



Children's TLC
THERAPEUTIC LEARNING CENTER

PARENT HANDBOOK

Preschool Program

3101 Main Street
Kansas City, MO 64111
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www.childrenstlc.org

Services at Children's TLC are provided on a non-discriminatory basis



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ADDENDUMS

Children's TLC Vision

To become a model community of caring professionals, volunteers, and families dedicated to innovation and excellence in the education and rehabilitation of diverse children with disabilities.

Children's TLC Mission

The mission of Children's TLC is to provide therapeutic and educational services for children with disabilities in an environment which fosters their independence and celebrates their successes.

History of Children's TLC

Children's TLC began in 1947 as the Cerebral Palsy Nursery School. Its purpose was to prepare children of pre-school age for formal schooling. The Center was founded in response to teachers who started working with the children at age six or seven and realized that was too late to begin basic skills training. In 1956, the organization's name was changed to Crippled Children's Nursery School (CCNS) to reflect the acceptance of children with other major physical disabilities. The school became a division of the Department of Pediatrics at Children's Mercy Hospital in 1965 and the school was located at the hospital. In 1991, CCNS moved to 2928 Main, changed its name to Children's TLC (Therapeutic Learning Center) and expanded services to include early intervention with infants, toddlers and their families.

In 1994, Children's TLC began meeting with other agencies. This resulted in a joint fundraising effort and construction of the Children's Center Campus at 3101 Main Street. In January 1999 Children's TLC, Children's Center for the Visually Impaired and the YWCA (providing Childcare) moved into the Children's Center Campus. In April 2000, the YMCA assumed responsibility for the childcare operation.

For six decades the Kansas City community has supported Children's TLC through the guidance of a volunteer Board of Directors, a faithful corps of community volunteers, and the generosity of private contributors and public funds.

Philosophy Statement

We believe that learning begins at birth and that all children deserve to be taught with kindness, respect, and compassion. Children with and without disabilities are more alike than different and all learn best in an integrated setting; however, children should be considered as a whole, developing in the physical, social, communicative, emotional and cognitive domains. We believe that the needs of the children's families are equal to the needs of the children. The family must be treated with respect. Their need for information for purposes of advocacy and educational/therapeutic assistance for their children is of primary importance and contributes to the wellbeing of the children and the

family. The most powerful services are provided when a collaborative relationship is established between the team and the caretaker.

We believe that children learn trust and respect for others, positive self-image and initial independence during early childhood through experiences addressing their individual needs. The pre-school environment should be natural; physically and emotionally safe; physically accessible; and, services should be offered on a non-discriminatory basis. The strengths of the children, as well as the weaknesses and the cultural and linguistic differences of the children and family should be considered in programming.

Trans-disciplinary intervention for children with disabilities should begin as early as possible. Early intervention that is based on developmental levels, as well as chronological age, promotes maximal potential in the child. Further, parental and professional accountability are critical.

CURRICULUM

The Creative Curriculum for Preschool is an award winning curriculum for preschool success; it is based on 38 objectives for development and learning, which are fully aligned with the *Head Start Child Development and Early Learning Framework* as well as early learning standards for every state. Creative Curriculum addresses 10 areas of development and learning; Social-Emotional, Physical, Language, Cognitive, Literacy, Mathematics, Science and Technology, Social Studies, The Arts, and English Language Acquisition. Using exploration and discovery as a way of learning, *The Creative Curriculum for Preschool* enables children to develop confidence, creativity, and lifelong critical thinking skills.

The Emerging Language and Literacy Curriculum (ELLC) was developed by the agency and is recognized as an approved curriculum by the state of Missouri (Ornes, Patterson, Thomas, and McMillian, 2007) and is utilized to supplement Creative Curriculum. The ELLC focuses on the connection between language and literacy development. Each unit has language and literacy targets as well as phonological awareness activities. Each classroom modifies the curriculum to develop hands on activities which are appropriate to the children's level of understanding.

GENERAL INFORMATION

Administration

A Board of Directors guides the operations of Children's TLC. The Board is responsible for ensuring the financial stability of the agency and assists in fundraising. A parent representative is selected each year to attend the monthly meetings of the Board of Directors and provide input from the families.

The Pre-school program is led by the Director of Programs. The Director oversees the classroom services as well as the therapists and the Social Worker. The Director is supervised by the agency's Executive Director. The work of the overall agency is supported by the Director of Finance and their staff.

Key Contacts at Children's TLC

The main phone number for the agency is 816-756-0780. Each person then has their own extension which is listed below.

<u>Title</u>	<u>Name</u>	<u>Extension</u>
Social Worker	Tara Souders	2108
Director of Programs	Pegi Stamps	2140
Agency Coordinator	Helen Smith	2103
Director of Finance	Susan Steckmest	2106
Billing Coordinator	Trisha Larson	2141
Director of Development 2138	Molly Cunningham	
Executive Director 2109	Patti Glass	
Classroom #408	Jenna Bodensteiner	2107
Classroom #412	Hyun Kang	2112
Classroom #414	Holly Julo	2130
Classroom #417	Ashley Fields	2134
Classroom #420	Jennifer Degner	2135

Campus Nurse 816-753-5758 x2204

Hours of Operation

Children's TLC is open from 7:30-5:30 Monday through Friday. Children's TLC will be closed the third Friday of each month for Professional Development Day (PDD). During PDD staff will attend all staff meetings, participate in educational seminars, update children's files and work on their classroom environment. Please refer to the school calendar regarding holiday closing information.

Morning Class Hours.....8:00 am – 11:30 am

Afternoon Class Hours1:00 pm – 4:30 pm

Full Day7:30am - 5:30pm

Attendance Policy

Regular attendance is important. Children's attendance is recorded daily. If attendance is inconsistent or drops below 85%, a meeting between the family, teacher and Program Director will be scheduled. We may request an attendance contract be signed by the family. We often have a waiting list for services and our slots need to be fully utilized unless there are extenuating circumstances that prevent a child from attending regularly. Children will be discharged due to lack of attendance.

Attendance Rules—Pre-school Program

- Teachers keep a daily record of the student's attendance.
- Your child will be marked Tardy when arriving 15 minutes after the session start time.
- If a child has to miss school, parents should inform the teacher ahead of time. Parents must call their child's teacher to inform them of the child's absence before the start of the session and each day that they are absent if the absence is unplanned.
- Your child's teacher will call to find out why your child is absent, if you do not contact us.
- Certain illnesses may require a note from your physician indicating that it is safe for your child to return to school.
- Breakfast is served from 8-8:30. If you arrive late we will provide you with an alternate breakfast but the parent will need to stay with their child until they are done eating.

