



Parent Handbook

2021-2022

Effective 8.1.21

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UNITED SERVICES FOR CHILDREN

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MONDAY - FRIDAY

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GENERAL INFORMATION

Mission

United Services for Children is a nonprofit organization that provides pediatric therapy and early intervention to children with developmental disabilities or delays by partnering with families to build a foundation for success.

Philosophy

The philosophy of United Services for Children is based on the belief that every child has the capacity to learn and develop at his or her own pace. Families are a critical part of this educational and therapeutic journey. In a nurturing environment with more specialized practice that allows each child to participate and engage meaningfully in his/her daily living routines and learning activities, every child and family can thrive.

Diversity and Inclusion

United Services for Children recognizes we live in a diverse society. Each child and their support system is unique along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs or other ideologies. Eligibility for program participation is determined by Missouri First Steps, a division of the Missouri Department of Elementary and Secondary Education. Early intervention referral and enrollment is based on degree of delay or disability. The Department of Elementary and Secondary Education does not discriminate on the basis of race, color, religion, gender, national origin, age or disability in its programs and activities. In a diverse society all children should have equal opportunities to early intervention, pediatric therapy and family supports. United Services is committed to serving children referred for early learning, therapeutic interventions and family programs and of ensuring equity in terms of access, participation and benefits for all children and their families.

Freedom from Discrimination and Harassment

Sexual and other harassment is a violation of Title VII of the Civil Rights Act of 1964, as amended, as well as many state laws. Harassment based on characteristic protected by law, such as race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy and sexual orientation), gender (including gender identity), marital status, age, physical or mental disability, AIDS/HIV status, citizenship, past, current or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal state or local law, is prohibited. United Services for Children seeks to provide an environment free of sexual and any kind of harassment. To that end, the harassment of employees by management, supervisors, coworkers, or nonemployees is absolutely prohibited. Further, any retaliation against an individual who has complained about any harassment, or who has participated in an investigation or a harassment complaint, is similarly unlawful and will not be tolerated. United Services for Children will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment

“Unlawful harassment” is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual’s work performance; or otherwise adversely affects an individual’s employment opportunities because of the individual’s membership in a protected class. Unlawful harassment includes, but is not limited to, epithets, slurs, jokes, pranks, innuendo, comments, written or graphic material, stereotyping, or other threatening, hostile, or intimidating acts based on an individual’s race, color, religion, creed, national origin or ancestry, ethnicity, sex (including pregnancy and sexual orientation), gender identity, marital status, age, physical or mental disability, AIDS/HIV status, citizenship, past, current, or prospective service in the uniformed services, genetic information, or any other characteristic protected under applicable federal, state or local law.

Definition of Sexual Harassment

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. “Sexual harassment” is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- the submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- the submission to or rejection of such conduct is used as the basis for an employment decision; or
- the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment. While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or verbal references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, sexual deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences.

Retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint, is unlawful and will not be tolerated at United Services for Children.

Reporting Procedure

Anyone who believes to have been subjected to or to have witnessed acts of discrimination and/or harassment, including sexual harassment, should immediately report such conduct to their immediate supervisor, or any other member of management with whom they feel comfortable. All reports of discrimination and/or harassment will be kept confidential to the extent possible. United Services for Children will investigate every reported incident promptly and thoroughly, and will take corrective action in accordance with the results of the investigation. Any employee found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination of employment.

Open Door Policy

United Services for Children's open door policy ensures that everyone is treated fairly and with respect. United Services for Children is committed to providing the best possible climate, and firmly believes that open and direct communication is the best way to resolve any difficulties that may arise. United Services for Children is interested in constructive ideas and suggestions for improving all aspects of the agency. All are encouraged to communicate any concerns they may have about the environment or their relationship with United Services for Children to any member of management. The agency will do its best to address such concerns.

Anti-Retaliation Policy

United Services for Children will not tolerate acts of retaliation or intimidation against any individual who, in good faith, has reported an actual or perceived violation of these policies, opposed practices prohibited by United Services for Children policies, or who participated in the reporting and/or investigation of such conduct. Retaliatory conduct may include but is not limited to:

1. Shunning and avoiding an individual who reports harassment, discrimination or retaliation;
2. Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
3. Denying services or benefits to an individual because the individual reported harassment, discrimination or retaliation, or participated in the reporting and/or investigation of such conduct.

