



Northwest Michigan Community Action Agency, Inc.  
Serving the counties of Antrim, Benzie, Charlevoix, Emmet, Grand Traverse,  
Kalkaska, Leelanau, Missaukee, Roscommon, and Wexford.

### Mission Statement

**NMCAA's mission is to foster positive change by providing opportunities that promote self-sufficiency, improving the quality of life and building stronger, more connected communities.**

### Vision Statement

**NMCAA drives the change that strengthens communities where ALL PEOPLE have opportunities to achieve their full potential.**

### Program Philosophy

**The Northwest Michigan Community Action Agency  
Head Start philosophy is:**

**We believe that children need strong families in order to develop into mature adults who are productive members of society. Our goal is to nurture families. We will seek whatever support is available and advocate for what is needed to enable the children in each family to be successful in school and beyond.**

*People will forget what you said, people  
will forget what you did, but people  
will never forget how you made them feel.  
- Maya Angelu*



# CORNERSTONES OF CULTURE

**Nurturing**

**Mindful**

**Compassionate**

**Accountable**

**Appreciative**

- Promote a culture of **support, empowerment,** and **collaboration.**
- **Respect, appreciate,** and **celebrate** each other's differences.
- Promote ongoing **agency goals** and commit to **team success.**
- **Share ideas,** be open to suggestions, and maintain a **positive attitude.**
- Be **professional, honest,** and **sincere** to help create a trusting work environment.



HELPING PEOPLE. CHANGING LIVES.

## **NMCAA Child and Family Program Guidance Policy**

### **Staff, Collaborative Center Staff, Parents, and Volunteers will adhere to the following:**

- Encourage positive self-esteem, cooperation, self-regulation, and self-direction.
- Model positive behaviors- be composed, empathetic, helpful, and respectful to all.
- Support social and emotional growth through observation by noticing and acknowledging specific behaviors/actions.
- Redirection is a primary tool for supporting infant and toddler behavior and will be used with all children, ages 0-5, when appropriate.
- Develop positive relationships and teach/model classroom and home visit expectations.
- Protect children/parents/staff/volunteers from harm.
- Practice and model personal space/boundaries and respect for ourselves and others.
- Supervise all children, at all times, and support parents in supervising their children at all times.

### **Staff, Collaborative Center Staff, Parents, and Volunteers will refrain from the following:**

- Carrying, pulling, or pushing by limbs, aggressively moving, dragging, hitting, shaking, biting, pinching, spanking, or inflicting physical violence.
  - Exception: Infants and non-mobile children may be carried for comfort, safety, and mobility.
- Placing any substances in a child's mouth, including but not limited to, soap, hot sauce, or vinegar.
- Restricting a child's movement by binding, tying, or confining in an enclosed area (closet, locked room, box, cubicle, etc.).
- Mentally/emotionally punishing such as sarcastic remarks, humiliating, shaming, threatening, degrading, ridiculing, or time-outs.
- Depriving children of/or delaying any of the following as a consequence: meals/snacks/water, rest, toilet use, outdoor play, daily learning, or gross motor activities.
- Using toilet learning/training methods that punish, demean, or humiliate a child.
- Isolated one-on-one interactions, favoritism, or gift-giving to individual children.
- Establishing a relationship with children outside of program activities or exchanging personal email, phone numbers, or private interactions through social media or computer devices.
- Photographing children for purposes other than for program activities or for their families.

**Specific Exceptions-Non-severe and developmentally appropriate discipline or restraint may be used when reasonably necessary, based on a child's development, to prevent a child from harming him/herself or to prevent a child from harming other persons or property.**

Original: To be posted in a place visible to staff and parents

Reference: R 400.8140, 400.8146 (1) (d), HSPPS 1302.90, Personnel Policies (c) Standards of Conduct

7/23 EHS-HS Team\APOT\APOT Documents\2023-2024 APOT Documents\NMCAA Child and Family Program Guidance Policy

# NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY

NMCAA leads in strengthening communities by empowering people to overcome barriers, build connections and improve their quality of life.