Tardiness

It is critical that children arrive on time for class. It is especially important in our program as all times of the day are considered to be therapeutic in nature and necessary for impacting the development of your child. Late arrivals impact the staff and all of the children in the class. Please let your child's teacher or the social worker know if something is impacting your family so we can help problem-solve ways to address it. If a chronic problem arises with timeliness, a meeting will be scheduled to discuss it. Chronic problems may result in discharge from the program.

FEES AND FINANCIAL RESPONSIBILITY

TUITION RATES

	Children ages 1 and 2	Children age 3 and over
Full Day	\$1,000/month	\$800/month (\$40.00/day)
Half Day	\$625/month	\$500/month (\$25.00/day)
Part Time Full Day	\$57.50/day	\$46.00/day
Part Time Half Day	\$35.50/day	\$28.75/day
Peer Model Full Day	\$750/month	\$600/month
Peer Model Half Day	\$470/month	\$375/month

Fees

- Tuition fees are assessed monthly. Tuition is due on the first OR the first and fifteenth of the month.
- Families are responsible for paying tuition promptly on dates due. After a five- (5) day grace period, a \$5 per day charge will be assessed.
- Fees are assessed regardless of whether or not the child is absent from school.
- Payments may be made by check, Visa, MasterCard, or by electronic withdrawal. A locked box is available by the office for deposit of payments.
- If a child is absent for 2 weeks without notice, enrollment will be canceled.

- There is a \$25 returned check fee.
- Families are responsible for all co-pays not covered by any payers.
- Any past due amounts owed to the school may be referred to a collection agency and collection costs will be paid by the parent/guardian.
- If a family chooses to take a vacation or short leave with the intent to return, full payment will continue to be required in order to ensure your child's placement in their designated classroom.
- Failure to keep payments current will result in immediate cancellation of enrollment. For accounts 30 days in arrears, enrollment will be immediately canceled and the account will be sent to collection. Families are responsible for all payments including collection fees.

Therapy Services

Students with special needs who are enrolled in the pre-school program will be required to receive at least one (1) hour of therapy per week.

Parent(s)/guardian(s) are members of the team that decides the frequency and duration of therapy treatments. Therapy may be covered by First Steps, school district, or other third party payer such as health insurance. If a payer is not identified or your health insurance has denied coverage for therapy, parents/guardians will be responsible for **paying \$112.00 an hour for therapy.**

Insurance deductible charges must be met for your child so that we can access reimbursement for the therapy they receive here at the Center. If the calendar year deductible has not been met, the Center will bill the family. Parent(s)/guardian(s) are also responsible for any co-pays or co-insurance required by their insurance plan. If paying privately for services you agree to pay when services are rendered throughout the month.

It is very important that we have correct and current information. Parents are responsible for providing a current copy (front and back) of the health insurance card. **If your health insurance coverage changes, you must make sure we are informed and receive a copy of the new card.** Parents will be responsible for payment if services are provided and we did not have current insurance information. We may assist you by verifying the benefits your policy has for therapy services but this is not a guarantee of payment. Final claim determination will be made upon receipt and review of the claim by the health insurance company.

If there is a fee due for the therapies your child receives, payment is due no later than the Wednesday of the next week. Please check in with the front office to find out how much is owed for the previous week and make payment. If the balance becomes more than 30-days past due, services will be suspended. Payment is to be made at the front desk as services are provided to your child. We accept cash, check, MasterCard and Visa. We can also set up automatic or electronic withdrawal.

As of June 1, 2013 Children's TLC is a provider for the following health insurance plans. This information changes periodically so please check with the social worker or billing department for current information.

- AETNA
- Blue Cross Blue Shield
- Coventry
- Freedom Network
- Humana
- Kansas Medicaid/KanCare
 1. Sunflower State Health Plan
 2. United Health Care Community Plan
- Missouri Medicaid (straight/fee for service & the following HMO plans)
 1. Home State Health Plan
 2. Health Care USA/Pediatric Care Network
 3. Missouri Care/Well Care
- Tri Care
- United Health Care

Tips on working with your health insurance

1. *Be familiar with your plan and find out if speech, physical, and or occupational therapies and ABA are a part of the plan. Is there a cap on the number of sessions provided annually? Are their co-pays? What is the annual deductible?*
2. *Does your health insurance plan have "out of network" benefits?*
3. *If your child has a complicated medical history, ask your health insurance company to assign a case manager.*
4. *If you have both private health insurance (primary) and state Medicaid (secondary) we must bill the private health insurance first. We will bill the Medicaid plan if we receive notification of a denial from the insurance company.*
5. *If your child is receiving Supplemental Security Income (SSI) consider enrolling in straight/fee for service Medicaid. (Missouri residents only)*
6. *If you have a valid complaint with your health insurance company that you have been unable to resolve you may contact the Insurance Commissioner in your state:*
MISSOURI: www.insurance.mo.gov/consumercomplaints/index.htm
KANSAS: www.ksinsurance.org/consumers/complaint/htm

SAFETY AT CHILDREN'S TLC

Severe Weather:

LISTEN TO LOCAL RADIO OR TV STATIONS FOR SCHOOL CLOSINGS
Children's TLC administrative staff will make decisions regarding closings due to inclement weather (snow, ice or extreme cold weather). Decisions will be made based on the safety of staff and children while also taking into consideration the needs of our children and families. TV stations will be contacted prior to 6:00 AM with closing information, however, there is often a delay of 30 minutes or more before it can be viewed. Notification is also posted on Facebook. Families can also be notified by an

automated voice mail message that is sent to your home or cell phone notifying you that school is closed.

If Children's TLC closes school once the school day is in session, we ask that parent(s)/guardian(s) come within one hour of being notified to allow our staff to get home safely.

Snow Day Transportation policy:

If a school district brings your child to Children's TLC and the school district is closed bus transportation will not be available to Children's TLC. If Children's TLC is open, parent(s)/guardian(s) may bring the children to school.

Emergency Procedures

An Evacuation Plan is posted in all classrooms in the center. Fire drills occur monthly and the times of the drills vary so that all children have the opportunity to practice evacuation procedures. Tornado drills are held quarterly. Disaster drills including those related to: bomb threat, earthquake, and intruder are held periodically throughout the year.