All are encouraged to report any suspected acts of retaliation and/or intimidation immediately by notifying a member of management. Reports of retaliatory conduct will be investigated promptly and, to the extent possible, with regard for confidentiality, and appropriate action will be taken in accordance with the investigation.

Code of Ethics

United Services is invested in the protection of the rights, best interest, health and safety of all children and families served. We believe that our first responsibility is to the children and families who rely on us to provide quality services. All individuals served are treated with dignity and respect. All children have a right to equal opportunities and full participation in their community.

Rights of Families

- Confidentiality of information and Privacy
- Freedom from abuse, exploitation, retaliation, humiliation, neglect
- Access to educational information
- Informed consent or refusal and expression of choice regarding service delivery, release of information, concurrent services, composition of service delivery team, and involvement in research projects
- Access or referral to legal entities
- Access and referral to advocacy support services
- Adherence to research guidelines and ethics when children are involved
- Investigation and resolution of alleged infringement of rights without fear of reprisal against anyone who files a grievance

Copies of this handbook and these rights are given to each new family as they enter United Services programming, and reviewed in initial meetings with the Social Worker.

PROGRAMS

Early Intervention

Each of our Early Intervention groups has a curriculum developed to meet the needs of the specific program. In conjunction with goals from the IFSP, the curriculum guides the classroom practices.

Children in the **Learn and Play Together** group are working on age appropriate play skills, social skills, and following classroom routines. They are learning to separate from parents, play with peers, accept and adapt to change, use language to communicate their wants and needs, and to enhance a broad range of developmental skills.

The **Building Blocks** curriculum focuses on preparation for group learning. Children in this program learn to attend to classroom routine, and learn to transition more easily. They will work on “learning to learn” behaviors: attending to name, coming when called, following routines and sitting for a task.

The **Building Blocks Intensive** curriculum focuses on helping children learn to attend to people in their environment, increasing social motivation, and developing the basic skills of learning. Engagement, social play, communication, toy play and sensory needs are all vital parts of this program.

Our curriculum is designed using the following resources:

- The National Association for the Education of Young Children (NAEYC) (**families.naeyc.org**)
- Council for Exceptional Children, Division of Early Childhood (DEC)
- Zero To Three (an organization supporting parents and professionals working with Infants and toddlers; **zerotothree.org**)
- Applied Behavior Analysis (ABA)
- CDC Milestones

We work toward skills in the following domains:

Social Skills—encouraging self-esteem and building relationships with peers and teachers.

Literacy and Language—encourage all types of communication (verbal, sign, pictures etc.); reading books daily, exploring the sounds of language with songs and finger plays.

Math and Science—hands on experiences, working with patterns and relationship, matching and exploring the world through the five senses.

Arts—music, movement and exposure to a variety of media such as easel painting, finger painting, chalk, and dramatic play.

Gross and Fine Motor Development— balance and coordination activities in the classroom, gross motor area, and outside on the playground; fine motor skills, tool use (tongs, playdough, toys, crayons, makers, and scissors).

Self Help—asking for help, washing hands, hanging up book bag, drinking from open cup, clearing place at table, sitting at group independently.

All teachers are credentialed, degreed and/or certified, and complete continuing education trainings. Our staff includes early childhood special education teachers, early childhood teachers, a social worker, occupational and speech therapists, board certified behavior analysts, and registered behavior therapists. Classroom ratios will differ, depending upon the specific needs of each group of children. Generally they range from 1:1 to 4:1.

Parents will have frequent contact with staff, and an annual parent teacher conference.

Uncommon Grace Pediatric Therapy

Families of children ages birth – 15 may access therapeutic services through United Services Uncommon Grace Pediatric Therapy Program. Services are provided individually or in groups. United Services accepts most major medical insurances. Please check with us about availability and specific insurance coverage. These therapies are separate from the child's IEP/IFSP.

Occupational Therapy –A child may receive occupational therapy if there are concerns with general development, delays in fine motor, visual perceptual, adaptive (includes feeding) and/or sensory processing.

Speech Therapy - A child may see a speech-language therapist if there are concerns regarding hearing, language comprehension or expression, speech intelligibility, social use of language, vocal quality, or fluency.

