All goals are aligned with the Oregon state guidelines, as well as the Head Start Early Learning Outcomes framework.

**Cognitive:** Children will demonstrate an understanding and use a variety of math concepts.

**Approaches to learning:** Children will demonstrate the ability to control impulsive behaviors and positively interact with peers.

**Perpetual, motor, and physical development:** Children will demonstrate strength, dexterity and control needed to master use of fine motor muscles.

**Social emotional and Development:** Children will engage in positive interactions through secure relationships with consistent responsive adults.

**Language and literacy:** Children will use a variety of ways to communicate using developmentally appropriate language abilities such as pictures, signing, gestures, words, etc.



# TRANSPORTATION POLICY

Transportation can be provided for most parent activities. If you wish to attend the monthly Parent Committee meeting or a Policy Council meeting, and need a ride, notify your child's Teacher or On-Site Coordinator at least 24 hours before the meeting.

**Children enrolled in Full Day classes will be transported by parent.**

1. Either a guardian or a person listed on the program authorization form is required to receive your child from the bus. No one will be allowed to receive a child from the bus unless arrangements have been made in advance and proper identification is provided. Older siblings will not be able to take a child from the bus unless they are over 12 years of age and parent has previously filled out a sibling release form.
2. If your child is going to be absent from school for any reason please call the school as soon as possible. If after hours, please leave a message on the answering machine.
3. At drop-off, the bus will not move until all children are away from the bus and in the care of an adult. Children will be picked up and dropped off with the bus door facing the house. Parents must come out to the bus to pick up child.



4. Parents are asked to make arrangements for changes in transportation as early as possible and no later than 24 hours before routes begin. If children need to be delivered to a place other than their regular drop, we must have a written consent from the parent or a phone call verified by pass code, as to where the child is to be delivered and 24 hour notice.
5. If the family is moving the OSC must be given 24 hour notice of new address.
6. PICK-UP & DROP OFF POLICIES FOR CHILDREN:
  - Children are not to arrive at school earlier than 10 minutes before class starts. This policy is in effect regardless of whether the child is dropped off from the bus or by a family member.
  - In the event a child misses the bus, it is the responsibility of the parent or guardian to transport the child to school.
  - If a child misses the bus two (2) days in a row, the driver will no longer stop at the home until contact has been made with the parent.
  - The driver will not honk the horn to get a parent's attention.
7. All children and adults must be buckled in before the bus moves and stay buckled at all times when the bus is in motion or running. There are no car seats on the bus.
8. No food, beverage, or toys are allowed on the bus unless it is your child's "sharing day". No tobacco products, animals, or glass containers are allowed on any school bus. No Backpacks allowed on the bus.
9. When a child misbehaves on the bus:
  - The driver will stop the bus until the situation is under control.
  - The monitor may sit with the child.
  - Assigned seats may be used.

On the first or second misbehavior, a Family advocate will discuss the problem with the parent for possible solutions. Information will be documented in the child's file. For on-going misbehavior, staff and parent will meet to make a plan. Arrangements may be made for parent to transport until problem can be solved.

10. Children must be picked up within 10 minutes of arranged pick-up time or end of class time. In the event that a child is not picked up at the center as previously arranged, or an adult is not in the home to receive a child from the bus, the following steps will be taken:

- The child will be returned to the center after the bus route, buses will not go back to the home.
- Staff will attempt to contact the parent or childcare provider. It will be the responsibility of the parent or childcare provider to transport the child home.
- In the event that a parent or child care provider cannot be reached, the On-Site Coordinator will be contacted. The Family Services Specialist may be contacted for assistance as needed.

After 30 minutes, the On-Site Coordinator will alert the appropriate authorities and place the child in their care—ensuring that the preceding steps have been followed.

11. There will be a monitor employed by MCCDC on the bus at all times that children are being transported.

12. MCCDC buses will be used to transport only the following people:

- MCCDC employees
- MCCDC enrolled children

13. A written report will be made to the On-Site Coordinator from the Bus Driver regarding concerns about children and families as needed.

14. The number of people on the bus shall not exceed the bus capacity.

15. The Bus Driver will do a pre-trip inspection of the vehicle each day. Any conditions that will prevent safe operation of vehicle must be corrected before vehicle is used.

16. The Bus Driver will drive in a safe, prudent manner, obeying all traffic rules.

17. In the event of an accident, the welfare of the children is the first consideration.

- Make sure the children are all right.
- If children are hurt, depending on the extent of injury, the Bus Driver or Monitor will call 911, and begin to administer basic first aid.
- Make children as comfortable and as safe as possible. Gather all children in one area. Keep dry and warm, if possible, and stay together.
- In the event the Bus Driver is injured, the Monitor assumes the role of leadership.

18. Transportation to and from school will be provided:

- To children enrolled in duration classes and living within a 4 mile radius of their designated building.
- To children enrolled in duration classes and living beyond a 4 mile radius only if the bus route is under 1 hour.

If a bus route is longer than 1 hour, transportation will be limited to serving those which will allow for service to the greatest number of families.

Decisions regarding transportation limitations shall be made by the Program Manager or the Transportation Specialist.

Children enrolled in duration classes and living beyond the 4 mile radius may attend Head Start if other transportation arrangements can be made.

19. Any child that is picked up from school will be released only to those persons specifically listed on the Program Authorization Form. If someone other than those listed is to pick up the child, a written note from the parent is required. Phone changes must be followed by a written note the following class day.

20. In case of hazardous conditions the route will alter enough to avoid the hazard, but stay on the fixed route as much as possible to avoid unnecessary confusion to the families. The Bus Driver will call the Transportation Specialist or the Program Manager for directions.



# WINTER TRANSPORTATION

During severe weather conditions, the following procedure will be in effect:

- Tune into your local Boise television stations for school closures.
- Head Start will be closed if your local public schools are closed.
- In the event that buses are running, severe road conditions may prevent the bus from reaching some homes.
- Parents may contact their center for transportation information.
- Parents will be notified, whenever possible, of early school closures.

# SELF-TRANSPORTERS

When driving your child to/from school you must park your vehicle in designated areas.

For the safety of all, please remember.....

- Watch for running children.
- Do NOT block other vehicles in.
- Shut your engine off and take the key.
- Do NOT leave other children in the car without proper supervision.
- Never allow your child to walk in or out of the classroom alone.
- Never leave your child unattended once in the building. Wait for your child's classroom teacher or center staff to greet you and your child.
- ALWAYS sign your child in/out on the Daily Attendance Record form.
- Your child will NOT be released to anyone who appears to be under the influence of alcohol or drugs.
- Always have all children in the proper age-appropriate safety restraint. If you need assistance please call the OSC at your center. Always wear your seat belt.

**CHILD SAFETY SEAT INFO:** A certified Child Passenger Safety technician can check your child safety seat or booster seat for safety and assure proper fit:

Helen Dickinson  
Malheur County Traffic  
Safety Commission  
Certified Technician  
1805 S.W. 4th Ave  
Ontario, OR 97914  
[hkd@fmtc.com](mailto:hkd@fmtc.com)

Sheryl Smith  
Ontario Police Department  
Certified Instructor  
444 S.W. 4th Street  
Ontario, OR 97914  
541-889-5312  
[sheri.smith@ontariooregon.org](mailto:sheri.smith@ontariooregon.org)

If you are looking for print material, flyers or other information, you can find information at: <http://oregonimpact.org/car-seat-resources.htm>

## **Child Safety Seat Law**

*Child passengers must be restrained in child safety seats until they weigh forty pounds or reach the upper weight limit for the car seat in use. Infants must ride rear-facing until they reach two years of age unless the child turned age one prior to May 26, 2017.*

## **Booster Seat Law**

*Children over forty pounds or who have reached the upper weight limit for their forward-facing car seat must use a child seat with harness or a booster to 4'9" tall or age eight and the adult belt fits correctly.*

# EMERGENCY PROCEDURES

MCCDC is dedicated to the safety of children, staff, parents, and community partners and has developed practices and procedures to be followed in an emergency situation. MCCDC will do the following each year or as otherwise specified:

- Provide staff training at the beginning of the year on how to handle emergencies.
- Every class will practice a fire drill once a month.
- Every class will practice an earthquake drill once a month.
- Each center will keep a stock of emergency supplies which include the following:
  - 1.) First aid kits,
  - 2.) Bottled water,
  - 3.) Blankets,
  - 4.) Battery operated radio,
  - 5.) Wrench (in centers that have natural gas).
- Each center will have a current emergency plan. At the beginning of the program year the On-Site Coordinators will contact each local fire and police department to let them know the location and hours of operation for each classroom.

In case the building is not safe to return to, an alternate location is identified where the occupants of each center can go. Alternate locations are listed below so that parents will know where to pick up their children if the alternate location needs to be utilized to ensure the continued safety of the children.

## **ALTERNATE LOCATIONS IN CASE OF EMERGENCY:**

- Ontario Central Center– West Park Plaza
- Ontario Full Day Center– Ontario Sanitary Service INC (Ontario Sanitation Department)
  - Vale Center– Vale Elementary School

## **IN CASE OF A DISASTER**

### **In the Center:**

In the event of a center disaster, such as a broken water main or a fire, if possible, the children will be transported home. If the buses cannot be used or if parents or care takers cannot be located, children will be taken to the alternate location listed below until parents/guardians can be notified to come and pick them up.

### **Area Wide:**

In the event of an area wide disaster, children will be transported home if someone at home can be reached and it is safe to be out in traffic. If no one can be reached at home or it is not safe to drive, the following procedures will be followed:

- Staff will tune into the Emergency Radio Broadcast System on Kool 96.1 FM and follow directions.
- If children are in class, and the building is safe to be in, children will remain there until parents arrive to pick them up. If the building is not safe, they will be taken to the nearest emergency shelter and kept there until parents can come and get them.
- If the children are on the bus, the bus will go to the nearest community agency.
- If communication is possible, parents will be notified of which location their children are in. In the event that direct communication is not possible, parents should tune into the Emergency Radio Broadcast System on Kool 96.1 FM, for community shelter locations.