If the children are evacuated, they will be moved into the parking lot. If the children must be moved farther from the building for their safety, they will be moved up the hill to KCPT. Parent(s)/guardian(s) will be called to pick up their children using the automated voice mail system.

During tornado drills designated (safe) areas have been identified throughout the building. If a tornado happens when the children are in the classroom, they will move into the safe areas. Once the children and staff are in the "safe" areas building management will determine if time permits, that everyone be moved safely to the lower level of the building.

The designated "safe" areas of the building would also be used in a situation involving an intruder. All classrooms have locking doors and children would move into safe areas such as bathrooms or storage closets. Building security and administrative staff have specific responsibilities to increase safety of children and staff.

Building Security

The Children's Center Campus (CCC) maintains a secure environment for our children. All staff members have a swipe card for access into the building. All other individuals must be allowed into the building by our security guard. Visitors **MUST** sign in at the front desk and **MUST** wear a visitor badge for the duration of their stay. The security guard will call for someone to come to the front to escort visitors to their appropriate destination.

Firearms

Firearms are prohibited in the Children's Center Campus. Signs are posted at both entrances of the building.

Smoking

Smoking is prohibited on the Children's Center Campus, **including in the parking lot.**

Car Seats

All children should be properly restrained in car seats as required by Missouri and Kansas law. If Children's TLC staff becomes aware of children arriving or departing from the center without proper safety restraints, we are required to notify the proper authorities. If you need assistance in obtaining a car seat or booster seat, please contact the social worker for available resources.

Parking

We share the building with two other agencies who serve children. For this reason, our parking lot can be very busy. It is important for the safety of your children that you hold their hand at all times while in the parking lot. It is also important that you drive slowly through the parking lot to ensure the safety of the children served in our building. We do have handicap parking for appropriately marked vehicles. Please respect them and their families by using the appropriate parking spots when picking up and dropping off your children. Please do not park along the curb to bring your child into the building. There is parking available on the street (31st Terrace) and a second lot is available if needed. This is located on the East Side of the building, accessed off 31st Terrace. All children and families should enter the building through the South Door by the security guard's desk.

ARRIVAL AND DEPARTURE

Upon arrival, your child must be signed in with a full signature by a parent or authorized adult acting on your behalf in the Children's TLC drop-off/pick-up notebook. Please record the actual time you arrive. This is a Missouri licensing requirement.

During arrival it is very important to set up a routine that your family can follow every day. We ask that our families recognize an official start time of 8:00am and 1:00pm. We ask that you call your child's classroom team if you will be late arriving so they can plan accordingly. Tardiness should be kept to a minimum as it impacts your child's participation in all activities. Because meals are often the first activity, your child will not have as much time to eat breakfast/ lunch or could miss the meal if the class has finished.

Separation when dropping your child off can be difficult, we have found that it is best to give them a hug and kiss, say good-bye and reassure them that you will return at the end of the day to pick them up. Good-byes that are drawn out can be even harder for the child and make the transition process more difficult. Please do not attempt to "sneak out" of the room. Although it might seem to help, this can upset children when they realize that you are missing.

Please use this time to communicate information to your child's teacher/therapists to let them know what will make your child's day more successful. Do not hesitate to communicate with a staff member verbally or in writing. We will provide

parent(s)/guardian(s) with a communication notebook that lets you know what your child did at school, and lets us know what happened the night or morning before school. Parent(s)/guardian(s) are asked to ensure that their children have toileted or their diaper is changed if needed when they arrive.

Pick Up

The routine varies by classroom and session. Please discuss with your child's teacher whether children should be picked up in the room or if children will be brought to the waiting room, located to the right of the front doors, when class ends.

Parent(s)/guardian(s) will have an opportunity to visit with their child's teacher and/or therapists at this time. If you will be picking your child up early from school, please let the classroom team know prior to pick-up. After picking your child up **you must sign him/her out in the Children's TLC drop-off/pick-up notebook.**

Late Pick-Up

If children are not picked up by the designated time, the following procedure will occur.

1. A form will be completed for each late pick up and will be signed by the staff member and the parent indicating the time of pick up and late fee if applicable. Payment is expected at the time of your arrival.
2. After 3 late pickups, the Program Director will meet with the family and discuss future action.
3. If this pattern of late pick-ups continues, the child may be subject to dismissal.

In the event that children are not picked up on time, staff will attempt to reach the parent(s)/guardian(s) and others authorized on the Consent to Release form. If we are unable to contact anyone for pick-up by 6:00 pm, the last resort will be to call the Missouri Children's Division.

LATE PICK UP FEES Parent(s)/guardian(s) will be charged a late fee of \$15 for the first 10 minutes. After the first 10 minutes a fee of \$1 per minute will be charged until you pick up your child. Payment is expected at the time of your arrival.

Consent to Release a Child

Children will only be released to an adult listed on the *Consent to Release* form, unless the parent gives written authorization for another individual to pick up the child prior to the child's departure. If the person the parent is requesting to have pick-up is not on the *Consent to Release* form completed at the time of enrollment, the parent/guardian will need to complete a new form with the new individual's name and information. Any unfamiliar individual picking up a child will be asked to provide a photo ID for the protection of your child. Children's TLC will not release a child to someone who does not have written authorization by the parent.

Children's TLC cannot refuse to release a child to his/her parent or legal guardian who shares legal custody of the child. If the individual claims to have sole custody of their

child/children, Children's TLC staff will request reliable evidence of their custody claim along with a photo ID.

If you have sole custody of your child and you do not authorize the other parent to pick up your child/children, you must provide our agency with a copy of the court order awarding sole custody to you or denying custody to the other parent. Without such an order, Children's TLC **cannot** prevent the other parent from picking up the child.

If an individual determined to remove a child from Children's TLC threatens the safety of the staff or children, the staff will attempt to detain the individual and will call building security. If necessary, local law enforcement will be contacted. If you are experiencing custody difficulties, please keep Children's TLC staff aware of the current status of the custody dispute. In the event that a restraining order is issued against anyone, preventing them from seeing or contacting your child, you must provide a copy of the order to the center as well as a picture of the individual that cannot have contact with the child. This information will be kept in your child's main file and the picture of the individual will be circulated to staff and building security.