ABA Therapy – A Registered Behavior Technician (RBT) or a Board Certified Behavior Analyst (BCBA) will work with your child on specific behavior goals. ABA Therapy involves social motivation, and basic skills of learning and interacting with other people in their environment. This therapy generally occurs at United Services, but can also take place in the home or other environments as needed.

Family Support Services

Parent Library - Our parent library is located in Room 201. Please feel free to check out one of our 500 books, videos, magazines or articles on a wide range of topics related to parenting, self-help and disabilities.

Early Childhood Parenting Made Fun - This program features a curriculum focusing on raising responsible children using a win/win philosophy. Parents learn to show love in a healthy way and establish effective control. The program is offered several times each year for a nominal fee.

SibShop and SibShop Jr. - Sibshop is a support group for 6-12 year olds, and Sibshop Jr. is a support group for 3-5 year-old siblings of children with any type of disability. Children learn about disabilities, and how to cope through games and fun age-appropriate activities. The program meets monthly during the school year.

Assistance and Referral - The social worker at United Services is available to parents to provide assistance in locating additional services and community resources, making referrals and helping with transitions into other programs. There will be a variety of parent trainings available throughout the year.

PAYMENT PROCEDURES

Registration Fee

There is a non-refundable registration fee of \$25 per child, due upon enrollment. This fee will reserve placement for your child.

Tuition Fees

Learn and Play Together	\$50 per month
Building Blocks (2 days/week)	\$75 per month
Building Blocks (3 days/week)	\$100 per month
Building Blocks Intensive	\$125 per month

Returned Check Charges

In the event the bank does not honor a payment, the amount of that payment will be charged to your account. In addition, United Services will assess a \$25 fee. If the bank does not honor two payments, the family may be required to make **all** future payments by cash or money order. Late payments (after the posted due date) may incur a \$10 late fee.

Agency Calendar

Labor Day—AGENCY CLOSED	September 6, 2021
Thanksgiving Day/Friday—AGENCY CLOSED	November 25/26, 2021
Winter Break—AGENCY CLOSED	December 22-31, 2021
Martin Luther King Day—AGENCY CLOSED	January 17, 2022
President's Day—AGENCY CLOSED	February 21, 2022
Spring Break—NO EI Classes	April 11-14, 2022
Spring Holiday—AGENCY CLOSED	April 15, 2022
Last Day of Classes	May 27, 2022
Memorial Day—AGENCY CLOSED	May 30, 2022
Extended School Year - Session One	June 20- July 1, 2022
Independence Day—AGENCY CLOSED	July 4, 2022
Extended School Year - Session Two	July 5 - 15, 2022

PROGRAM POLICIES

Attendance

Your child's regular attendance is vital to the ultimate success of programming. We understand illnesses occur, but your child is required to attend at least 75% of the time unless there are extenuating circumstances. Non-attendance, or continued late arrival, may result in reduction of hours or dismissal from the program.

General Health

Parents are required to submit the following: Registration Form, Health Participation Permission Form, Health History Form, Immunization Certificate or Record (from a physician or other health facility or personnel, stating that the required immunizations have been given to the child and verifying the type of vaccine and the month, day and year of administration), and an Intake Form for each child.

Immunization Certificate or Record and your emergency contact information must be current and up-to-date according to the child's age upon entering any school program. Religious and medical exemptions from United Services' immunization requirements are allowed. Exception forms must be updated annually. However, Department of Health and Senior Services Exemption Forms must be completed before entry. Immunization exemption forms may be obtained from the local health department or from your physician's office. Children not in compliance may be held out of the program until health requirements are met. It is the parent's responsibility to update immunization information.

Immunization Requirements for Children Enrolled In Missouri Child Care and Preschools:

By the time the child is...	Immunizations
3 months , they should have—	1 DTaP/DT, 1 PCV (Pneumococcal), 1 Polio, 2 Hepatitis B, 1 Hib
5 months , they should have—	2 DTaP/DT, 2 PCV, 2 Polio, 2 Hepatitis B, 1 or more Hib
7 months , they should have—	3 DTaP/DT, 3 PCV, 2 Polio, 2 or 3+ Hepatitis B, 2 or more Hib
19 months , they should have—	4+ DTaP/DT, 4 PCV, 3+ Polio, 1 MMR, 3 or more Hib before 12 months of age, 3+ Hepatitis B, 1 Varicella

For children who have had varicella (chickenpox) disease, a licensed doctor (MD) or doctor of osteopathy (DO) may sign and place on file with United Services a written statement documenting the month and year of previous varicella disease as satisfactory evidence of having had the disease. Please consult your child's physician regularly to ensure your child is appropriately immunized. Missouri state statutes require schools to inform parents that they do have the right to inquire whether or not there are any children currently enrolled for whom an immunization exemption has been filed. Please speak to a supervisor if you have questions.