## **IN CASE OF A LOCK DOWN**

The care and safety of your child in all situations is of utmost importance at Malheur County Child Development Center. We hold monthly fire drills, as well as periodic earthquake drills, and practice lockdowns. Throughout the year to help students, teachers, and parents be prepared for an emergency.

Should a Lock Down occur during school hours, all doors will remain locked and no one is to enter nor exit the building. Parents are to refrain from rushing down to the center because in a Lock Down no one will answer the door. A Lock Down does not mean a child or anyone has been injured. It means we have locked all doors and moved children to a safe location in the building until the police call off the Lock Down. This practice is to ensure that everyone is kept safe. Please don't start calling the office as we need the lines open to keep in contact with the police. Communication to parent's will be sent home at the conclusion of the school day or as soon as possible.

An accurate Contact Information form is critical, as this will be the information available to us during an emergency. Please choose your Emergency Contacts carefully. These contacts should be people within a 10-minute drive of your child's center who could come to pick up your child in an emergency.

# MALHEUR COUNTY CHILD DEVELOPMENT CENTER

## CONFIDENTIALITY

## POLICY

2023-2024



# **MALHEUR COUNTY CHILD DEVELOPMENT CENTER**

## **Confidentiality Policy**

All parents of enrolled students will receive a copy of the program's Confidentiality Policy at enrollment.

### **A. As a part of this policy parents have a right to take the following actions:**

- a. Inspect and review their child's education records;
- b. Request amendments of the student's education records to ensure that they are accurate, not misleading, or otherwise in violation of the student's privacy or other rights;
- c. Consent to disclosures of personally identifiable records, except to the extent that these rules authorize disclosure without consent;
- d. Pursuant to OAR 51-21-410, file with the United States Department of Education a complaint under 34 CFR 99.64 concerning alleged failures by the agency or institution to comply with the requirements of the Family Education Rights and Privacy Act.

### **B. Description of how parents, legal guardian, or student may inspect and review education records:**

- a. Parents, guardians, and students may request permission to review and inspect student records by giving a written request to the On-Site-Coordinator at each center site. All request to review records will be met by the program within 30 days of the written notice.
- b. Access to student records will only be denied if the records contain information on more than one student. In this circumstance the parent, guardian, or authorized representative may inspect, review, or be informed of only the specific information about their child.
- c. If copies of the file are requested, a fee of .05 cents per page will be charged by the program. This fee is to be paid on the day in which the copies are made.
- d. The complete education files are located in the center where the child attends school. The responsible official at each center is the On-Site-Coordinator.
- e. When a review of records is requested, the program staff will respond to reasonable request for explanations and interpretations of the records.

### **C. Policy on releasing personally identifiable information:**

- a. Personally identifiable information about a child will not be released by the program without the prior written consent of the parent or guardian, except under one or more of the following conditions:
  - The disclosure is to School Board members during Executive Session, or to other program officials and teachers within the education agency whom the agency has determined to have legitimate educational interests.
  - The disclosure is to officials of another school, school systems, institution of post-secondary education, education service district, state or regional program, or other education agency where the student seeks or intends to enroll, or is enrolled in or receives services from the other agency. The term “receives services” includes, but is not limited to, an evaluation or reevaluation for purposes of determining whether a student has a disability.

#### **The disclosure is to authorized representatives of:**

- a. The comptroller General of the United States;
- b. The Secretary of the United States Department of Education; or
- c. State and local educational authorities.
  - The disclosure is to accrediting organizations to carry out their accrediting functions.
  - The disclosure is to parents of a dependent student.
  - The disclosure is to comply with judicial order of lawfully issued subpoena. The educational agency may disclose information under this section only if the agency makes a reasonable effort to notify the parent or guardian of the order or subpoena in advance of compliance.
  - The disclosure is in connection with a health or safety emergency.

#### **Conditions for the Disclosure of Information in Health and Safety Emergencies;**

- a. An agency shall disclose personally identifiable information from an education record to law enforcement, child protective services, health care professionals, and other appropriate parties in connection with a health and safety emergency if knowledge of the information is necessary to protect individuals.
- b. A “health or safety emergency” includes, but is not limited to: law enforcement efforts to locate a child who may be a victim of kidnap, abduction, or custodial interference and law enforcement or child protective services efforts to respond to a report of child abuse or neglect.
  - The disclosure of information the agency had designated as Directory Information.

#### **Conditions for the Disclosure of Directory Information:**

An educational agency or institution may disclose directory information if it has given public notice to parents of students in attendance of:

- a. The types of personally identifiable information that the educational agency or institution has designated as directory information;
- b. A parent or eligible student's right to refuse to let the educational agency designate any or all of those types of information about the student as directory information; and
- c. The period of time within which a parent or eligible student has to notify the educational agency or institution in writing that he or she does not want any or all of those types of information about the student designated as directory information;
- d. Parents or Guardians not wanting any or all of the information about the student designated as directory information, must inform the program in writing within 30 days of the child's enrollment into the program.

An educational agency may disclose Directory Information about former students without meeting the conditions mentioned above.

**D. Employees having access to personally identifiable information:**

- a. In each center the following staff members have access to the family and student files: The teaching staff or any classroom has complete access to all the files of the children in their classroom. Each On-Site-Coordinator has access to the family and children's files that attend school at that center site. The Home Visitor at each site has complete access to any information about the children or families which they home visit.
- b. The following staff members from Central Office have access to the family and children's files: Content Area Specialists, Director, Program Manager, and the Health/Nutrition Assistant. The Component Clerk and other Content Area Assistance can have access to any of the children and family files which they need to input data into or to retrieve relevant data.

**E. Record Disclosures:**

The program shall maintain a record of each request for access to and each disclosure of personally identifiable information from the education records of each student.

For each request of disclosure the record must include:

- a. The parties who have requested or received personally identifiable information from the education records,
- b. The data access was given, and
- c. The legitimate interests the parties had in requesting or obtaining the information.

If the agency discloses personally identifiable information from the education record with authorization from the parent or guardian, the disclosure record must include the following:

- a. The names of additional parties to which the receiving party may disclose the information on behalf of the educational agency.
- b. For purposes of auditing the record keeping procedures of the agency



## **F. Personally identifiable information designated as Directory Information:**

Directory Information includes, but is not limited to, the student's name, date and place of birth, dates of attendance, telephone number, child's photograph, and the most recent previous educational agency attended.

## **G. Parent's right to request corrections to the student's education records.**

### A Parent's request for amendment to educational records:

- a. If a parent or eligible student believes that education records relating to the student contain information that is inaccurate, misleading, or in violation of student's rights or privacy or other rights, he or she may ask the agency to amend the record.
- b. The agency or institution shall decide whether to amend the record as requested within a reasonable time after the agency receives the request.
- c. If the agency decides not to amend the record as requested, it shall inform the parent of the student of its decision and of his or her right to a hearing.

### Right to a hearing to challenge content of student records:

- a. An agency shall give a parent on request, and opportunity to challenge the content of the student's education records on the grounds that the information contained in the education records is inaccurate, misleading, or in violation of the privacy or other rights of the student.
- b. If, as a result of the hearing, the agency decides that the information is inaccurate, misleading, or otherwise in violation of the privacy or other rights of the student, it shall:
  - Amend the record accordingly; and
  - Inform the parent of the amendment in writing.
- c. If, as a result of the hearing, the agency decides that the information in the education record is not accurate, misleading, or otherwise in violation of the privacy or other rights of the student, it shall inform the parent of the right to place a statement in the record commenting on the contested information in the record or stating why he or she disagrees with the decision of the educational agency.
- d. If an agency places a statement in the education records of a student under section © of this rule, the agency shall:
  - Maintain the statement with the contested part of the record for as long as the record is maintained; and
  - Disclose the statement whenever it discloses the portion of the record to which the statement relates

## **H. Contents of the student educational records:**

This agency maintains educational records on every child enrolled in this program. The educational records include the following information:

- Name of the school,
- Full name of the student,
- Student's birth date and place of birth,
- Name of parents/guardians,
- Date of entry into the school,
- Name of school previously attended,
- Attendance,
- Date of withdrawal from school,
- Assessment and screening results,
- Social Security number

## **I. Storage of student records:**

All educational records are kept in locked file cabinets while the student is enrolled in the program. Once the student has left the program, all education files are stored in a file room located in the Central Office Building.

## **J. Transferring records of previously enrolled students to another educational agency:**

When a student becomes enrolled in a new school, that school will contact MCCDC for copies of the student's records. When this occurs, the new school will contact the parent or legal guardian for permission to request this information. The new school will include information on the parent's new address and phone number. Following this request for records MCCDC will do the following:

- a. Call the parents and inform them that the new school has requested this information, and the date which this information was requested.

## **K. Prior consent to release information:**

Whenever possible this agency will make every effort to have parents sign a release of information before the child is removed from the program. This will eliminate problems in releasing information about students.

**L. Contents of student's permanent records:**

- a. Name of school,
- b. Full name of student,
- c. Student's birth date and place of birth,
- d. Name of parents/guardians,
- e. Date of entry
- f. Attendance,
- g. Name of school previously attended,
- h. Date of withdrawal from school,
- i. Social Security number if given by parent.

**M. Statement about notice requirements:**

- a. When withdrawing a child from the program, a parent has the right to review the education records that are subject to transfer and to request an amendment of specified contents of the education records if the parent believes that the contents are inaccurate, misleading or in violation of the privacy of other rights of the student.
- b. Following this process will reduce the time it takes for MCCDC to forward the students educational records to the new educational agency.
- c. Parents wishing to follow this process must fill out and sign the consent for release of information form. This form will then be maintained in the child's educational records.

**N. MCCDC Policy on disclosing personally identifiable information:**

**MCCDC has the right to disclose personally identifiable information from education records without notifying parents to ESD, state and regional programs, or educational agencies other than those identified in section C of this rule if a student seeks or intends to enroll in or is enrolled in or receives services from the educational agency.**

**O. Retention of educational records:**

- a. Educational records of children with special needs will be retained by the program for 5 years following the child's withdrawal from MCCDC.
- b. Education records of students without special needs will be retained by the program for 3 years following the child's withdrawal from MCCDC.