Termination of Services

A family may be asked to leave the program if:

1. The Program Director and team members have determined the child is a danger to him/herself, to other children enrolled in the program or to staff .
2. For accounts 30 days in arrears, enrollment will be immediately canceled
3. A parent is aggressive, disrespectful, malicious or disruptive toward the children, staff or other parents.
4. Despite forewarning from Children's TLC administration, the child is repeatedly picked up late without prior notification.
5. Despite forewarning, the child's medical or health records are not kept current and up to date.
6. Fraudulent acts are committed that may put the facility at legal risk.

COMMUNICATION AND INVOLVEMENT OF FAMILIES

Parent-Staff Communication

Please contact the staff if you have information to share with them or if you have any questions or concerns. You will receive pertinent staff email addresses at the beginning of the school year. You can also share information with your child's teacher during pick up and drop off times.

- **Child Communication Notebooks** Each child will be given a form of communication (i.e. Notebook, daily sheet, etc.). **Parents should check their child's backpack daily.** The staff will provide you with written information on your child's day at school. Parents are encouraged to communicate with staff in the provided notebooks/daily notes, by phone, via e-mail or in person.
- **Parents are welcome to visit their child's class at any time.** You can visit the center or are always welcome to watch your child in our observation rooms. Please sign in at the CTLC front desk.

- **Parent Teacher Conferences** are scheduled at least two times throughout the year.
- **Parent Committee Meetings** are scheduled once a month.
- **Email news list**
- **Monthly Parent Bulletin**

We expect parents to keep the staff informed about absences, illnesses, your goals for your child and any issues that may affect your child.

The Center will ask for advice from parents/guardian(s) regarding the services provided. Parent(s)/guardian(s) will be asked to complete surveys, may be interviewed by telephone and may also be asked to participate in focus groups.

Observation Rooms

The observation rooms are an asset and resource for all of us. The observation rooms were designed to allow parents to observe their children in the natural classroom environment so children continue to be engaged in classroom instruction.

Please take a moment to review the rules (lights off, no eating, etc) that are posted in each of the observation rooms. While using the observation rooms, please keep in mind that your focus is on watching your own child. Due to confidentiality and HIPAA privacy issues, please exit the observation room if your child leaves to the classroom to go outside or to another part of the building. All information that you hear and see while observing the classroom is private and confidential. Please do not repeat or share information with others including other parents.

At times the observation rooms are needed for therapies, tours of community members as well as talking with new families about services available for their child. If others enter the observation room, please exit the room for a few minutes and allow them an opportunity to observe uninterrupted and talk with the staff who are accompanying them. We would ask that you limit your interactions with those touring unless staff asks you to share your experience. We appreciate your help in making the rooms available to staff as needed to complete their responsibilities.

The agency has two areas that you may utilize while your child is out of the room, for reading or talking on the phone, eating, playing with your other children or while staff does a tour utilizing the observation room, etc. The bus room and the parent resource room directly across from the guard's desk both provide a comfortable space for parents to wait or interact together. We appreciate you using these two rooms rather than being in the hallway.

When observing, feel free to discuss what you saw and heard with your child's teacher or other involved staff when you pick-up your child. Please do not interrupt the classroom

during their activities. You are also welcome to share your thoughts and observations with the program director or social worker.

Classroom Involvement

There are a variety of ways that families can become involved with the program and their child's classroom. Please speak with your child's teacher for specific ways that you can become involved and create memories with your child. Some of the ways that parent(s)/guardian(s) can become involved are listed below:

- **Field trips**
- **Special Classroom Events**
- **Swim Days**
- **Volunteering**

Monthly Calendar and Bulletin

Each month a parent bulletin with school news, menus, classroom updates, and other helpful information will be sent home. A monthly calendar will be attached to the bulletin. Please consult the calendar to remind you of special events at school.

Events

We encourage parent(s)/guardian(s) to attend and if possible be a part of the planning of special events at Children's TLC.

This year these events include:

Pre-school Open House	August
Winter Program	December
Ground Hog Run	January
Celebration Luncheon	April
Graduation	May
Duck Derby	June

CELEBRATIONS AND SPECIAL DAYS

Birthdays

A child's birthday is very special! **WE HAVE A NEW POLICY THIS YEAR THAT PROHIBITS PARENTS FROM SENDING ANY FOOD ITEMS (cookies, cupcakes, fruit, or other snacks) TO SCHOOL.** Nonfood treats like stickers are acceptable. Classroom Staff will make sure your child's birthday is acknowledged on his/her special day. This change in our policy is to assure that our children consistently receive good nutritional meals and snacks while they are attending school.

Only MYLAR Balloons may be brought into the Center.

Contact the teacher to determine the number of children in your child's classroom if you wish to send nonfood items. Parent(s) and or guardian(s) are welcome to participate in the child's birthday celebration in the classroom.

If you do not wish to have your child's birthday celebrated in the classroom, please notify the classroom teacher.

Other Celebrations

At Children's TLC we do not celebrate religious holidays. The children are exposed to children's literature that covers different cultures and traditions. Throughout the year all children enrolled in the Children's Center Campus (CCC) participate together in special integrated activities. They might include: Trick or Treating, and parades for St. Patrick's Day and the Fourth of July. *If you do not wish for your child to participate in these activities please contact your child's teacher.*

Parent(s)/guardian(s) are encouraged to share any special customs or celebrations with their child's classroom. Please schedule this with your child's teacher.

School Clothing

Children should be dressed in loose fitting, simple, washable clothing. The children often play on the floor and do artwork that may be messy. Please consider the weather when dressing your child. During cooler weather your child should be dressed in layers to provide for adequate warmth. **Send your child in tennis shoes with either velcro or tie closures. Please save party shoes, flip flops and sandals for home. Your child cannot safely and fully participate in planned activities and work on their motor skills in shoes that do not support and remain on their feet.**

All clothing **MUST BE MARKED WITH THE CHILD'S NAME.** If parent(s)/guardian(s) don't label clothing, we may need to do so to reduce the risk of loss.

Outdoor Play

Your child will play outside most days unless the weather does not permit due to rain or snow or extremely low or high temperatures Children will not be allowed to play outdoors if a High Ozone Alert has been issued for our city. The children will need to wear appropriate clothing for the weather (i.e. coats, hat, mittens, sunhats etc.) Teachers will apply sunscreen and insect repellent with your permission. The sun screen/sun block with UVB and UVA protection of SPF 15 or higher will be applied to exposed skin by the teaching staff.