Procedure for Handling Injuries and/or Illness

To help prevent children from contracting illness while at school, we ask parents/guardians to adhere to the following guidelines: Keep your child at home and consult a physician if he/she has any of the following symptoms within the 24 hour period immediately preceding the start of the school day: Fever over 100.4 degrees Fahrenheit (F). Children should also be kept at home in cases of diarrhea, skin rashes, congestion, discharging eyes, nausea or vomiting, cough, swollen glands, or sore throat.

- A child cannot return to school within the first 24 hours of taking antibiotics for a contagious illness.
- Parent/guardian will be notified by a supervisor to pick up their child when the child becomes ill while at school. Parent/guardian must pick up child within **one hour of notification**. Please be sure to keep all home, work and emergency contact numbers up-to-date throughout the school year.
- A child must be free of fever or symptom-free for 48 hours without the use of Tylenol, Motrin, Advil, or other fever reducing medication before returning to school/child care.
- Parents will be contacted to pick up their child when a child has a fever of over 100.4 degrees Fahrenheit. When there is a question regarding a child's health, United Services' staff will follow the discretion of a supervisor.

If your child contracts or is exposed to a contagious disease (i.e. chickenpox, strep throat, pink eye, etc.), the parent/guardian must report this information to the child's teacher. Information regarding possible exposure of children to disease will be posted. Please report any communicable illnesses or diseases. This information is important for all children and staff, but is critical for those who may be undergoing chemotherapy, have a compromised immune system, or may be pregnant.

Children **may not** remain in school when any of the following symptoms are present:

- **Diarrhea:** Defined as more than one loose stool. The child must remain out of the agency for 24 hours. When a child is on a regular diet, and has no further loose stools, she or he may return and participate in activities.
- **Fever:** A temperature of over 100.4 degrees. Child will be sent home until his/her temperature has been 100.4 degrees (F) or below for 48 hours without fever-reducing medication.

- **Vomiting:** One episode should warrant no alarm. However, if it is accompanied by diarrhea, abdominal pain, malaise, additional vomiting, or low-grade fever, the child will be sent home. The child must remain at home until he/she has been symptom free for 24 hours.
- **Impetigo:** Small, highly contagious blisters filled with a thin yellow fluid. A crust is formed when the fluid drains. A child may return after being on prescription medication for 24 hours.
- **Pink Eye (or conjunctivitis):** Swelling and redness of the white portion of the eye and or lids. There may also be a yellow discharge. This condition may last anywhere from several days up to three weeks. Child may return after being on prescription medication for 24 hours with **no further drainage or increased redness.**
- **Scabies:** Rash accompanied by severe itching at night. Thin burrow with blisters caused by a parasite. Physician must prescribe treatment for the child. Child may return 24 hours after completing physician prescribed treatment.
- **Head Lice:** Presence of insects and eggs or “nits” in the hair, itching and irritation of the scalp may be present. Child may return after treatment with approved pediculocide. Child must be checked by a supervisor or designee before returning to class.
- **Hand, Foot and Mouth (Coxsackie virus):** child must be excluded during the active phase of the illness, i.e. when fever, difficulty swallowing and vomiting are present.
- **Other:** Difficulty breathing, severe coughing, unusual spots or rashes, and/or excessive or colored nasal discharge.

Minor Injury or Illness

The classroom teacher will handle children’s minor injuries (i.e. scraped knees, bumps, scratches, bites). The injured area will be washed with soap and water, a bandage will be applied if needed, and a report of accident or injury will be completed and sent home with the child. The teacher will follow the wishes of the parent or guardian as to whether or not they wish to be contacted, as outlined on the Intake Form.

The classroom teacher will consult with a supervisor regarding children’s minor illnesses (i.e. vomiting, diarrhea, rashes, a fever of over 100.4 degrees, or if they have any questions regarding a child’s health or injuries. In situations involving illness, a supervisor will call the parent first and then emergency contact listed on the Intake Form, if the parent is unable to be reached. While the child is waiting for a family member, he/she will be isolated in a supervisor’s office or in his/her classroom away from the other children. A teacher or familiar adult will be available, as needed, to comfort the child until parent/guardian or designated adult arrives. A report of illness will be completed and given to the parent/guardian or other adult.