**P. Forwarding of records within the same school district:**

Children transferring into another elementary school within the same school district as the MCCDC classroom, will be transferred to the new school within ten working days of a request for transfer without any regard to the rules specified in the preceding policy.

# MALHEUR COUNTY CHILD DEVELOPMENT CENTER

## Parental Consent for Release of Personally Identifiable Information

To: The parents of \_\_\_\_\_ D.O.B. \_\_\_\_\_

State law requires us to:

- (1) To notify you of the occasions when we propose to release your child's address, telephone number or photograph;
- (2) To identify the purpose of the release;
- (3) To identify the person or persons to whom such would be released; and

### **Release of Photos:**

- |     |    |   |
|-----|----|---|
| YES | NO | Photos of child taken for newspaper publications.   |
| YES | NO | Photos of child taken to be displayed within the program or center.   |
| YES | NO | Videos of children to be used from trainings or to provide informative information about Head Start services. |
| YES | NO | Photos of child to be printed in the newsletter   |
| YES | NO | Photos of child put in books that are created by children in the classroom.                                   |

### **Release of Address:**

- |     |    |   |
|-----|----|---|
| YES | NO | To be published in the directory of information.  |
| YES | NO | Parent's directory so that local parent groups can contact other parents about current events in the program. |
| YES | NO | Given out to community agencies that put together Christmas and holiday care packages.                        |
| YES | NO | Given to TVCC for GED and Adult Basic Education classes.  |

### **Release of Telephone Number:**

- |     |    |   |
|-----|----|---|
| YES | NO | Released to chairperson of the local parent group so that he/she can contact parents about special events at the center |
|-----|----|---|

---

Parent's Signature

Date

Please Note: The above consent for release is effective until revoked in writing by either party

# MALHEUR COUNTY CHILD DEVELOPMENT CENTER

## Records Release - Parent

When your child enrolls in another school district, the other district will contact us requesting that your child's records be forwarded. Oregon law requires us to notify you of the request so that you have the opportunity to review the content of the record if you so desire. Your signature below will help assure that your child's records arrive at the new school as quickly as possible.

Student's Name: \_\_\_\_\_

Class: \_\_\_\_\_

My child, named above, is moving to another school district. I hereby give permission for M.C.C.D.C. to transfer my child's educational records upon receiving a request for them from another school district. I understand that I have the right to review and request amendment of the records, and have either done so or choose not to exercise that right.

\_\_\_\_\_  
Parent's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
New Address

\_\_\_\_\_  
New Phone Number

# MALHEUR COUNTY CHILD DEVELOPMENT CENTER

## RESOURCE DIRECTORY

2023-2024



Malheur County Child Development Center

**RESOURCE DIRECTORY**

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***\*\*for additional agencies or services available, contact your center\*\****

**(541) 889-2393**

# **ABUSE**

## **PROJECT DOVE:**

Assistance program for victims of domestic violence, sexual abuse and child abuse.

### **Phone:**

(541) 889-6316  
(541) 889-2000- 24 hour hotline  
(800) 889-2000– If out of state

### **Services Include:**

- Telephone crisis hotline
- Spanish & English support groups
- Legal advocacy
- Public awareness through fundraising and community education
- Domestic violence education
- Emergency shelter
- Host supervised visits

### *Hours of operation:*

Monday-Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

## **THE RUNAWAY HOTLINE:**

### **Phone:**

(800) 786-2929 (24 hour hotline)  
Talk or Text and Live Chat

## **WOMEN'S/CHILDREN'S ALLIANCE (WCA):**

Services for domestic violence, sexual abuse, and child abuse victims.

### **Phone:**

(208) 343-3688– Business Phone  
(208) 343-7025- Crisis hotline

### **Address:**

720 West Washington  
Boise, ID 83702

### **Website:**

[www.wcaboise.com](http://www.wcaboise.com)

### **Services Include:**

- Shelter and Transitional Housing
- Court advocacy and Safety planning
- Counseling and support groups
- Rape crisis advocacy
- Community outreach and education
- Case management
- Life skills classes
- Financial literacy education
- Licensed Childcare (Shelter Campus) and Drop-in childcare for use during your appointment (Crisis Center)

### *Hours of operation:*

Monday-Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed



# AGENCIES

## COMMUNITY IN ACTION:

**Phone:**

(541) 889-9555

**Fax:**

(541) 889-0768

**Address:**

915 SW 3rd Avenue  
Ontario, OR 97914

**Website:**

[www.communityinaction.info](http://www.communityinaction.info)

**Services Include:**

- Housing program– Help finding housing for homeless, disabled, and single parent families.
- Energy assistance
- Weatherization program
- Section 8– Subsidized housing, help with rent, and credit checks.

*Hours of operation:*

Monday-Thursday: 9:00am– 4:00pm

Friday: 9:00am-12:00pm

Saturday & Sunday: Closed

## DEPARTMENT OF HUMAN SERVICES– Child Welfare:

**Phone:**

(541) 889-9194

**Address:**

186 E Lane STE 2  
Ontario, OR 97914

**Website:**

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

**Services Include:**

- Intensive family services
- Family sex abuse classes
- Court ordered services
- Out-of-home placement for abused & neglected children
- Reunification services

*Hours of operation:*

Monday-Friday: 8:00am– 5:00pm

Saturday & Sunday: Closed

\*\*\*\*\*

**\*After office hours call your local police department\***

Malheur County Dispatch:

Ontario- (541) 889-5312

Vale- (541) 473-5126

Nyssa- (541) 372-3825

**FOR EMERGENCIES CALL 911**

**DEPARTMENT OF HUMAN SERVICES– Office of Vocational Rehabilitation:**

**Phone:**  
(541) 889-9148

**Fax:**  
(541) 889-9209

**Address:**  
186 E Lane Suite 1

**Services Include:**

- Assistance in employment seeking & helping individuals maintain independence
- Assistance for drug & alcohol abuse
- Assistance for medical impairment
- Assistance for severe

*Hours of operation:*

Monday– Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**DEPARTMENT OF HUMAN SERVICES– Self Sufficiency:**

**Phone:**  
(541) 889-9141

**Address:**  
186 E Lane Suite 2

- ◇ Assists families and individuals in becoming self-sufficient while providing resources to meet their basic needs and guidance towards alternatives to public assistance.

**Services Include:**

- Medical/Dental (Oregon Health Plan)
- Food stamps (SNAP benefits)
- Cash assistance for families
- Referral to other programs
- Daycare assistance
- Medical transportation and reimbursements
- TANF
- Job training/work experience
- Informational pamphlets
- Financial aid to families with dependent children
- Family assessment
- Child welfare programs

*Hours of operation:*

Monday-Friday: 7:30am– 5:00pm  
Saturday & Sunday: Closed

**DEPARTMENT OF HUMAN SERVICES– Aging and People with Disabilities:**

**Phone:**  
(541) 889-7553

**Address:**  
186 E Lane Suite 4

**Services Include:**

- Medical/ Food stamps
- Assisted living/ Foster care
- Adult protection
- In-home services/ Residential

*Hours of operation:*

Monday– Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**DEPARTMENT OF HUMAN SERVICES– Volunteer Services**

**Phone:**

(541) 889-8657 Ext. \*563

**Fax:**

(541) 889-7505

**Address:**

186 E Lane Suite 5

**Contact:**

Jane Padgett

- ◇ All referrals are done through your case worker. If you need help, contact your service worker or assistance worker. If you would like to be a volunteer, contact the local office.

**Services Include:**

- School supplies
- Baby layettes
- Referrals from DHS Division
- Clothing
- Regular reassurance– telephone & home visits

*Hours of operation:*

Monday– Friday: 8:00am– 5:00pm

Saturday & Sunday: Closed

**DEPARTMENT OF MOTOR VEHICLES:**

**Phone:**

(541) 889-8712

**Address:**

787 SW 7th Place

**Website:**

[www.oregon.gov/](http://www.oregon.gov/)

**Services Include:**

- Accident reports
- Change of address
- Trip permits/ Temporary permits, reinstatement permits
- Registration cards
- Written, vision, & driving tests for driver's license & motorcycle skills test
- Vehicle registrations & titles

*Hours of operation:*

Monday– Friday: 9:00am– 5:00pm

Saturday & Sunday: Closed

**HOPE PREGNANCY CENTER:**

**Phone:**

(541) 889-4272– 24 hour helpline

**Address:**

17 SW 6th Street

**Website:**

[www.mightbepregnant.com](http://www.mightbepregnant.com)

**Contact:**

Raquel Blom/ Hector

- ◇ For anyone who is pregnant. Provides hope to pregnant women and women facing a crisis pregnancy through peer counseling, practical help, and education.

**Services Include:**

- Free pregnancy test/ Ultrasound diagnosis
- Referral for medical care & legal care
- Peer Counseling
- Pre-natal development education
- Material assistance
- Abstinence & abortion education
- Relationship expectations
- Infant care
- Earn while you learn– mentoring program
- Furniture & supplies for pre-natal parenting
- Nutrition
- Limited STD screening

*Hours of operation:*

Monday & Thursday: 10:30am– 6:00pm  
Tuesday: 3:00pm– 6:30pm (Earn While You Learn program)  
Wednesday, Friday-Sunday: Closed

**MALHEUR COUNCIL ON AGING:**

**Phone:**

(541) 889-7651

**Address:**

842 SE 1st Avenue

**Website:**

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

**Services Include:**

- In-home services
- Case management
- Information & assistance
- Elder care locator
- Tai Chi
- Oregon Project Independence
- Transitional housing
- Transportation
- Meals on Wheels
- Care Giver & Support

*Hours of operation:*

Monday– Friday: 8:00am– 4:30pm  
Saturday & Sunday: Closed

**CASA OF EASTERN OREGON:**

**Phone:**

(541) 403-1375

**Fax:**

(541) 889-2416

**Mailing address:**

P.O. Box 1355  
Ontario, OR 97914

**Email address:**

[casaeasternoregon@gmail.com](mailto:casaeasternoregon@gmail.com)

**Contact:**

Betty Ramirez & Kimberly

- ◇ Work with children that are in the judicial system. CASA workers are appointed by court to be the child's advocate.