Therapeutic Pool

Our beautiful facility at the Children's Center Campus has a Therapeutic Pool. The pool is a very specialized, state of the art design which is different from a public or private swimming pool. It is used only as a support or method for providing therapy and therapeutic instruction. If your child is currently receiving or requires therapy services, he or she may be eligible to participate in water based therapy sessions. We believe it is important for you to understand what it is and what you can expect from our water based therapy services.

The water in our pool and air around the pool are kept at a comfortable 90-92 degrees Fahrenheit. The warmer temperature creates a more relaxing and soothing environment. The water is exceptionally clean. Our pool has a state of the art filtration system, which is regularly tested. Our staff is trained in basic water rescue and safety as well as in pediatric water therapy techniques. We always have at least two adults in the pool area when a child is in the water, and we always have direct supervision of at least one adult per child.

Equipment

If your child wears braces or splints, please send them to school every day. Send any walkers, canes or crutches that your child uses to school. Label them with your child's name. If you have any questions, please check with your child's physical therapist.

Field Trips

Field Trips are a routine part of our school year. We believe these experiences enhance classroom learning and provide children a wider base of experiences. Before a classroom goes on a field trip, parent(s)/guardian(s) will receive a permission slip with the following details; Location, date, times, and transportation information. If you do not wish for your child to attend the field trip then you should arrange for alternative care the day a field trip is scheduled. Children may be transported on field trips by a local school bus company, the local city bus, or by walking short distances.

On the field trip, children will wear a name tag with the child's first name and a "Children's TLC" shirt. The children's names will be called and checked off a list before departure, after de-boarding at the field trip destination and when returning. The teacher and/or other staff will take a cell phone on the trip in case of an emergency and emergency contact information for each child will be taken. A First Aid Kit will always be taken on the trip in case an injury may occur.

Late drop offs on field trip days are subject to be sent home, as we likely will not have teacher coverage in the classroom. We will attempt to accommodate the child in another classroom as appropriate.

Field Trip Ratios:

Appropriate supervision of children is extremely important during field trips. The following ratios will be maintained during field trips off campus:

Two year olds 3:1
Pre-school Age 4:1

**Parents attending a field trip may be counted toward adult-child ratios unless they are supervising other children who are not enrolled at Children's TLC.*

Training of Student Teachers and Therapists

Children's TLC believes strongly in furthering the education and experiences of future professionals. Each year we take student teachers and therapists and provide 6 week to 3 month practicum assignments. These students are supervised and provide quality services under the direction of their assigned teacher or therapist.

Research

Occasionally the opportunity for participation in a research study occurs at Children's TLC. Although we desire to participate in evidence based research projects, no research will be conducted with your child without your informed written consent.

Child Classroom Placement Policy

Children's TLC staff will determine the classroom placement(s) for each student enrolled in Children's TLC pre-school program. Many factors will be considered when making this determination, including parent preference, the needs of the incoming student, the classroom composition in each room, the professional staffing of each room, the physical space and, the therapeutic and medical needs of all students. Initial placement may be considered temporary for a 30-day period, in which time the staff will determine if this is the best fit for the child at this time.

Children's TLC continuously evaluates each child's needs and the classroom compositions. In some situations, once we've had time to work with your child, assess their needs and/or progress we may recommend another classroom that may better meet their needs. We will discuss this with the parent/guardian and develop a transition plan.

Families are an important part of the learning process. The staff will listen and respect the input from our parents regarding placement for their child, however the final determination for this placement will be made by the Program Director. Siblings may be placed in different classrooms. Children whose parent works at the center will be placed in other rooms if possible.

DISCIPLINE POLICIES AND PROCEDURES

When children need help with their behavior the staff establishes clear rules. The guidelines below apply the development and implementation of disciplinary procedures.

- Only positive, developmental, age-appropriate methods of discipline shall be used.
- There will be no physical punishment such as, spanking, slapping, shaking etc., nor will physical restraint be utilized.
- No discipline that is hurtful to children will be used.
- No discipline that is associated with food, rest, toileting accidents etc. will be used.
- Children will not be placed in seclusion or any other type of a frightening place.
- Children will not scare or harm others, harm themselves or destroy property.

Children's TLC has the following discipline guidelines:

- Positive rewards for good behavior are used in all classes.

- When a child does not follow directions, the teacher will help the child through the steps needed to follow a direction.
- Minor behavior aimed at gaining adult attention is ignored.
- When a child continues to display inappropriate or disruptive behavior, the child will be moved to a “safe place”. Time in the “safe place” is based on the child's age with a maximum of five minutes.
- A child who continues to display inappropriate or disruptive behavior may need to leave the classroom.
- In all cases of behavior problems, observations of a child’s behavior and reasons for this behavior are documented. A written behavior plan will be created and implemented by the classroom team. A meeting will be held with the parent(s)/guardian(s) to review the plan and get input from the family regarding the best steps to help the child.
- In cases where the behavior is not improving, an outside consultant may be asked to help.
- Another placement may be considered when the problem cannot be solved.

Children’s TLC exists to work with children with disabilities. While all children may exhibit behaviors/tantrums at times and we can address those situations, we are not trained to work with continuous behavioral disruptions. We also are not staffed to provide one-on-one assistance in order for a child to be successful in the classroom environment.

If a child injures another child or staff and cannot de-escalate to return to classroom activities, the parent may be called to pick up the child. This step will only be utilized in extreme cases of behavior but will be implemented to ensure a classroom environment that is safe for the other children and for staff. In cases where behavior occurs repeatedly and is not responding to interventions, the family may be provided referrals to other programs and discharged from Children’s TLC.

Children’s TLC Nap Policy

Parents/guardians are required to provide their children enrolled in a full day with a crib sheet that will be used on the cots during nap time. Parents may also provide a small blanket/quilt and a small pillow. Bedding will be sent home to be laundered, please return bedding with your child the following week. **Staff ratios during nap may be 50% while children are sleeping. If children wake up during naps, additional classroom staff may need to return to the classroom to provide appropriate supervision.**

1-3 Year Old Classroom:

Full day children will nap for approximately two hours immediately following lunch. Staff will monitor toddlers by sight and sound during nap. When a toddler wakes she/he will be engaged in a quiet activity.

3 - 5 Year Old / Pre-school Age Children

Full day children will nap/rest immediately following lunch, for at least 30 minutes and for no longer than 60 minutes when not sleeping.

