

Heading: Emergency/Security Policies and Procedures	P.S.#1304.51 (b)	Rev. 7/2004
Policy name: INTER-PROGRAM COMMUNICATION	Policy #ESP 6	Page 1 of 1

TEACHING TEAMS AND CONTRACT STAFF

1. Please try to conduct business with central office staff during regular office hours of 8 a.m. to 5 p.m. Do not call coordinators or other staff at home unless it is an emergency.
2. If child development coordinators are visiting other centers, they will check their voice mail at least once per day and will call you back. Please do not disturb them when they are observing in another Head Start class.
3. Each class will have a 'back-up' child development coordinator in addition to their regular coordinator. If you are unable to reach your coordinator for a question or concern that cannot wait, call the back-up coordinator. Otherwise, please leave a voice mail message, and the coordinator will get back to you.
4. Staff requests for paper products and other supplies are to be directed to secretaries at the front office. Requests will be made by 3:00 p.m Friday. Supply requests made to other staff members will not be honored.
5. Please check the [Incident Reporting policy](#) to see if an incident needs to be called in or if the notification can be made by FAX.
6. It is important that the person acting as "Operator" be able to keep the line free for emergency calls during class time. Any extended phone calls are to be transferred to another extension. Please limit the length of your calls to the "0" extension during the hours of 8:30 a.m. to 3:00 p.m. The Delta class also meets on Friday so the lines needs to be available that day as well.
7. Staff will be gracious if they are placed on hold by the Operator or a member of the Management Team.

CENTRAL OFFICE STAFF

1. Please do not disturb teachers while they are in class unless it is absolutely necessary.
2. Please conduct business during regular business hours and do not call teaching team members at home unless it is an emergency.
3. Be respectful of all staff.