**TREASURE VALLEY CHILDREN'S RELIEF NURSERY:**

**Phone:**  
(541) 823-2526

**Address:**  
780 SE 6th St  
Ontario, OR 97914

**Website:**  
[www.tvcrn.org](http://www.tvcrn.org)

- ◇ Therapeutic classroom. 2 days a week with 3 hour sessions. The program does home visits with children and families in their care. They serve children 18 months to 5 years. Families have the opportunity to attend family connection events and access respite care.

**MALHEUR COUNTY EXTENSION SERVICE:**

**Phone:**  
(541) 881-1417

**Address:**  
710 SW 5th Avenue  
Ontario, OR 97914

**Website:**  
[www.extension.oregonstate.edu/malheur/](http://www.extension.oregonstate.edu/malheur/)

- ◇ Call for available times, dates, & subjects.

**Services Include:**

- Bulletins
- Workshops & training on a variety of subjects
- Nutrition information
- Crops agent on farming
- Nutrition education
- 4-H
- Extension study groups of a variety of subjects

*Hours of operation:*

Monday- Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**ONTARIO RECREATION DEPARTMENT:**

**Phone:**  
541-889-7686

**Address:**  
745 SW 3rd Ave  
Ontario, OR 97914

**Ontariorec.district.com**

**Services Include:**

- Youth and Adult Sports
- Arts and crafts

*Hours of Operation:*

Monday– Friday: 8:00am– 4:00pm  
Saturday & Sunday: Closed

**OREGON EMPLOYMENT DEPARTMENT:**

**Phone:**  
(541) 889-5394  
**Fax:**  
(541) 889-8437

**Address:**  
375 SW 2nd Avenue  
Ontario, OR 97914

**Mailing address:**  
P.O. Box 40  
Ontario, OR 97914

**Website:**  
[www.oregon.gov/employ/pages/default.aspx](http://www.oregon.gov/employ/pages/default.aspx)

**Service Include:**

- Labor market information
- Oregon Labor Market Information System (OLMIS) [www.olmis.org](http://www.olmis.org), [www.emp.state.or.us](http://www.emp.state.or.us)
- Job finding classes (English/Spanish)
- State positions
- Job placement
- Computerized job matching, referrals, & postings
- Video viewing
- One-on-one counseling with friendly, helpful staff
- Career information systems
- Resume writing, cover letters, & typing tests
- Use of telephone & fax for job search only
- Career book library
- Internet access to jobs

*Hours of operation:*

Monday– Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**OREGON HUMAN DEVELOPMENT CORPORATION:**

**Phone:**

(541) 881-1491

**Address:**

1725 N. Oregon St  
Ontario, OR 97914

**Website:**

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

**Contact:**

Jaime Valero and Jeaneth Mendoza

◇ This is a non-profit, private organization serving Oregon residents, who are qualified agriculture workers, 18 years old or older.

**Services Include:**

- Farm worker employment & training
- Education assistance for GED & ESL Programs
- WIA/167 programs (financial assistance)
- Life skills classes (job readiness, employment training)
- Vocational training
- Adult work experience
- Employment counseling
- Homeless program
- Low-income fuel assistance program

**OREGON TELEPHONE ASSISTANCE / Life Line Program:**

**Phone:**

(800) 848-4442

**Website:** (for applications)

[www.lifeline.oregon.gov](http://www.lifeline.oregon.gov)

**Fax:**

(877) 567-1977

◇ If you qualify for food stamps (SNAP), TANF, SSI, Head Start or Medical Program that determines eligibility at or below 135% of the Federal Poverty Level, you may qualify for up to \$12.75 per month reduction of your telephone bill or internet service.

*Hours of Operation:*

Mon—Fri 9:00am—4:00pm

**OREGON TOBACCO QUIT LINE:**

**Phone:**

Tobacco Quit Line:  
(800) 784-8669

Deaf & Hard of Hearing:  
(877) 777-6534

Spanish Quit Line:  
(877) 266-3863

**Website:**

[www.quitnow.net/  
Oregon/](http://www.quitnow.net/Oregon/)

◇ Free and friendly help to quit smoking or chewing. The Quit Line is open seven days a week, 24 hours a day.

**SOCIAL SECURITY ADMINISTRATION:**

**Phone:**  
(800) 772-1213

**Address:**  
908 SE 5th Avenue  
Ontario, OR 97914

**Website:**  
www.ssa.gov

**Services Include:**

- Social security numbers & cards
- Disability benefits
- Social security income
- Survivors benefits
- Retirement benefits
- Assistance enrolling in Medicare

*Hours of operation:*

Monday, Tuesday, Thursday, & Friday: 9:00am– 4:00pm  
Wednesday: 9:00am– 12:00pm  
Saturday & Sunday: Closed

**WITCO CORPORATION:**

**Phone:**  
(541) 889-4320

**Address:**  
690 W Idaho Avenue  
Ontario, OR 97914

**Website:**  
www.witcoinc.net

- ◇ Provides vocational, developmental, and residential services to adults and juveniles (16 years of age and older) with disabilities, to increase their potential for independent living and competitive employment.

*Hours of operation:*

Monday-Friday: 8:00 am-5:00 pm  
Saturday & Sunday: Closed

**WOMEN, INFANTS, CHILDREN (WIC):**

WIC provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five to help support healthy families.

**Phone:**  
(541) 889-7279  
Fax: 541-823-9400

**Address:**  
1108 SW 4th Street  
Ontario, OR 97914

**Website:**  
<https://www.oregon.gov/OHA/PH/HEALTHYPEOPLEFAMILIES/>

*Hours of operation:*

Monday– Friday: 8:30am– 5:00pm  
Saturday & Sunday: Closed  
\*Closed 12:00pm- 1:00pm for lunch hour\*

**EUVALCREE- COMMUNITY RESOURCE CENTER:**

**Phone:**

(541) 889-3189

**Address:**

67 SW 2nd Avenue  
Ontario, OR 97914

**Website:**

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

**Contact:**

Gustavo Morales  
Roberto Gamboa  
Dolores Martinez

**Services Include:**

- OHP Application Assistance
- Leadership, Advocacy, & Mentorship Trainings & Programs
- Community Development
- Know Your Rights Workshops and Trainings

*Hours of operation:*

Monday– Saturday: 10:00am-6:00pm  
Sunday: Closed

**Origins Community Outreach**

**Phone:**

541-889-6411

**Address:**

312 NW 2nd St  
Ontario, OR 97914

Assistance with shopping, find housing, filling out forms, Cell Phone payments, Finding Rental Home Assistance, All household assistance, Translators are available.



## CHILDCARE

### CHILD CARE RESOURCE & REFERRAL – TRAINING AND EMPLOYMENT CONSORTIUM:

**Phone:**  
(541)963-7942

**Address:**  
1901 Adams Ave Ste 3.  
La Grande, OR 97850

**Website:**  
<http://umchs.com/sites-directory/la-grande/>

**Contacts:**  
Tobie or Jennifer

- ◇ Tobie provides child care provider listing and child care referrals.
- ◇ Jennifer offers assistant to providers who are interested in becoming licensed through the state.

*Hours of operation:*  
Monday– Friday: 9:00am-5:00pm  
Saturday & Sunday: Closed

### GIGGLES & GRACE EARLY LEARNING CENTER:

A non-profit 501 (c)(3) dedicated to providing quality preschool, head start, child care, and before/ after school programs.

**Phone:**  
(541) 889-6141

**Address:**  
1260 SW 8th Avenue  
Ontario, OR 97914

**Website:**  
<http://gigglegrace.org/>

**Fax:**  
(541) 889-6142

**Contact:**  
Business Office-  
Peggy or Shawn

#### **Services Include:**

- Preschool to Professional Partnership– TVCC/Giggles and Grace provide scholarships to 4 college students, yearly,
- Childcare provided for children ages 6 weeks-12 years old.

*Hours of operation:*  
Monday– Friday: 7:30am-6:00pm  
Saturday & Sunday: Closed

\*Call for available openings and rate information.\*

### BOYS AND GIRLS CLUB OF THE WESTERN TREASURE VALLEY:

**Phone:**  
(541) 889-7979

**Address:**  
573 SW 3rd Avenue  
P.O. Box 876  
Ontario, OR 97914

**Website:**  
[www.bgcwvtv.org](http://www.bgcwvtv.org)

# **CITIZENSHIP**

## **FOUR RIVERS WELCOME CENTER FOR IMMIGRANTS AND REFUGEES:**

**Phone:**

(971)335-7107

**Address:**

723 S. Oregon St.  
Ontario, OR 97914

**Website:**

[www.facebook.com/  
fourriverswelcomecenter](http://www.facebook.com/fourriverswelcomecenter)

**Mailing Address:**

P.O. Box 460  
Ontario, OR 97914

**Contact:**

Renee Cummings

**Email:**

[reneec@4rivershealthcare.org](mailto:reneec@4rivershealthcare.org)

**Services Include:**

- *Interpreters*
- *Citizen Preparation Classes*
- *Support Services for Refugees*

*Hours of operation:*

Monday– Thursday: 9:00am-4:00pm

Friday: 9:00am-12:00pm

Saturday & Sunday: Closed

## **COUNSELING**

### **LIFEWAYS RECOVERY CENTER:**

**Phone:**

(541) 889-2490

**Fax:**

(541) 889-5102

**Address:**

686 NW 9th Street  
P.O. Box 606  
Ontario, OR 97914

**Website:**

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

- ◇ Residential services for alcohol & drug treatment
- ◇ Must be referred.
- ◇ Visits- Saturday & Sunday: 1:00pm– 3:00pm

### **TFP THERAPEUTIC SERVICES:**

**Phone:**

(541) 889-1050

**Contact:**

Sara Hayden

**Address:**

390 NE 2nd Street  
Ontario, OR 97914

**Website:**

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

- ◇ Provides assistance in healing families affected by sexual abuse and assists in all types of trauma counseling and rape crisis. (Couples and families)

**Services Include:**

- Family resource center
- Food pantry (open on Thursdays)
- Counseling (individual, group, and family) for victims, offenders, and other affected family members. [spouse, siblings, etc.]
- Play therapy
- Crisis intervention
- Family therapy including parent support, marriage/relationship meetings.
- Parenting classes
- Victim evaluations
- Sliding fee, if qualified.