Teaching staff will supervise children primarily by sight, but may also supervise by sound for short periods of time. Staff will regularly check on children who are out of sight (i.e. behind a table, or barrier) to ensure their safety.

Staff Child Ratios /Supervision

Required ratios for supervision are maintained or exceeded at all times. The 1:4 ratios are maintained in each room meet or exceed state and accreditation requirements.

Staff will stay within ratio at all times including during outdoor and indoor play. If additional assistance is needed, staff will contact another classroom for assistance or call the Program Director or Agency Coordinator in order to provide appropriate supervision. All teaching staff will supervise children by positioning themselves to see as many children as possible at all times.

Pre-school Age Children:

Pre-school age children should be supervised by sight primarily, but may also be supervised by sound for short periods of time. Staff should be regularly checking on all children within the classroom. If children are occasionally out of sight (ie in the bathroom, or in the library area), the teaching staff should frequently check on these children to ensure their safety.

CHILDREN'S TLC STAFF

The teachers and therapists at Children's TLC have the highest degrees required for their discipline and are licensed by Missouri and Kansas. Some of our Assistant Teachers have Bachelor Degrees and the rest are working on their Child Development Associate (CDA). All staff participates in ongoing professional development to stay current in their knowledge and skills.

All program staff members are trained in CPR and First Aid. Each staff member is screened by the Missouri Family Care and Safety Registry for any criminal history, child abuse/neglect history and other complaints tracked by the registry. All staff have periodic health physicals and TB tests.

HEALTH AND WELLNESS POLICIES

Illness

DO NOT send your child to school at Children's TLC if he/she has any of the following:

1. Diarrhea
2. Severe coughing – if the child gets red or blue in the face or makes high-pitched croup or whooping sounds after coughing
3. Difficult or rapid breathing
4. Yellowish skin or eyes
5. Pinkeye-tears, redness of eyelid lining, irritation, followed by swelling or pus
6. Unusual spots or rashes

7. Sore throat or trouble swallowing
8. Impetigo
9. Fever over 100 degrees Fahrenheit by mouth or 99 degrees Fahrenheit under the arm
10. Headache and stiff neck
11. Vomiting (more than once)
12. Complaints of sore throat and upset stomach
13. Severe itching of the body or scalp
14. Unusually dark, tea colored urine

If your child has any of the above problems while they are at school, you will be contacted and asked to pick up your child. Late fees are assessed per child for every five minutes a child is here past the 1 hour limit for sick child pick up. Please help us to reduce the spread of illnesses and keep all of our children healthy!

- Your child may return to the center after the symptoms are gone for **at least 24 hours** or with a physician's written permission to return.
- Prescribed antibiotic will need to be given for 24 hours before returning to the school.

Please contact the Children's Center Campus School Nurse if you have questions. (816) 753-5758 ext-2204

Contagious Diseases

If your child becomes ill with chicken pox or other communicable diseases (i.e. pink eye, strep throat), please notify the school so parents of exposed children can be alerted. Parent(s)/guardian(s) will receive the **Contagious Notice Form** if their child has been exposed to a contagious disease.

Immunizations

Children enrolled at Children's TLC are required by state law to have up-to-date immunizations. A medical exemption is allowed if there is written certification from a licensed health care provider that the immunization would seriously endanger the child's health. It is the responsibility of the parent/guardian to provide current immunization records to Children's TLC. Please check with your health care provider or the school nurse if you have questions about your child's immunizations. If your child is diagnosed with a vaccine preventable disease to which children in the program are susceptible your child will be excluded from the program.

Medication Administration Policy

Medication is stored in a locked cabinet or refrigerated in the nurse's office.

Guidelines

- Written orders from a physician licensed to prescribe (the physician may use his/her office letterhead) **and** written permission from the parent/guardian must be provided for any prescription medication to be administered at school. The information should include the name of the student and the medication. It should also include dosage information, route of administration, the time the medication is to be taken and potential side effects.

- If your child takes medication, the doctor's orders and medication must be provided on the first day of school. If the doctor's order and medication is not brought to school, your child will be sent home until we have both. This includes any prescription medication, EpiPen, etc.
- All prescription medication must have the label attached by the pharmacist/physician and should include on the container: the child's name, the name of the medication, dosage, side effects, and the physician's name.
- All non-prescription/over the counter medication must be sent in the original container marked with the student's name and accompanied by a parent's authorization to administer. A dosage higher than the manufacturer's recommendation will not be given, unless the physician provides alternative documented instructions. If a question arises, the school nurse has the right to refuse administration of the medication until further clarification is received and documented from the physician.
- All medications should be taken to the nurse by the parent.
- Any change in the time or dosage of the medication must be accompanied by a written request from the physician.
- If medication is no longer needed or the child is discharged and it is left at school the nurse will dispose of the medication at the Children's Mercy Hospital Pharmacy.

Parents must sign a "Medication Permission Form" giving the Children's Campus nurse permission to give medication to their children during the school day. These forms may be obtained from the school nurse. The signed form should be sent to the school nurse prior to the administration of the medication. This form must be renewed annually.

The school nurse or trained staff person will administer all medication. Please note the first dose of any medication will not be administered at school.

Children are not allowed to bring medications in their back pack. Parents will need to take the medication to school and give it to the nurse. If the child rides the bus the parent should contact the nurse.

The date and time of the medication administration, the name of the person giving the medication and the amount of medication given shall be recorded promptly after administration. This information shall be filed in the child's record after the medication is no longer necessary or at the end of the school year.

Emergency procedures will be posted in the classrooms of children with the potential need for emergency treatment.

Treatment for Accident/Injury

Minor Injuries

Children's TLC informs parent(s)/guardian(s) of all injuries/accidents that occur at school. In the event of an accident or injury at the school, the parent or guardian will be notified by telephone. These are documented on an incident report that is completed by

the staff members that witnessed the incident. The report is then signed by the Program Director and a copy is given to the parent(s)/guardian(s). The original copy is placed in the child's file, and a copy is given to the Environment of Care Committee.

Medical/Dental Emergencies

In the event of a serious illness, medical problem, dental emergency, or accident, Children's TLC staff will contact the parent(s)/guardian(s) immediately. If we cannot reach the parent(s)/ guardian(s), we will contact those individuals listed on the Emergency Contact Form completed at the time of enrollment. For this reason, this form must be updated regularly. A release for medical treatment must be signed during enrollment so that the proper medical care can be provided if the family or emergency contacts cannot be located in the event of an emergency.