Serious Injury or Illness

For injuries or medical concerns of a more serious nature than those listed in the previous section, the teacher will contact a supervisor who will assess the injury or illness and initiate treatment. Following an assessment, a supervisor will contact the parent/guardian or emergency contact person listed on the Intake Form, and call 911 for emergency medical care as indicated. If it is determined the child needs to be taken to the hospital, a supervisor will accompany the child and remain with the child until the parent/guardian or designated adult has arrived. A report of accident, injury, illness and/or emergency medical care will be completed by the staff involved, and a copy will be given to parent/guardian or other designated adult. Should a child need to be excluded from outdoor play or gross motor play, United Services will require a signed note from the child’s physician. The order should state the medical reason that they child is not allowed to go outside or participate in activities and the length of time the child should be excluded.

Medication Policy

United Services employees may only give emergency medications. This includes inhaler and nebulizer treatments for asthma, and Benadryl and EPI pens for allergy related emergencies. Any medication will require a Medication Consent form completed and signed by the child’s physician and the parent/guardian. All

EMERGENCY medicines must be unexpired, in the original container and labeled with the child's name, instructions and the physician's name. Medication orders and prescription labels must be the same. Families are encouraged to ask the pharmacist to dispense a second labeled medication for school. Medications cannot be left in the child's bag.

A child needing any other medication will need the approval of the educational and therapy directors prior to starting the program. ANY OTHER MEDICATIONS should be given before or after the school day. due to allergy concerns, food products should not be transported in child's backpack to and from school. All medications will be stored in locked cabinets. Families must give the INITIAL dose of medication at home. The child needs to be closely monitored for allergic reactions, especially with the first dose.

Medication no longer needed must be picked up by the parent/guardian within 5 days of the last dose, or for "as needed medication", within 5 days of the end of the school year or last day of attendance. Medication not picked up within this time frame will be destroyed. The date and time(s) of administration, the name of the person giving the medication and the quantity of any medication given will be recorded in the child's permanent record. The same person will prepare, administer and chart medication. Children will not self-administer medications. Errors in the administration of medications will be reported to the parent and the Director of Education, who will determine on an individual basis if the physician or emergency room contact is necessary. All errors will be recorded in the child's record. Sunscreen should be applied before child attends school based on parental judgement.

Physician's orders are valid for up to one year or less as indicated by the physician.

Medical Procedure in Classroom

A child needing any medical procedures will need the approval of the educational and therapy directors prior to starting the program. Parents must provide documentation signed by a physician to the directors at least 10 days prior to the desired start date. After the paperwork is reviewed, the educational and therapy directors will determine if the child's needs can be safely met in the classroom. If the child is approved to enroll in the class, the parents are responsible for medical equipment, and after the staff have been trained on any equipment or procedures, the child will be assigned a start date.

Infectious Disease

United Services has a responsibility to protect the health of students and employees from the risks posed by infectious diseases. The agency also has the responsibility to uphold the rights of affected individuals to privacy and confidentiality, to attend school and to be treated in a nondiscriminatory manner. Students cannot enroll and/or attend programs unless immunized as required by Missouri law. All staff is required to routinely observe universal precautions to prevent exposure to disease-causing organisms. Students with infectious diseases that can be transmitted in school settings (such as, but not limited to, chicken pox, influenza and conjunctivitis) will be managed as specified in the most current edition of the Missouri Department of Health document entitled: *Prevention and Control of Communicable Diseases: A Guide for School Administrators, Nurses, Teachers, and Child Care Operators*; documents referenced in 19CSR20-20.030; and in accordance with any specific guidelines and recommendations or requirements of the local county health department.

The administration shall review these policies at least annually and amendments will be made as developments in the medical field regarding the care of people with infectious diseases warrant. School personnel may require any child to be examined by a physician, if they believe the child can infect others. (SEC.167.191 RSMO 1986) The child may be excluded from school until a physician provides written documentation the child cannot infect others, or until a recommended exclusion period has passed. **Upon review of the physicians' recommendations, a Director will make the final decision as to when the child may safely return to school.**

The identity of a child with an infectious disease is confidential and every reasonable precaution shall be taken to maintain confidentiality. Access to this information will be granted to those with a need to know (Education Director, Therapy Director, teachers, therapists).