*Hours of operation:*

Monday-Thursday: 9:00am– 5:00pm

Friday-Sunday: Closed

# **COUNSELING**

## **ALCOHOLICS ANONYMOUS: Al-Anon & AlaTeen Information and Service Center**

***WWW.al-anon-idaho.org***

<b>Phone:</b>	<b>Address:</b>
(800) 559-9503 (DETOX)	1111 S. Orchard St. STE 172
(208) 344-1661 (24HR)	Boise, ID 83705

### **CALL FOR SCHEDULE OF MEETING IN YOUR AREA**

(208) 805-7521 (Angelica)	829 SW 2nd St
(English and Spanish)	Ontario, OR 97914

(208) 739-7042 (Jan)	802 SW 5th Ave
(208) 291-9563 (Linda)	Ontario, OR 97914

#### **Optional ZOOM Meetings:**

*Online Meetings: Monday-Friday 11:00am-5:00pm*  
*Saturday 10:00am-2:00pm*

## **LIFEWAYS BEHAVIORAL HEALTH:**

**Phone:**

(541) 889-9167

**Address:**

702 Sunset Drive  
Ontario, OR 97914

**Website:**

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

- ◇ Someone is available at all times for crisis situations.
- ◇ Mental health and crisis services provided to Malheur County Residents.
- ◇ Services based on sliding scale fee.
- ◇ 24 hour answering machine.

**Services Include:**

- Individual, adolescent, group, family, & marriage counseling
- Alcohol & drug treatment
- Group classes available
- Community support services
- Developmentally disabled services & case management
- Batters intervention
- Court ordered program
- Sex-Offender program

**Hours of operation:**

Monday & Wednesday: 8:00am–  
6:30pm

Tuesday & Thursday: 8:00am–  
7:00pm

Friday: 8:00am– 5:00pm

Saturday & Sunday: Closed

**Walk in clinic hours:**

Tuesday– Friday: 9:00am– 2:00pm

Thursday: 10:00am– 2:00pm

## **PROJECT CUDDLE, INC:**

**Phone:**

24/7 hotline:(888) 628-3353

**Spanish:**

(888) 483-2323

**Website:**

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

- ◇ All calls confidential. Help for pregnant women that are frightened.

**Services Include:**

- Provides a crisis hotline which women abandoning their babies can call for safe legal help.
- Educating teens that drugs & alcohol affect not only themselves, but their babies.
- Shelter, Guidance to find Medical and Prenatal Care.
- Unconditional Help throughout pregnancy.
- Provides annual holiday functions that children in protective custody can attend to help build self-esteem
- Follow-up contact made to those who decide to place their babies for adoptions.

## **DENTISTS**

### **FAMILY DENTISTRY DR. ERIC DAHLE:**

**Phone:**  
(541) 881-1794

**Address:**  
478 SW 12th Street  
Ontario, OR 97914

**Website:**  
[www.drdahle.com/](http://www.drdahle.com/)

*Hours of Operation:*  
Monday– Thursday: 8:00am– 12:00pm, 1:00pm– 5:00pm  
Friday: 8:00am– 1:00pm  
Saturday & Sunday: Closed  
(OMAP or ODS-children)

### **DR. STEVEN DUNKER:**

**Phone:**  
(541) 881-1124

**Address:**  
387 SW 4th Avenue  
Ontario, OR 97914

**Website:**  
[www.sites.google.com/  
site/stevendunkerdds/](http://www.sites.google.com/site/stevendunkerdds/)

*Hours of Operation:*  
Monday: 9:00am– 12:00pm  
Tuesday-Thursday: 9:00am– 4:00pm  
Friday: 9:00am– 12:00pm  
Saturday & Sunday: Closed  
(ODS and open card only)

### **EASTERN OREGON DENTAL CLINIC:**

**Phone:**  
(541) 881-8700

**Address:**  
475 SW 12th Street  
Ontario, OR 97914

*Hours of Operation:*  
Monday & Wednesday: 8:00am– 1:00pm, 2:00pm– 5:00pm  
Thursday: 8:00am– 12:00pm, 1:00pm– 5:00pm  
Tuesday, Friday-Sunday: Closed  
(Advantage, ODS, OMAP, & Idaho Medicaid)

### **RHETT M. TIPTON, DMD / High Desert Dental:**

**Phone:**  
(541) 889-7017

**Address:**  
271 SW 13th Street  
Ontario, OR 97914

**Website:**  
[www.rhettmtipton.qwestoffi  
ce.net/](http://www.rhettmtipton.qwestoffice.net/)

**Private Insurance Only**

**CHARLES BOND:**

**Phone:**  
(541) 372-3311

**Address:**  
618 Bower Avenue  
Nyssa, OR 97913

**MUNK FAMILY DENTAL, RUSTON MUNK:**

**Phone:**  
(541) 372-3950

**Address:**  
300 Main Street  
Nyssa, OR 97913

**Website:**  
www.munkfamilydental.com/

**VALLEY FAMILY HEALTH CARE LOCATIONS:**

**Website:**  
<http://www.vfhc.org/en>

**NYSSA**

**Phone:**  
(541) 372-2606

**Address:**  
17 N 6th Street  
Nyssa, OR 97913

*Hours of Operation:*  
Tuesday– Friday: 8:00am– 6:30pm  
Saturday– Monday: Closed

**PAYETTE**

**Phone:** (208) 642-9376  
**Address:** 1441 NE 10th Avenue  
Payette, ID 83661

*Hours of Operation:*  
Monday, Wednesday, & Thursday:  
8:00am– 4:45pm  
Tuesday: 8:00am– 6:45pm  
Friday: 8:00am– 1:00pm  
Saturday & Sunday: Closed

**ONTARIO**

**Phone:**  
(541) 889-2340

**Address:**  
2327 SW 4th Avenue  
Ontario, OR 97914

*Hours of Operation:*  
Monday: 8:00am– 7:00pm  
Tuesday– Thursday: 8:00am– 4:30pm  
Friday: 8:00am– 1:00pm  
Saturday & Sunday: Closed

**VALE**

**Phone:** (541) 473-2101  
**Address:** 789 Washington St. W.

*Hours of Operation:*  
Monday- Friday: 8:00am– 5:00pm  
Tuesday 11:00am–8:00pm  
Closed Sat & Sun

**DR. JAY WETTSTEIN, GENERAL & COSMETIC DENTISTRY:**

**Phone:**  
(541) 889-6666

**Address:**  
478 SW 12th Street  
Ontario, OR 97914

**Website:**  
[www.docwettstein.com/](http://www.docwettstein.com/)

*Hours of Operation:*  
Monday: 8:00am– 5:00pm  
Tuesday– Thursday: 7:00am– 4:00pm  
Friday: 7:00am– 12:00pm  
Saturday & Sunday: Closed

**WHITE HOUSE DENTAL:**

**Phone:**  
(541) 889-8837

**Address:**  
347 W Idaho Avenue  
Ontario, OR 97914

*Hours of Operation:*  
Monday– Thursday: 8:00am– 5:00pm  
Friday, Saturday & Sunday: Closed

**CHILDREN'S DENTISTRY:**

**Phone:**  
(541) 709-5500

**Address:**  
1950 N Whitley Dr.  
Fruitland, ID 83619

**Website:**  
[www.idahochildrendentistry.com/](http://www.idahochildrendentistry.com/)

- ◇ Dr. Jeff Bryson
- ◇ Dr. Mike Pysnak

*Hours of Operation:*  
Monday– Thursday: 8:00am– 5:00 pm  
Saturday & Sunday: Closed



# DISABILITY

## Local & State Resources For People With Disabilities (Idaho Resources will accept Oregon residents with disabilities)

### ARC OF OREGON:

**Phone:**

(503) 581-2726 Ext. 304

**Fax:**

(503) 363-7168

**Address:**

2405 Front Street NE  
Suite 120  
Salem, OR 97301

**Website:**

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

**Contact:**

Marcie Ingledue

**Services Include:**

- Guardianship services
- Advocacy services
- Think college!
- Special needs trust
- Future planning

### CANYON HOME CARE & HOSPICE:

**Phone:**

(208) 642-1838

**Fax:**

(888) 572-2145

**Address:**

929 NW 16th Street D  
Fruitland, ID 83619

**Website:**

[www.canyonhomecare.com/](http://www.canyonhomecare.com/)

◇ In home care that works with multiple insurances. They cover a wide variety of services including pediatric care.

### EASTERN OREGON CENTER FOR INDEPENDENT LIVING (EOCIL)-PEER ADVOCACY, ADA:

**Phone:**

(541) 889-3119

**Fax:**

(541) 889-4647

**Address:**

1021 SW 5th Avenue  
Ontario, OR 97914

**Website:**

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

**Services Include:**

- Information and referral overview
- Peer counseling
- Support groups
- Youth mentoring program
- Independent living skills training
- Life Transition Services

*Hours of operation:*

Monday-Friday: 9:00am– 3:00pm

Saturday & Sunday: Closed

**\*By appointment\***

**IDAHO EDUCATIONAL SERVICES FOR THE DEAF AND THE BLIND:**

**Phone:**

(208) 934-4457

**Fax:**

(208) 934-8352

**Address:**

1450 Main Street  
Gooding, ID 83330

**Website:**

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

- ◇ This program's goal is to assist school districts and state agencies in providing accessibility, quality and equity to students in the state with sensory impairments through a continuum of service and placement options.

**IDAHO PARENTS UNLIMITED (IPUL):**

**Phone:**

(208) 342-5884  
(800) 242-4785 (Toll Free)

**Fax:**

(208) 342-1408

**Address:**

4619 W Emerald  
Ste. E  
Boise, ID 83706

**Website:**

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

- ◇ This program's mission is to educate, empower, support and advocate for individuals with disabilities and their families by providing trainings and resources.

**NORCO:**

**Phone:**

(541) 889-9327

**Address:**

400 SE 10th Street  
Ontario, OR 97914

**Website:**

[www.norco-inc.com](http://www.norco-inc.com)

- ◇ Norco provides products in respiratory and oxygen care, medical equipment, sleep therapy, mobility and rehab services, home accessibility, wound therapy, and supplies for ostomy and incontinence.

