

**CHILDREN'S DEVELOPMENTAL SERVICES OF CAMPBELL COUNTY  
POLICY AND PROCEDURE ON  
HOME VISITOR SCHEDULE**

**Policy:**

It is the Policy of the Children's Developmental Services to provide Home-based Services, in compliance with Head Start Performance Standards, to families in Campbell County who meet the enrollment criteria for these services.

**Purpose:**

The purpose of this Policy is to establish the days of the week and times home visits will be provided to families enrolled in the Early Head Start Program.

**Procedure:**

1. Home visits are provided to families enrolled in a Home-based program at the Children's Developmental Services of Campbell County. Home visits are offered during regular business hours, which are Monday through Friday 7:00 a.m. to 5:30 p.m.
2. In the event a family is unable to have their visit during regular business hours due to their work and/or school schedule, the home visitor and parent(s) will need to review the conflicting schedule and establish a consistent time that is mutually agreed upon.
3. In the event a time cannot be agreed upon, the parent and/or staff will need to begin the grievance procedure\*.
4. Under extreme circumstances, virtual visits may be offered in place of in-person visits. Allowability of the virtual option will be determined by management on a case-by-case basis and will only be approved as a temporary alternative to in-person visits. If approved, virtual visits are expected to meet the same requirements as an in-person home visit. These requirements are outlined in 1302.22(c)(1)(i), 1302.30, 1302.33, 1302.35, and subparts D, E, F, and G of Part 1302 of the Head Start Program Performance Standards.

\*Grievance Policy and Procedure is available upon request