**MAKE A  
DIFFERENCE!  
JOIN OUR TEAM**



**CHECK US OUT  
ONLINE AT  
WWW.NMCAA.NET**



**HEAD START &  
EARLY HEAD START  
PRE-APPLICATION**



## SERVICES WE PROVIDE

- EARLY CHILDHOOD
- UTILITY ASSISTANCE
- FOOD DISTRIBUTION
- HOME IMPROVEMENT
- HOUSING
- WEATHERIZATION
- MEALS ON WHEELS
- TAX PREPARATION
- HOMEBUYER EDUCATION



**FOLLOW US ON INSTAGRAM**

@nwmcommunityactionagency

**LIKE US ON FACEBOOK**

Look us up by name & tag us @nmcaa

## OUR PARTNER AGENCIES



**MSHDA**  
MICHIGAN STATE HOUSING  
DEVELOPMENT AUTHORITY



ANTRIM BENZIE CHARLEVOIX EMMET GRAND TRAVERSE KALKASKA LEELANAU MISSAUKEE ROSCOMMON WEXFORD

# This Organization Participates in E-Verify

# Esta Organización Participa en E-Verify



This employer participates in E-Verify and will provide the federal government with your Form I-9 information to confirm that you are authorized to work in the U.S.

If E-Verify cannot confirm that you are authorized to work, this employer is required to give you written instructions and an opportunity to contact Department of Homeland Security (DHS) or Social Security Administration (SSA) so you can begin to resolve the issue before the employer can take any action against you, including terminating your employment.

Employers can only use E-Verify once you have accepted a job offer and completed the Form I-9.

## **E-Verify Works for Everyone**

For more information on E-Verify, or if you believe that your employer has violated its E-Verify responsibilities, please contact DHS.

Este empleador participa en E-Verify y proporcionará al gobierno federal la información de su Formulario I-9 para confirmar que usted está autorizado para trabajar en los EE.UU..

Si E-Verify no puede confirmar que usted está autorizado para trabajar, este empleador está requerido a darle instrucciones por escrito y una oportunidad de contactar al Departamento de Seguridad Nacional (DHS) o a la Administración del Seguro Social (SSA) para que pueda empezar a resolver el problema antes de que el empleador pueda tomar cualquier acción en su contra, incluyendo la terminación de su empleo.

Los empleadores sólo pueden utilizar E-Verify una vez que usted haya aceptado una oferta de trabajo y completado el Formulario I-9.

## **E-Verify Funciona Para Todos**

Para más información sobre E-Verify, o si usted cree que su empleador ha violado sus responsabilidades de E-Verify, por favor contacte a DHS.

**888-897-7781**

**[dhs.gov/e-verify](https://dhs.gov/e-verify)**



**E-VERIFY IS A SERVICE OF DHS AND SSA**

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# IF YOU HAVE THE RIGHT TO WORK



# DON'T LET ANYONE TAKE IT AWAY

If you have the skills, experience, and legal right to work, your citizenship or immigration status shouldn't get in the way. Neither should the place you were born or another aspect of your national origin. A part of U.S. immigration laws protects legally-authorized workers from discrimination based on their citizenship status and national origin. You can read this law at [8 U.S.C. § 1324b](#).

**The Immigrant and Employee Rights Section (IER) may be able to help if an employer treats you unfairly in violation of this law.**

The law that IER enforces is 8 U.S.C. § 1324b. The regulations for this law are at 28 C.F.R. Part 44.

Call IER if an employer:

Does not hire you or fires you because of your national origin or citizenship status (this may violate a part of the law at [8 U.S.C. § 1324b\(a\)\(1\)](#))

Treats you unfairly while checking your right to work in the U.S., including while completing the [Form I-9](#) or using [E-Verify](#) (this may violate the law at [8 U.S.C. § 1324b\(a\)\(1\)](#) or [\(a\)\(6\)](#))

Retaliates against you because you are speaking up for your right to work as protected by this law (the law prohibits retaliation at [8 U.S.C. § 1324b\(a\)\(5\)](#))

The law can be complicated. Call IER to get more information on protections from discrimination based on citizenship status and national origin.

**Immigrant and Employee Rights Section (IER)**

**1-800-255-7688**

**TTY 1-800-237-2515**

[www.justice.gov/ier](http://www.justice.gov/ier)

[IER@usdoj.gov](mailto:IER@usdoj.gov)



U.S. Department of Justice, Civil Rights Division, Immigrant and Employee Rights Section, January 2019

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