Plan for Seasonal and Pandemic Disease

Seasonal viruses are serious illnesses that require specific management to keep children and staff healthy. A pandemic virus is any virus that spreads rapidly across the globe because most of the population lacks immunity. Advance planning for seasonal and pandemic illnesses will save lives and reduce adverse personal, social and economic consequences.

United Services for Children has a plan to limit virus-related hazards to the staff, children, their families, and the public. Guidance from the following health experts will be considered when executing a planned response:

- American Academy of Pediatrics (AAP)
- Centers for Disease Control (CDC)
- Missouri Department of Health and Senior Services (DHSS)
- St. Charles County (SCCMO)

The United Services for Children executive team, along with program managers, will oversee the plan implementation, and will review annually as an important part of the agency's Health and Safety Manual.

Caregiver Communication—all caregivers are directed to the Health and Safety Manual for on-going health and safety standards. In the event of activation, the agency will maintain communication with families via phone, email, or a virtual communication platform. Households will be notified of changes in hours of operation or closures necessary to protect the health of children and staff. Language translation will be made available as needed.

Community Partner Communication—Key stakeholders will be notified via phone, email or virtual communication platform of any changes in hours of operation or closures necessary to protect the health of children and staff. Funding partners will be consulted on continuity of business plans.

Employee Communication—All employees will be notified in advance of Caregiver and Community Partner Communication notifications. The CEO and Board of Directors will determine the length of change in regular operations and/or the need to open remote services. In the event of a long-term closure, the executive team will launch the Remote Work plan to support families through teleservices.

Virtual/Remote Services

The United Services for Children Chief Executive Officer is authorized to close the agency in the event of a disaster or health emergency. This is an extreme measure and will only be executed if the health and safety of the staff and clientele are at risk. Staff and families will be notified of emergency closings and re-opening through the automated Swift Reach call/email/text system. The CEO will make every effort to notify staff and clientele in advance of any closing. All early intervention and therapy programs are available through virtual learning platforms when face-to-face contact is not an option due to site closure or illness. Technology is a necessary component. Caregivers will be given the appropriate information to stay connected with teachers and therapists. The remote activities include: Tele-Education (Building Blocks Intensive, Building Blocks and Learn and Play Together Classes), Tele-Therapy (Applied Behavior Analysis, Occupational Therapy, Speech Therapy and Social Work), and Tele-Family (Sib Shop, Parent Check In and Family Support).

Reopening Plan

The decision to reopen the campus will be based on information from federal, state and local health officials with special consideration given to the vulnerable population served by United Services for Children.

Health Information Disclosure

A health care provider (such as physician or other protected entity) is expressly permitted to disclose “protected health information about an individual to a health care provider for that provider’s treatment of the individual.” (USDHHS, 2003)

Allergies and Medical Conditions

Schools have been enrolling an increasing number of students with a variety of significant medical conditions. Some of the conditions are: asthma, diabetes, food allergies, epilepsy, contact allergies, conditions affecting functioning of the heart, lungs, organs or muscles and other health conditions. Some will require specific adjustments in the school setting and plans for an emergency response. United Services' plan for these situations includes:

- Obtaining complete information about the condition from the student's physician
- understanding how the condition may be manifested in the school setting
- determining what, if any, adjustments the school can and may need to make
- assessing the school's capacity to provide adjustments
- establishing an action plan which includes appropriate school personnel and,
- implementing the plan consistently

These guidelines are intended to assist United Services with obtaining and acting on medical information for the student. The student with a significant medical condition may require adjustments and/or an emergency response in the school setting. The purpose for the information is to determine what adjustments may be necessary to provide the student with safe school environment and, if necessary, an appropriate emergency response. Children with allergies or medical conditions that require monitoring will be required to provide an Action Plan signed by the physician and the parent/guardian. United Services will make reasonable accommodations to include the participation of children with food allergies. The accommodations are documented in a written plan signed by the child's physician. If allergies or medical conditions appear to be severe enough to warrant major accommodations, a preparatory time may be instituted prior to the child's attending school. All Action Plans are to be signed by the treating physician and the parent/guardian. They also require the unexpired meds, in original containers, a recent photo, and any equipment necessary to administer the medication. Action Plans are good for one year. Children may not attend until action plans are in place. For Food Exemptions due to **religious** reasons, families are required to have a parent note on file indicating preferences. For Food Exemptions due to **medical** reasons, a Medical Food Substitution Form must be completed by a physician, physician's assistant or nurse practitioner.