Under all emergency circumstances First Aid will be administered. If necessary, an ambulance or other emergency services will be called. The Medical Release form you signed at the time of enrollment gives the school permission to have your child treated by the closest medical facility. When children are here at the school, that facility will be Children's Mercy Hospital. If the students are on a field trip they will be taken to the closest medical facility. In the event that we are unable to locate you, we will contact the person listed as your emergency contact on the enrollment form. In all circumstances involving injury, Children's TLC staff will complete an incident report. The report will be signed by the Program Director and classroom staff will provide a copy to the parent(s)/guardian(s).

Oral Health Policy

Children have the opportunity to brush their teeth during the day. Due to many of our children needing oral motor stimulation to increase awareness of their tongue and structures for feeding and speech, brushing may occur before or after breakfast, and before or after lunch.

Nutritional Policy

Children's TLC participates in the Federal Child and Adult Care Food Program (CACFP). The food is prepared on-site in the Children's Center Campus (CCC) kitchen. The Missouri Department of Health and Senior Services administers and monitors the program here at the CCC. All menus comply with the standards of the CACFP program. Menus are included in the monthly Parent Bulletin that is sent home with each child.

Children enrolled in a full day will receive breakfast, lunch and an afternoon snack. Children in the morning class will receive breakfast and lunch and those who attend the afternoon class receive lunch and a snack. **Skim milk** is served to all children ages 2 and older.

In limited circumstances, children may bring a lunch from home. This would be due to either medical reasons or special diets. We must have documentation on file for this to

occur for the many external bodies that review and oversee our program. Please discuss this with the social worker, director or your child's teacher for details.

The CCC is participating in the "Eat Smart" initiative with the State of Missouri. The focus is on healthy eating and physical activity for children.

IMPORTANT REMINDER:

It is important that you notify the staff about any food allergies your child may have.

Food Supplements

- If your child requires supplements, special milk (i.e. soy, rice) thicket or has other dietary restrictions **parents must** send these food items to school.
- Please label and date all food items with your child's name.
- Parents should discuss the child's special feeding needs with the teacher and therapists the first day they meet the child.
- If your child requires a tube feeding, you will need to meet with the CCC nurse to sign paperwork and request an order for a specialized procedure from your primary care physician.
- If your child is on a special diet or has certain food restrictions you must have your physician complete a food substitution form. This form is available from the social worker.

SCREENINGS

Children's TLC is committed to ensuring that all areas of children's growth, development and functioning are assessed periodically. We will be using the Hawaii Early Learning Profile (HELP). The HELP is a curriculum-based assessment consisting of 685 developmental skills and behaviors covering six traditional child developmental domains: cognitive, language, gross motor, fine motor, social-emotional, and self-help. The results will be shared with parents who are then responsible for providing needed/recommended follow-up. The social worker may provide information and resources for families as needed.

Developmental Screening

All children who do not have a current IEP or IFSP will have a developmental screening completed.

Vision Screenings

Students will receive vision screenings. Vision screenings are conducted annually by staff at either CCVI or Head Start.

Hearing Screenings

Hearing screenings are conducted annually by CTLC staff.

Head Start / Early Head Start

Children's TLC has been a partner site for Mid-America Head Start (grantee) and The Family Conservancy (delegate) since 2010. Head Start and Early Head Start are federal programs that provide many benefits for children and families along with certain expectations. Below is a summary of agency policies that apply only to those children enrolled in our Head Start/Early Head Start Program. If you have questions, please discuss them with our Social Worker or the Program Director.

- No fees are charged to the family for classroom services or field trips; parents are responsible for therapy.
- Maintain 85% attendance.
- Participate in home visits by the teacher twice a year.
- Provide current medical and dental information for the child so we may maintain accurate records.
- Take child for medical, dental, vision and hearing screenings, lead and hemoglobin testing as recommended by best practices.
- Serve in leadership roles within the Parent Committee or represent Children's TLC at other HS/EHS meetings.
- Complete a needs assessment and Family Partnership Agreement with the Social Worker. Then meet quarterly to review progress and update.

Family Bill of Rights

In support of the mission, vision, and values that guide Children's TLC, and to nurture and protect the rights of all children and families served, the agency has adopted and shares with all staff members this Family Bill of Rights. In accord with the agency's guiding principles, all families receiving educational and therapeutic services have the right:

- to be treated with dignity and respect;
- to receive services without regard to race or ethnicity, gender, age, religion, national origin, sexual orientation, or disability;
- to know in advance the fees for services, regardless of the method of payment;
- to know the name and professional qualifications of the person or persons providing services;
- to receive an explanation of evaluation results; to be informed of potential for improvement; and to participate in making decisions concerning goals and outcome development and methods of service delivery;
- to accept or reject services to the extent permitted by law;
- to receive services in a timely and competent manner, which includes referral to other appropriate professionals when necessary;
- to receive services in a safe treatment environment without the use of seclusion, restraint or intrusive procedures; any treatment that could be perceived as intrusive or restrictive to the child must have specific parental consent;
- to receive adequate notice of and reasons for discontinuation of services, an explanation of these reasons, and referral to other providers if requested;
- to personal privacy and confidentiality of information to the extent permitted by law;
- to review information contained in their records, to receive explanation of record entries upon request, to place information in their records, and to request correction of inaccurate records, to the extent permitted by law;
- to provide informed consent or refusal or expression of choice regarding:
 - service delivery;
 - release of information;
 - concurrent services;
 - the composition of the service delivery team; or
 - involvement in teaching, research, or promotional activities;
- to access or receive referral to legal entities for appropriate representation;
- to access self-help and advocacy support services;
- to adherence to research guidelines and ethics when persons served are involved;
- to investigation and resolution of alleged infringement of rights; and
- to freedom from abuse, financial or other exploitation, retaliation, humiliation, or neglect when receiving services or exercising their rights.

These rights belong to the families needing services at Children's TLC. For sound legal or medical reasons, a family member, guardian or legal representative may exercise these rights on the person's behalf.

