

I. PARENT REQUESTING COPY OF VIDEO OR VIEWING

Dear Parent, this is to acknowledge your request to view video footage from the classroom camera at your child's Head Start site. Please be advised that Neighborhood House Association **is not authorized to release video footage due to the limited use permission given.** Video is recorded for limited purposes to be used as an educational training tool for teachers, staff, and interns in childhood development, early intervention, behavioral and classroom management strategies in Early Head Start and Head Start centers. NHA may also use certain images for charitable or promotional activities conducted by NHA.

Authorized NHA staff will review available video as part of any investigation and take any immediate corrective action that may be required. NHA has taken all necessary steps to maintain the safety and health of your child, and there is no reason to be concerned.

In the event your child suffers an injury or incident at school, the protocol is for classroom personnel to provide you with a standard "Ouch" report.

Thank you for your understanding.

II. PARENTS ASKING ABOUT UNEXPECTED STAFF ABSENCE

Dear Parent, I understand some questions were asked about your child's safety at school after noticing the recent departure of teaching staff from your child's Head Start site. Please be assured that NHA has taken all necessary steps to maintain the safety and health of your child, and that there is no reason to be concerned. **Personnel matters relating to our teaching staff and employees is confidential and, each employee has a right to privacy that prevents NHA from disclosing any information other than the employee is no longer here.**

In the event of any serious violation of child care licensing regulations, information would be posted at the site that would serve as the official notice to parents regarding the policy violation.

Thank you for your understanding.

III. PARENTS REQUESTING CCL UIR REPORT

Dear Parent, the Unusual Incident Report that NHA files is a confidential document that **we cannot release.** Typically, an investigation will follow the filing of any UIR. In the event of any serious violation of child care licensing regulations, information would be posted at the site that would serve as the official notice to parents regarding the policy violation.

Thank you for your understanding.