Students will not be able to attend school until these plans are in place.

Access to Information

Parents/legal guardians have access to the following:

- Staff child abuse and neglect/criminal record forms
- Lesson plans
- Child's records
- Health and Safety inspections

Patriot Act Compliance Statement

United Services for Children does not directly or indirectly engage in or support any terrorist activity. Neither United Services for Children nor any officer or director of the agency is included on any lists of terrorists, or terrorist organizations compiled by the United States government or any other national or international body, including but not limited to (i) the U.S. Treasury Department's Specially Designated Nationals List, (ii) The U.S. State Department's Terrorist Exclusion List, (iii) The United Nations List Pursuant to Security Council Resolution 1390 (2002) and Paragraphs 4(B) of Resolution 1267 (1999) and 8 (c) of Resolution 1333 (2000), and (iv) the European Union List Implementing Article 2 (3) of Regulation (EC) No. 2580/2001 on Specific Restrictive measures Directed Against Certain Person and Entities with a View to Combating Terrorism. United Services for Children does not distribute funds to benefit, directly or indirectly any individual or organization that is engaged in or supportive of terrorism.

Informed Consent

Parent/guardian has the right to refuse any special education services offered to their child.

Reasonable Accommodations

Every effort will be made to make information available to parents/guardians who need information presented in other formats (i.e. translated orally or by other means into native languages or primary mode of communication), if requested.

Devices Brought from Home

United Services recognizes that the use of technology can enhance the educational experience of children. However, unless specifically called for through the child's IFSP, please refrain from bringing these items from home. This technology includes but is not limited to items such as the iPod Touch, iPad or Tablet. Please discuss the use of these items for educational purposes in the classroom with your child's teacher. If the device is considered to be educationally needed or relevant, and families choose to send an item of this nature to school with their child, parents will be required to sign an agreement taking full responsibility for the care and content of the devices.

Building Security

To insure the safety of the families and staff, visitors must sign in and out and wear an identification badge while in the buildings. Entry into United Services is given only through a pre-authorized code or through calling an attendant. Access codes are issued to parents. Parents entering our buildings on a regular basis will be required to obtain a code.

Weapons

The agency recognizes the importance of preserving a safe educational environment for students, employees and patrons of the organization. The agency specifically prohibits the possession of weapons by any staff member, student or visitor while on or in the vicinity of agency-owned or controlled property, whether or not the owner is licensed to carry such weapon. This ban includes keeping a weapon or transporting it to another location. Law enforcement professionals should be asked to display their badge when carrying weapons on campus. Weapons may include but are not limited to, guns, ammunition, knives, explosives and the like, crossbows, swords, or similar items with the potential to inflict physical harm. Included are disarmed weapons and simulated weapons which could reasonably cause apprehension.

Crisis Management

In the event of a natural disaster or terrorist attack, United Services will follow the directives of local law enforcement agencies. In addition, students would only be released to individuals on the child's intake form.

Proper identification may be required. Be sure to keep all home, work, and emergency contact numbers up-to-date throughout the school year, as we need to be able to contact at least one parent at all times.

Fire

If a parent/guardian discovers smoke or fire in the building they must immediately activate the manual pull station closest to them and alert a staff member to the location of the smoke or fire. When the fire alarm sounds everyone must evacuate the building or playground area by means of the nearest exit. Lighted exit signs mark the location of all exits. After exiting the building, parent/guardian should gather with the staff and children at the designated rallying points. If necessary, families will be directed to a temporary shelter.

Tornado/Severe Weather/Emergency Situations

United Services for Children has specific procedures in place should an emergency situation arise. Please follow instructions given by our supervisory staff if you are the building during an emergency. If it is determined necessary to initiate the tornado safety procedure, all those in the building will be directed by staff members to a designated safe location within the building. Once positioned at the safe location, everyone will assume a protected position as directed by staff members. Everyone will remain in this position until given the

all clear signal by a senior staff member. In the event that United Services for Children must close during operating hours due to an emergency situation, you will be notified. Please have identification readily available and staff will assist with signing out the children and will escort your child to you.

