



## Wraparound Services Class Guidelines

Improving the quality of the programs funded by the Healthy Start Coalition requires a coordinated effort by the organization. To this extent, it is the responsibility of the Coalition to ensure that all pregnant women and children from birth to age three continue to receive Healthy Start services of the highest quality. In addition to the current *Healthy Start Standards and Guidelines*, the Coalition has developed the following guidelines to facilitate the Healthy Start wraparound services.

The following contains the guidelines suggested for the Healthy Start wraparound services classes or group sessions.

### Class Cancellation Policy

- The cancellation of classes is permissible only when an emergency arises. If an instructor is absent due to personal leave, a secondary instructor (another certified staff member), should be designated to conduct the class. Additionally, if a class is cancelled due to an emergency situation, the Provider is responsible for making every effort possible to contact participants and inform them about the cancellation. **A notice regarding the cancellation should also be posted on the door of the classroom regarding cancellation.** The official cancellation form (See attachment: Wraparound Services Class Cancellation Report) must be filled out, signed by the Program Manager and the original must be sent to: Healthy Start Coalition of Miami-Dade.
- The Healthy Start Coalition of Miami-Dade offers numerous opportunities for staff to obtain certification. In cases where an instructor is unable to convene a group, it is the responsibility of the Provider to ensure that adequate certified staff is available to facilitate the group.

### Monthly Class Schedules

- A user-friendly class schedule must be given to participants at the beginning of each month to inform them of classes which will be offered during the upcoming month. Class schedules can either be handed out during the last class of the previous month, during the first class of the new month, or mailed to participants. On the bottom of the calendar, the room location, address, map or directions, and telephone number must be clearly indicated.

### Location

- Staff assigned to the information or front desk must be knowledgeable about class schedules and locations, and be given updated copies for distribution to walk-ins. Participant and/or



front desk personnel must also be informed about the name of the instructor as well as contact phone numbers.

- Signs pointing towards the meeting room must be clearly visible and direct clients to the proper location. If the site has a policy regarding permanent signage, these signs can be put up prior to the class meeting and taken down after the class has ended.
- If the standard meeting room changes, proper signage must be used to inform attendees of the new location.
- Flyers should be posted clearly on the walls and/or bulletin boards (where possible) of the class schedule and meeting room.

### **Room Set-up**

- Instructors are required to be at the meeting room no less than 15 minutes prior to the arrival of the scheduled group in order to set up the chairs and tables in the most comfortable formation for the group setting, as well as set up signs and inform front desk/information staff of the pending class. The instructor should also be available 15-30 minutes after the class has ended to answer questions.
- Instructors should set-up work-areas and include necessary items such as a sign in sheet, handouts, etc. All items should be organized and be made readily available for distribution.
- When providing refreshments, imperishable items that will not readily spoil, should be made available. Napkins, paper cups, and other plastic utensils should also be available.

### **Class Set-up**

- Instructors must have a group sign-in sheet per class conducted.
- Since group participants may not be the same from week-to-week, instructors should carry name tags along with a marker to each class and ensure that participants are given a name tag at each session.
- There is no guarantee that all attendees will arrive at the designated time. Instructors should therefore prepare special handouts and impart important/specific information to those who show up on time. An ice-breaker can be used to keep/maintain clients' interested while they wait.



### **Housekeeping**

Classes should start and end on time. An explanation should be given to participants when the class is running late (no more than 15 minutes late to start or 15 minutes late to end).

- Example: “Due to weather condition...”, “...waiting for more participants to arrive”, “...traffic conditions”, etc.
- It is important to have an agenda and review it with the participants at the beginning of the class. For example, “During the 45 minutes we will be discussing medications used during labor; we will then take a 15 minute break”. “For our second segment, we will be discussing Cesarean births, VBAC and current medical thinking as well as birth plans” or “During the last portion of the training, I will be giving away important hand-outs and going over how to effectively use them as tools.”
- At every session inform attendees about the location of restrooms the restrooms are located and reassure them that it is okay for them to get up at any point and use the facilities without asking during class time.
- Point out the emergency exits.
- At the end of each class, the instructor should let participants know the topics that will be discussed the following week.

### **Once the Session has started**

- It is strongly recommended that once a group has started, informational handouts that will not be used during the class, (handouts that participants will review at home) should be distributed only at the end of the class, so that participants will not lose focus in the middle of class.
- Videos are a useful tool. However, they should be used no more than 25% of an entire class period. For a two-hour class, there should be no more than ½ hour of video time.