**OREGON HEALTH SCIENCES UNIVERSITY (OHSU):**

**Phone:**

(503) 494-8311

**Address:**

3181 SW Sam Jackson Park Road  
Portland, OR 97239-3098

**Website:**

[www.ohsu.edu/about/support-services](http://www.ohsu.edu/about/support-services)

- ◇ Oregon's only academic health center, OHSU provides an extensive range of services, from everyday health care needs to complex, highly specialized therapies. It is one of the top-ranked adult and children's hospitals in Oregon. They are leaders in health research.

**OREGON STATE DISABILITIES COMMISSION:**

**Phone:**

(800) 282-8096

**Address:**

500 Summer Street NE, E-02  
Salem, Oregon 97301

**Website:**

[www.oregon.gov/DHS/Pages/index.aspx](http://www.oregon.gov/DHS/Pages/index.aspx)

- ◇ The disabilities commission's mission is to secure economic, social, legal and political justice for individuals with disabilities through systems change.

**OREGON TECHNOLOGY ACCESS PROGRAM (OTAP):**

**Phone:**

(541) 440-4777

**Fax:**

(541) 440-4771

**Address:**

1871 NE Stephens  
Roseburg, OR 97470

**Website:**

[www.douglasesd.k12.or.us/  
parent-resources](http://www.douglasesd.k12.or.us/parent-resources)

- ◇ This program provides training, information, technical assistance and resources regarding the uses of technology for children with disabilities. OTAP services are available to anyone concerned with the needs of Oregon's children with disabilities from birth to age twenty-one.

**TREASURE VALLEY CHAPTER OF AUTISM SOCIETY OF AMERICA**

**Phone:**

(208) 336-5676

**Mailing Address:**

P.O. Box 44831  
Boise, ID 83711

**Website:**

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

- ◇ This program is a non-profit that provides resources, scholarships, and community trainings. They work with the Autism Society of America.

# **EASTERN OREGON EMERGENCY/ SUPPLEMENT FOOD SERVICE PROVIDERS**

## **JORDAN VALLEY COMMUNITY MOBILE FOOD PANTRY:**

**Phone:**  
**Ontario Food Pantry**  
(541) 889-9206

**Address:**  
902 Basset St  
Jordan Valley, OR 97910

- Open on the 4th Thursday of the month.
  - ◇ 12:30pm –3:00pm is food pantry.
  - ◆ Located at Lions Hall.

## **BLESSED SACRAMENT COMMUNITY FOOD PANTRY:**

**Phone:**  
(541) 889-8469

**Address:**  
829 SW 2nd Avenue  
Ontario, OR 97914

- Open Tuesdays from 1:00pm– 4:00pm.
  - ◇ Proof of residency is required.

## **THE NEXT CHAPTER FOOD PANTRY:**

**Phone:**  
(541) 889-9332

**Address:**  
762 SW 5th Street  
Ontario, OR 97914

- Open Tuesday 12:00pm—2:00pm
  - ◆ Located at St. Matthews Church.

## **THE NEXT CHAPTER FOOD PANTRY (LOCATION II):**

**Phone:**  
(541) 889-9332

**Address:**  
180 NW 1st Street  
Ontario, OR 97914

- Open Thursday 12:00pm– 2:00pm
  - ◆ Located at the First Christian Church.

## **NYSSA COMMUNITY FOOD PANTRY:**

**Phone:**  
(541) 372-5623  
(541) 212-3184

**Address:**  
415 Main  
Nyssa, OR 97913

- Open Wednesday 4:00pm– 7:00pm & Thursday 9:00am- 1:00pm

**VALE FOOD PANTRY:**

**Phone:**  
(541) 881-7622

**Address:**  
252 B Street W  
Vale, OR 97918

- Open Tuesday 1:00pm– 4:00pm & Thursday 12:00pm– 3:00pm.
- ◇ Serving Vale, Harper, and surrounding areas. (Sign in required.)
- ◆ Located at City Hall. At the corner of Bryant and “B” Street in the basement.

**NEW HOPE KITCHEN COMMUNITY MEAL SITE:**

**Phone:**  
(541) 889-9555 (Community in Action)  
(541) 889-1060

**Address:**  
312 NW 2nd St.  
Ontario, OR 97914

- Open Monday– Friday 11:30am– 1:00pm

**ANNEX ELEMENTARY SCHOOL: (Mobile FOOD BANK)**

**Phone:**  
(541) 262-3280

**Address:**  
402 Annex Road  
Ontario, OR 97914

- Open 2nd Thursday of the month at 4:30pm—5:30pm
  - Provides 3-5 day food supply

## **EDUCATION**

### **TRAINING AND EMPLOYMENT CONSORTIUM (TEC):**

**Phone:**  
(541) 889-7864

**Address:**  
375 SW 2nd Avenue  
Ontario, OR 97914

**Website:**  
[www.tecteam.org](http://www.tecteam.org)

#### **Eligibility requirements are as follows:**

- Resident of Malheur County
- Citizen of USA or registered non-citizen
- Current WorkSource Registration and valid ID
- Current Welfare recipient or meets income criteria

#### ***Services Include:***

- Jobs program
- Job assessment, testing, training & placement
- Life skills classes
- Summer youth programs (job programs for teens)
- Work experience
- Child Care Resource & Referral
- Job search & training
- Participates in the Older American Act (Title V Program)
- Job placement services for low-income seniors over 55
- Dislocated Program (Only if Lay-off due to not fault of own)
- Free training Microsoft Word and Excel
- Food Handler's card
- Customer service training

### **TREASURE VALLEY COMMUNITY COLLEGE (TVCC):**

**Phone:**  
(541) 881-8822

**Address:**  
650 College Boulevard  
Ontario, OR 97914

**Website:**  
[www.tvcc.cc](http://www.tvcc.cc)

◇ This is a local community college. Get on the website to see steps to take for admissions and courses available.

# EMERGENCY TELEPHONE NUMBERS

## NYSSA:

FIRE: \_\_\_\_\_ **911**  
POLICE: \_\_\_\_\_ **911** or (541) 372-3825  
SHERIFF: \_\_\_\_\_ **911**  
AMBULANCE: \_\_\_\_\_ **911**

## ONTARIO:

FIRE: \_\_\_\_\_ **911**  
POLICE: \_\_\_\_\_ **911** or (541) 889-5312  
SHERIFF: \_\_\_\_\_ **911**  
AMBULANCE: \_\_\_\_\_ **911** or (208) 642-6006

## VALE:

FIRE: \_\_\_\_\_ **911**  
POLICE: \_\_\_\_\_ **911** or (541) 473-5126  
SHERIFF: \_\_\_\_\_ **911**  
AMBULANCE: \_\_\_\_\_ **911**

## MISCELLANEOUS:

OREGON STATE POLICE: \_\_\_\_\_ (541) 889-6469  
IDAHO STATE POLICE: \_\_\_\_\_ (208) 884-7000  
HIGHWAY EMERGENCIES: \_\_\_\_\_ (888) 275-6368  
POISON CONTROL CENTER: \_\_\_\_\_ (800) 222-1222  
AMERICAN RED CROSS: \_\_\_\_\_ (800) 733-2767

## HOUSING

### ALAMEDA APARTMENTS:

**Phone:**  
(541) 889-3754

**Address:**  
833 West Alameda Drive  
Ontario, OR 97914

Hours of Operation:

Mon—Tue 1:00pm– 5:00pm; Wed: 1:00pm– 3:30pm; Thu— Fri: 1:00pm– 5:00pm

### FAIR HOUSING COUNCIL OF OREGON:

**Phone:**  
(800) 424– 3247 EXT 2  
(503) 223-8197 EXT 2

**Address:**  
1221 SW Yamhill Street  
#305  
Portland, OR 97205  
Mon—Fri 8:30am—5:00pm

**Website:**  
[www.fhco.org](http://www.fhco.org)

\* The Fair Housing Act protects your rights to fair housing. **No one can lawfully violate your housing rights because of race, religion, color, sex, national origin, mental or physical disability and family status.** This program deals with discrimination or some other problems you may have getting into housing.

*If you live anywhere in Oregon and your problem is related to one of the above categories, you can call for more information.*

### HOUSING AUTHORITY OF MALHEUR COUNTY:

**Phone:**  
(541) 889-9661

**Address:**  
959 Fortner Street  
Ontario, OR 97914

### WWW.HAMHC.ORG

Mon-Thur 9:00am-5:00pm

- Ontario Housing: *Park View Village Apartment, Riverside Manor, & Meadowlark House*
  - Nyssa Housing: *Rio Vista Apartments & Nyssa Court*
    - Vale Housing: *Washington Square*

### MALHEUR VILLAGE APARTMENTS:

**Phone:**  
(541) 473-3803

**Address:**  
855 A Street West  
Vale, OR 97918

### GREYSTONE BUILDERS & RILEY HILL RENTALS:

**Phone:**  
(541) 889-9113

**Address:**  
1803 N. Verde Dr.  
Ontario, OR 97914



## LEGAL

### MALHEUR COUNTY DISTRICT ATTORNEY:

**Phone:**  
(541) 473-5127

**Address:**  
251 B Street West #6  
Vale, OR 97918

**Website:**  
[www.malheurco.org/  
district-attorney/](http://www.malheurco.org/district-attorney/)

**Services Include:**

- Restraining, family protection, and stalking orders
- Child Support
- General prosecution
- Juvenile Court
- Victim's assistance-victim's advocate
- Spanish speaking services available

### MALHEUR COUNTY JUVENILE DEPARTMENT:

**Phone:**  
(541) 473-5101  
**After hours call 911**

**Address:**  
251 B Street West #11  
Vale, OR 97918

**Website:**  
[www.malheurco.org/juvenile-  
justice/](http://www.malheurco.org/juvenile-justice/)

- ◇ Available to children and parents of the county to help deal with matters of family crisis and to make referrals to appropriate agencies to meet specific needs.