CONFIDENTIALITY

The following procedures are established to ensure that confidentiality will be kept:

- Written confidential information is kept in individual records within a locked file for each child enrolled.
- Only authorized staff may review children's information.
- If Children's TLC information is released to another agency the parents must have signed a release form.
- The family has a right to withhold all or part of the information in their child's file from being released.
- Records from another agency that are in a student's record cannot be sent to another agency.
- The parent(s)/guardian(s) may look at their child's records at any time during Center hours. A staff member will be present to explain any information in the record.
- Children's TLC program records are kept on site for five years and then sent to secure, off site storage. When program records need to be destroyed, a secure paper shredder is used.
- Records may not be removed from Children's TLC.
- If the parent(s)/guardian(s) have provided us written permission to send a fax with confidential information a secure fax will be used.

Confidentiality at Children's TLC Health Insurance Portability & Accountability Act (HIPPA)

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION

THE PRIVACY OF YOUR HEALTH INFORMATION IS IMPORTANT TO US

OUR LEGAL DUTY

We are required by applicable Federal and State Law to maintain the privacy of your health information. At the time of your child's enrollment you are given information about our privacy practices. We promise students and families that their Protected Health Information (PHI) will remain private.

USES AND DISCLOSURES OF HEALTH INFORMATION

We use and disclose health information about your child for treatment, payment and healthcare operations. For example:

Treatment

We may use or disclose your child's health information to a physician or other healthcare provider providing treatment to your child.

Payment

We may use or disclose your child's health information to obtain payment for services we provide to your child.

Healthcare Operations

We may use and disclose your child's health information in connection with our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing, or credentialing activities.

Your Authorization

In addition to our use of your child's health information for treatment, payment or healthcare operations, you may give us written authorization to use your child's health information or to disclose it to anyone for any purpose. This authorization may be revoked in writing at any time.

Persons Involved in Care

Health information will only be given to the parent/guardian of a child enrolled at Children's TLC. In the event of a parent/guardian's incapacity or emergency circumstances, we may disclose health information based on a determination using our professional judgment disclosing only necessary Private Health Information.

Marketing Health-Related Services

We will not use your child's health information for marketing communications without your written authorization.

Required by Law

We may use or disclose your child's health information when we are required to do so by Law.

Abuse or Neglect

We may disclose your child's health information to appropriate authorities if we reasonably believe that he or she is the possible victim of abuse, neglect, or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your child's health or safety or the health or safety of others.

PATIENT RIGHTS**Access**

Parent(s)/guardian(s) have the right to review or receive copies of their child's health information. Parent(s)/guardian(s) have the right to withhold all or part of any information contained in their child's records. You may review your child's records at any time during regular program hours. A staff member will be present with you to explain any information in your child's records at Children's TLC.

Disclosure Accounting

Parent(s)/guardian(s) have the right to receive a list of instances in which we or our business associates disclosed their child's health information for the purposes other than treatment, payment, healthcare operations and/or other activities.

QUESTIONS AND COMPLAINTS

If parent(s)/guardian(s) would like more information about our privacy practices or have questions/concerns, please contact us. If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made regarding access to your child's health information, you may complain to the contact person listed below. Parent(s)/guardian(s) may also submit a written complaint to the US Department of Health & Human Services. We support your right to privacy of your child's health information. We will not retaliate in any way if you choose to file a complaint with us or with the US Department of Health & Human Services.

FAMILY/CARETAKER GRIEVANCE PROCEDURES

IF YOU HAVE A PROBLEM OR A CONCERN

Children's TLC believes in fostering an environment of open and honest communication between and among staff members and families. If parent(s)/ guardian(s) have concerns, we suggest that you try to address them face-to-face and when you have adequate time to discuss the issue. In some cases this may mean scheduling an appointment with a staff member or the director. Please follow the following procedures if you have a problem or concern.

STEP 1: PROBLEM WITH A POLICY, PROCEDURE, OR WITH A STAFF MEMBER

Discuss staff concerns directly with the staff member(s) who are involved. Please do not discuss the matter with other teachers, staff members, or other parents. This undermines our policy of open and honest communication. If you have a problem with a policy or procedure, please speak directly with the program director.

STEP 2: PROBLEM REMAINS UNRESOLVED

If the matter remains unresolved, please bring your concern to the Program Director. At this time you may be asked to schedule a meeting with the Program Director and the staff member(s) who are involved.

STEP 3: WRITTEN GRIEVANCE PROCEDURE

Children's TLC has grievance procedures to help solve concerns expressed by families and/or caretakers. If you have a concern, please follow the directions on the *Family Complaint Form* and return the form to the Center. Forms are also available in the front office. A copy is also included in the appendix of this book.

Family Complaint Form

Children's TLC has grievance procedures to help solve concerns expressed by families.

Step 1 requires the parent to discuss the concern with the staff member. This form is to be completed if Step 1 did not result in a satisfactory solution for the family.

Step 2: Complete the following and give to the Program Director within (5) days after receiving response from staff to your verbal complaint. You will receive a written answer within (5) days.

Name of Child _____ DOB: _____								
Parent/Guardian name(s) _____								
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%; border: none;">Street address _____</td> <td style="width: 15%; border: none;">City _____</td> <td style="width: 15%; border: none;">State _____</td> <td style="width: 15%; border: none;">Zip _____</td> </tr> <tr> <td style="border: none;">Home phone _____</td> <td style="border: none;">Cell _____</td> <td style="border: none;">email _____</td> <td style="border: none;"></td> </tr> </table>	Street address _____	City _____	State _____	Zip _____	Home phone _____	Cell _____	email _____	
Street address _____	City _____	State _____	Zip _____					
Home phone _____	Cell _____	email _____						
Program (check one) <input type="checkbox"/> preschool <input type="checkbox"/> home/community <input type="checkbox"/> outpatient <input type="checkbox"/> enrichment								
Describe Complaint								
Suggest Solutions								
Parent/Guardian Signature _____ Date _____								
PrintedName _____ Relationship _____								
Program Director notes: Date received _____ Date responded _____ Date logged _____								
<p>Step 3: Return this copy to the Program Director within (5) days after reviewing the response IF you are not satisfied with the suggested resolution to the problem stated. You will receive another response within (5) days.</p>								
<p>I am not satisfied with the solution recommended by the staff or the Program Director. Please forward my complaint to the Executive Director. An External Review is available if the Executive Director does not satisfactorily resolve the complaint.</p> <p>Comments:</p>								
Parent/Guardian Signature _____ Date _____								
Program Director notes: Date received _____ Date responded _____ Date logged _____								
I would like the following assistance: <input type="checkbox"/> advocate <input type="checkbox"/> external review								

Children's TLC maintains a policy that parents and children will not face any retaliation or any barriers to service as a result of a complaint filed.