**Services Include:**

- Children referred for delinquent behavior
- Children beyond parental control
- Child abuse and/or neglect situations
- Juvenile probation and supervision

### OREGON LAW CENTER:

**Phone:**  
(541) 889-3121

**Address:**  
35 SE 5th Avenue Unit 1  
Ontario, OR 97914

**Website:**  
[www.oregonlawcenter.org/  
how-to-get-help/olc-offices/  
ontario/](http://www.oregonlawcenter.org/how-to-get-help/olc-offices/ontario/)

- ◇ Provides free legal services to low-income individuals and families in Baker, Grant, Harney, and Malheur Counties in the areas of civil law.

**Services Include:**

- A full range of civil legal services based on client driven priorities statewide in the areas of housing, consumer, domestic relations, employment, and health.
- Training to client groups and providers on common legal issues.
- A large variety of self-help materials.

*Hours of operation:*

Monday– Thursday: 9:00am– 5:00pm  
Closed to the public from 12:30pm-1:30pm & Friday.

## **LIBRARIES**

### **NYSSA PUBLIC LIBRARY:**

**Phone:**

(541) 372-2978

**Address:**

319 Main Street  
Nyssa, OR 97913

*Hours of Operation:*

Tuesday: 10:00am– 6:00pm  
Wednesday: 1:00pm– 6:00pm  
Thursday: 11:00am– 7:00pm  
Friday: 11:00am– 4:00pm  
Saturday: 12:00pm– 4:00pm  
Closed Sunday & Monday

\* Story times Tuesdays during school at 10:30 am.

### **ONTARIO COMMUNITY LIBRARY:**

**Phone:**

(541) 889-6371

**Address:**

388 SW 2nd Avenue  
Ontario, OR 97914

**Website:**

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

*Hours of Operation:*

Monday, Tuesday, & Thursday: 10:00am– 5:00pm  
Wednesday: 10:00am– 7:00pm  
Friday: 10:00am– 4:00pm  
Saturday: 12:00pm– 4:00pm

\* Story times: Thursday at 11:00 am

### **VALE CITY LIBRARY:**

**Phone:**

(541) 473-3902

**Address:**

150 A Street East  
Vale, OR 97918

**Website:**

[www.cityofvale.com/government/departments/emma-humphrey-library/](http://www.cityofvale.com/government/departments/emma-humphrey-library/)

*Hours of Operation:*

Tuesday— Thursday: 2:00pm– 6:00pm  
Friday— Saturday: 10:00am– 4:00pm  
Sunday & Monday: Closed

## **MEDICAL**

**\*The following Doctors accept the medical card\***

### **DEBRA ALEXANDER, FNP:**

**Phone:**  
(541) 889-7781

**Address:**  
1715 N. Oregon St.  
Ontario, OR 97914

*Hours of Operation:*  
Monday– Friday 9:00am– 5:00pm

### **MALHEUR MEMORIAL HEALTH CLINIC:**

**Phone:**  
(541) 372-2211

**Address:**  
410 Main Street  
Nyssa, OR 97913

**Website:**  
[www.malheurmemorial.com/](http://www.malheurmemorial.com/)

- \* Kent Sandquist, DO is in the office Monday– Thursday: 8:00am– 5:00pm
- \* Kattie Millaburn, PAC is in the office Tuesday– Friday: 8:00am– 5:00pm

### **FOUR RIVER HEALTH CARE:**

**Phone:**  
(541) 889-3510

**Address:**  
640 SW 4th Avenue  
Ontario, OR 97914

◇ They cannot see anyone that has insurance. They do not take walk-ins. Need to call for an appointment.

*Hours of Operation:*  
Sunday through Saturday: 9:00am– 5:00pm

### **ST. ALPHONSUS HEALTH PLAZA:**

**Phone:**  
(208) 452-8050

**Address:**  
910 NW 16th Street #101  
Fruitland, ID 83619

**Website:**  
[www.saintalphonsus.org/  
services/clinics/specialty  
-care/family-medicine/  
fruitland-health-plaza](http://www.saintalphonsus.org/services/clinics/specialty-care/family-medicine/fruitland-health-plaza)

*Hours of Operation:*  
Sunday through Friday: 7:00am– 7:00pm

**ST. LUKE'S FAMILY MEDICINE:**

**Phone:**  
(208) 452-8700

**Address:**  
1210 NE 16th Street  
Fruitland, ID 83619

**Website:**  
[www.stlukesonline.org/](http://www.stlukesonline.org/)

*Hours of Operation:*  
Monday– Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**STARK MEDICAL GROUP: Free Clinic**

**Phone:**  
(541) 889-2244

**Address:**  
932 W Idaho Avenue Suite 100  
Ontario, OR 97914

*Hours of operation:*  
Monday– Friday: 8:00am– 5:00pm  
Saturday & Sunday: Closed

**TREASURE VALLEY PEDIATRIC CLINIC:**

**Phone:**  
(541) 889-2668

**Address:**  
1219 SW 4th Avenue Suite 1  
Ontario, OR 97914

*Hours of Operation:*  
Monday– Friday: 8:00am– 6:30pm  
Saturday & Sunday: Closed

**VALLEY FAMILY HEALTH CARE:**

**Website:**  
[www.vfhc.org/](http://www.vfhc.org/)

**\* NYSSA**

**Phone:**  
(541) 372-5738

**Address:**  
17 S 3rd Street  
Nyssa, OR 97913

*Hours of Operation:*  
Monday, Tuesday, Thursday,  
& Friday: 8:00am- 5:00pm  
Wednesday: 11:00am– 8:00pm  
Saturday & Sunday: Closed

**\* ONTARIO**

**Phone:**  
(541) 889-2340

**Address:**  
2327 SW 4th Avenue  
Ontario, OR 97914

*Hours of Operation:*  
Monday– Friday: 8:00am– 8:00pm  
Saturday: 8:00am– 6:00pm  
Sunday: 12:00pm– 6:00pm

**VALLEY FAMILY HEALTH CARE:**

\* **VALE**

**Phone:**  
(541) 473-2101

**Address:**  
789 Washington Street W  
Vale, OR 97918

*Hours of Operation:*  
Monday, Wednesday, Thursday,  
& Friday: 8:00 m– 5:00pm  
Tuesday: 11:00am– 8:00pm  
Saturday & Sunday: Closed

\* **PAYETTE**

**Phone:**  
(208) 642-9376

**Address:**  
1441 NE 10th Avenue  
Payette, ID 83661

*Hours of Operation:*  
Monday— Friday: 8:00am– 6:30pm  
Saturday & Sunday: Closed

**SNAKE RIVER PEDIATRICS:**

**Phone:**  
(541) 216-6556

**Address:**  
1100 NW 12th St  
Fruitland, ID 83619

**Website:**  
[www.snakeriverpediatrics.com/](http://www.snakeriverpediatrics.com/)

*Hours of Operation:*  
Monday– Friday: 8:00am– 6:00pm  
Saturday: 8:00am– 2:00pm  
Sunday: Closed

## **MEDICAL (Other)**

### **LIFE FLIGHT**

**Phone:**

(208) 367-3114 (Emergency)  
(800)232-0911 (Non-emergent)

- ◇ Provides ICU-level care during air transport across the Pacific Northwest and Intermountain West.

### **AFTER BREAST CANCER DIAGNOSIS (ABCD):**

**Phone:**

(800) 977-4121

**Website:**

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

**\* 24 hours-7 days/week service**

- ◇ All counselors are breast cancer survivors. They provide information on treatment and reconstruction and referrals to major treatment centers and support groups. Wigs & prosthesis services.

### **CHILD DEVELOPMENT REHABILITATION CENTER (CDRC):**

**Phone:**

(503) 346-0640

**Fax:**

(503) 346-0645

**Mailing Address:**

Attn: CDRC at OSHU  
P.O. Box 574  
Portland, OR 97207-0574

**Website:**

[www.ohsu.edu/xd/health/child-development-and-rehabilitation-center/index.cfm](http://www.ohsu.edu/xd/health/child-development-and-rehabilitation-center/index.cfm)

- ◇ A state wide agency that serves children with special health care needs. Main clinics available in Portland and Eugene. Call for information on outreach clinics across the state.

### **ST. ALPHONSUS MEDICAL CENTER (Financial Assistance):**

**Phone:**

(541) 881-7035  
(208) 367-2130

**Address:**

351 SW 9th Street  
Ontario, OR 97914

**Website:**

[www.saintalphonsus.org/patients-and-visitors/after-your-visit/financial-services/financial-application](http://www.saintalphonsus.org/patients-and-visitors/after-your-visit/financial-services/financial-application)

**Hours of Operation:**

Monday– Friday: 8:00am– 4:30pm  
Saturday & Sunday: Closed

- ◇ This service is for very low-income families unable to finance hospital medical bills. Must show proof of income and a letter of denial for medical services from Health & Welfare.

**MALHEUR COUNTY HEALTH DEPARTMENT:**

**Phone:**

(541) 889-7279

**Address:**

1108 SW 4th Street  
Ontario, OR 97914

**Website:**

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

**Services Include:**

- Immunizations by appointment
- Communicable disease service
- Family services– birth control
- Vital statistics
- Tobacco program
- Pre-natal & infant care programs
- Health education

**Hours of Operation:**

Monday– Friday: 8:30am– 12:00pm, 1:00pm– 5:00pm  
(Wednesdays are walk ins)

## OPHTHOMOLOGY

### DR. DAVID CHRISTIE & DR. RYSENGA:

**Phone:**

(541) 881-1300

**Address:**

932 W Idaho Avenue  
Suite 101  
Ontario, OR 97914

## OPTOMETRIST

### TREASURE VALLEY VISION CENTER, DR. ANN EASLY:

**Phone:**

(541) 889-2191

**Address:**

279 SW 10th Street  
Ontario, OR 97914

**Website:**

[www.treasureyoureyes.com/](http://www.treasureyoureyes.com/)

*Hours of Operation:*

Monday– Friday: 8:00am– 5:00pm

Saturday & Sunday: Closed

### FAMILY EYE CENTER:

**Phone:**

(541) 889-2020

**Address:**

350 East Lane  
Ontario, OR 97914

**Website:**

[www.familyeye2020.com/](http://www.familyeye2020.com/)

*Hours of Operation:*

Monday, Wednesday-Friday: 9:00am– 5:00pm

Tuesday: 10:00am– 6:00pm

Saturday & Sunday: Closed



## PUBLIC SCHOOLS

### NYSSA:

- **Adrian Elementary**  
(541) 372-2337  
207 Owyhee Street  
Adrian, OR 97901
- **Nyssa Middle School**  
(541) 372-3891  
101 S 11th Street  
Nyssa, OR 97913
- **Nyssa Elementary School**  
(541) 372-3313  
809 Bower Avenue  
Nyssa, OR 97913
- **Adrian High School– District 61**  
(541) 372-2335  
301 Owyhee Street  
Adrian, OR 97901
- **Student Services**  
(541) 372-2275  
804 Adrian Boulevard  
Nyssa, OR 97913
- **Nyssa High School**  
(541) 372-2287  
824 Adrian Boulevard  
Nyssa, OR 97913

### ONTARIO:

- **Aiken Elementary School**  
(541) 889-5584  
1297 W Idaho Avenue  
Ontario, OR 97914
- **Annex Elementary School**  
(541) 262-3280  
402 Annex Road  
Ontario, OR 97914
- **Four Rivers Community School**  
(541) 889-3715  
2449 SW 4th Avenue  
Ontario, OR 97914
- **Pioneer Elementary School**  
(541) 262-3902  
4744 Pioneer Road  
Ontario, OR 97914
- **Ontario Middle School**  
(541) 889-5377  
573 SW 2nd Avenue  
Ontario, OR 97914
- **Alameda Elementary School**  
(541) 889-5497  
1252 Alameda Drive  
Ontario, OR 97914
- **Cairo Elementary School**  
(541) 889-5745  
531 Highway 20/26  
Ontario, OR 97914
- **Ontario High School**  
(541) 889-5309  
1115 W Idaho Avenue  
Ontario, OR 97914
- **May Roberts Elementary School**  
(541) 889-5379  
590 NW 8th Street  
Ontario, OR 97914

**VALE:**

- ***Vale Elementary School***

(541) 473-3291  
403 E Street W.  
Vale, OR 97918

- ***Vale Middle School***

(541) 473-3181  
505 Viking Dr.  
Vale, OR 97918

- ***Vale High School***

(541) 473-3181  
505 Viking Drive  
Vale, OR 97918

- ***Willow Creek Elementary School***

(541) 473-2345  
2300 9th Avenue W.  
Vale, OR 97918

## SECOND HAND STORES

### IDAHO YOUTH RANCH THRIFT STORE:

**Website:**

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

- ◇ Clothing, housewares, toys, furniture, blankets, misc.

#### Ontario

#### Payette

**Phone:**  
(541)889-7716

**Address:**  
2588 SW 4th Avenue  
Ontario, OR 97914

**Phone:** (208) 642-3880  
**Address:** 33 North Main Street  
Payette, ID 83661

*Hours of Operation:*  
Tuesday— Saturday: 9:00am– 5:00pm

*Hours of Operation:*  
Monday– Saturday: 9:00am– 6:00pm  
Sunday: 12:00pm– 5:00pm

### CARE-O-SELL CONSIGNMENT:

**Phone:**  
(541) 881-1178

**Address:**  
156 S Oregon Street  
Ontario, OR 97914

**Website:**  
[www.facebook.com/careosell](http://www.facebook.com/careosell)

- ◇ Clothing.
- ◇ Sell clothing on consignment.

*Hours of Operation:*  
Monday– Friday: 10:00am– 6:00pm  
Saturday: 10:00am– 4:00pm  
Sunday: Closed

### DOVE'S UNIQUE BOUTIQUE:

**Phone:**  
(541) 709-4928

**Address:**  
189 S. Oregon St.  
Ontario, OR 97914

**Website:**  
[www.projectdove.com](http://www.projectdove.com)

- ◇ Clothing, linens, housewares, books, toys, misc.
- ◇ Donations accepted.

*Hours of Operation:*  
Tuesday— Saturday: 10:00am– 6:00pm  
Sunday & Monday: Closed

## **SPECIAL NEEDS**

### **FACT OREGON:**

**Phone:**

1(800) 988-3228 (Help Line)  
(503)786-6082 (Support Line)

**2475 SE Ladd Ave, STE 430**  
**Portland, OR 97214**

**Website:**

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

- ◇ FACT is a family leadership organization for individuals and their families experiencing disabilities, working collaboratively to facilitate positive change in policies, systems, and attitudes through family support, advocacy, and partnerships.

### **OREGON FAMILY TO FAMILY:**

**Phone:**

1(855) 323-6744 (English)  
1(833) 990-9930 (Spanish)

**Website:**

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

- ◇ The Oregon Family to Family Health Information Center provides information to families who are navigating the complex world of special health care needs. We are family members ourselves, who have firsthand experience raising a child or youth with a chronic health condition, developmental delay or disability, or emotional/behavioral challenges.

### **BOISE SPEECH AND HEARING:**

**Phone:**

(208) 793-7006

**Address:**

8601 W. Emerald St  
Ste 150  
Boise, ID 83704

**Website:**

[www.bshc.com](http://www.bshc.com)

- ◇ For individuals with a problem related to hearing and/or speech. Call for more information.

## EARLY CHILDHOOD SPECIAL EDUCATION/EARLY INTERVENTION:

### NYSSA:

**Phone:**  
(541) 372-2214  
**Fax:**  
(541) 372-0163

**Address:**  
575 Thunderegg Blvd.  
Nyssa, OR 97913

### ONTARIO:

**Phone:**  
(541) 889-8613

**Address:**  
2927 SW 6th Avenue  
Ontario, OR 97914

- ◇ This is a program specially designed to meet the needs of children birth– 5 years of age. Instruction is provided in a variety of settings according to the unique needs of the child. This program is for children with significant delays in the areas of cognitive, physical, vision, hearing, speech and language, self-help and social skills.

### **Services Include:**

- Screening & evaluation
- Vision/hearing services
- Occupational therapy
- Assistive technology
- Augmentative communication
- Development consultation/education
- Physical therapy
- Evaluation
- Speech & language therapy

### *Hours of Operation:*

Monday– Friday: 8:00am– 4:00pm  
Saturday & Sunday: Closed

## ST. LUKE'S REHABILITATION HOSPITAL:

**Phone:**  
(208) 489-4444

**Address:**  
600 N. Robbins Road  
Boise, ID 83702

**Website:**  
<https://www.stlukesonline.org/communities-and-locations/facilities/hospitals-and-medical-centers/st-lukes-rehabilitation-hospital>

- ◇ This is a non-profit organization serving the northwest in the treatment and/or rehabilitation of the physically disabled. Admittance to the hospital is through physician referral.

### **Services Include:**

- Occupational therapy
- Physical therapy
- Feeding therapy
- Communication therapy
- Educational therapy
- Add clinic
- Specialized medical treatments
- Assessments & evaluations
- Family education
- Medical & nursing care after discharge from hospital
- Pediatrics
- Speech therapy
- Driving evaluations
- Brain Injury Program
- Stroke Program
- Urodynamic
- Sensory integration

**OHSU MULTIPLE SCLEROSIS CENTER:**

**Phone:**  
(503) 494-5759

**Address:**  
3303 S. Bond Ave  
Bldg 1, 8th Floor  
Portland, OR 97239

**Website:**  
www.ohsu.edu

◇ Patients must be referred.

**Services Include:**

- Orthopedics
- Neuromuscular
- Out-patient diagnosis & treatment
- Genetic consultation
- Burn treatment
- Surgery

*Hours of Operation:*

Monday– Friday: 8:30am– 4:30pm  
Saturday & Sunday: Closed

**IDAHO ELKS HEARING AND BALANCE CENTER:**

**Phone:**  
(208) 452-8710

**Address:**  
1210 NW 16th St.  
2nd Floor  
Ontario, OR 97914

**Website:**  
www.stlukesonline.org/  
communities-and-locations/  
facilities/clinics/idaho-elks-  
hearing-and-balance-center-  
ontario

**Services Include:**

- Tinnitus testing and treatment
- Hearing tests
- Rehabilitation and support groups
- Cochlear implants
- Hearing aid evaluations
- central auditory processing disorder (CAPD) testing and treatment

*Hours of Operation:*

Monday– Friday: 8:00am-4:30pm  
Saturday & Sunday: Closed

# TRANSPORTATION

## ARROW EXPRESS:

**Phone:**  
(541) 709-1723

**Address:**  
65 SW 5th Street  
Ontario, OR 97914

- ◇ Available: Group discounts, scheduled pick-ups, deliveries, and courier.

### *Hours of Operation:*

Monday– Friday: 8:00am– 8:00pm  
Saturday & Sunday: 10:00am– 8:00pm

## MALHEUR EXPRESS:

**Phone:**  
(541) 881-0000  
**After Hours:** (541) 212-9085

**Address:**  
842 SE 1st Avenue  
Ontario, OR 97914

*A non-profit organization committed to providing services to the general public, including seniors, low-income individuals and persons with disabilities so that they may obtain and maintain independence and live healthy, meaningful and self-sufficient lives.*

- ◇ Requests should be made 24 hours prior to the time you want to be picked up. Rides requested less than 24 hours in advance will be provided only if scheduling permits. Information about destinations, service schedules or fares is available by contacting the office.
- ◇ Handicap accessible van.
- ◇ Closed on major holidays.

### *Hours of Operation:*

Monday– Friday: 8:00am– 4:30pm  
Saturday & Sunday: Closed

## SNAKE RIVER TRANSIT:

**Phone:**  
(541) 881-0000

**Address:**  
842 SE 1st Avenue  
Ontario, OR 97914

**Website:**  
[www.mcoainfo.org](http://www.mcoainfo.org)

- ◇ Fares: \$0.50 Senior & disabled, \$0.75 Children ages 6-17, \$1.00 Adults, FREE for children 5 years and younger.
- ◇ **Bus operates Monday– Friday: 6:00am– 6:00pm.**

## GET-O-CAB:

**Phone:**  
(541) 216-3994

**Contact:**  
Ted Gallemore

- ◇ Located in Vale, OR and available 24 hours a day. Call for availability.
- ◇ Around Vale locally \$5.
- ◇ Vale to Ontario \$25.