Access to Educational File

Information maintained and used by United Services regarding your child will be kept confidential. All information pertaining to a child will be shared only with the parent or legal guardian unless parent/guardian has completed appropriate release forms. United Services will provide access to a child's educational file to parents or legal guardian, as required by Federal Law under FERPA (Family Educational Rights Privacy Act). In order to review their child's file, parent or guardian must request an appointment 72 hours in advance. Appointments will be scheduled during normal business hours, and a United Services' staff member must be present during the review. United Services will presume the parent has authority to inspect and review the educational file relating to his/her child, unless the Agency has been advised the parent does not have the authority under applicable state law governing such matters as guardianship, separation, and divorce. All custody or restraining order documents pertaining to you and your child must be supplied promptly and will be placed in your child's file in order for United Services' staff to honor all court orders.

Classroom Videos and Photos

Classroom teachers will from time to time take video and pictures in the classroom for portfolios and documentation. Parents are also free to take video and photos of **their** children. However, parents must consult with the classroom teachers prior to any photos or video taken of other children. The agency wishes to respect the privacy of families who may not want their child to be photographed or videoed.

Educational File

This refers to the child's permanent educational file maintained in the locked file in the main office. The educational file may include all enrollment forms, immunization record, case history, all previous medical reports and test results, IFSPs, reports, correspondence, release of information, therapy prescriptions, medication forms, reports of accident, injury, and/or emergency care, and billing records. The educational file does not include teacher or staff private files that have not been shared with others.

Recording Devices at IFSP Meetings

United Services prohibits the use of audio, video or other recording devices at IFSP meetings, unless such recording is necessary to ensure the parent/guardian understands the IFSP process, or to implement other parental rights guaranteed under Part C of the IDEA. A parent/guardian who wishes to record an IFSP meeting under this exception must provide to the President/CEO a written request at least one week prior to the meeting. The request must state the reason why the parent/guardian believes the use of the recording device is necessary to ensure the parent/guardian understands the IFSP process, or to implement other parental rights guaranteed under Part C of IDEA. The President/CEO will provide a written response to the request.

Abuse and Neglect

As mandated reporters with responsibility for the care of children, all United Services' staff who have reasonable cause to suspect a child has been or may be subjected to abuse or neglect, or who observes a child being subjected to conditions or circumstances which would reasonably result in abuse or neglect will immediately report to the Missouri Division of Family Services in accordance with the provisions of sections 210.110 to 210.165 of Missouri Child Abuse and Neglect Law. Any parent or guardian who suspects a child has been abused or neglected should report their concern to the **Missouri Division of Family Services at 1-800-392-3738.**

Arrival and Departure

Please take the opportunity to teach your child that parking lots are hand holding zones to keep everyone safe! If you are having difficulty with arrival or departure, discuss this with your child's teacher, and she will help to

develop a plan for success. It is against the law to leave a child under the age of 12 alone in a car unless they are with someone over the age of 14. Please always be cautious in the parking lot at all times. arrival and departure times are staggered for parent/child safety. As an important security measure, an adult (18 years or older) must bring the child into the building, and ensure he/she is under the supervision of a staff member before leaving. An adult listed on your intake form must pick up your child. Children will not be released to anyone else unless a legal guardian has completed a Child/Pickup Release form. Adults who are not familiar to staff will be asked to show identification before the child will be released.

Supporting Positive Behaviors

United Services uses positive behavior supports to help children learn to be successful in the school setting. All staff receive training to help guide children to appropriate behavior. Staff will use:

- positive language
- focus on when children are doing the right thing
- give many choices,
- redirect children to more appropriate activities
- teach children to identify and label emotions

Biting

Biting is a common age-appropriate behavior during this developmental stage because children do not have the language skills to communicate with one another and may also be teething. Therefore the following procedure will be followed:

- Staff member will comfort the child who has been bitten, providing him/her with a great deal of attention.
- Staff member will apply ice to bite area and clean with soap and water if the skin has been broken.
- If skin has been broken, staff will recommend the parent/guardian contact a physician to determine if the physician wants to see the child or prescribe an antibiotic.
- Incident will be recorded on an Incident Report form.
- Staff will attempt to determine the reason for the biting. (i.e. poor communication skills, frustration, teething or delayed oral-motor skills).
- Child who has bitten will not be identified to the family of the child bitten nor receive any form of discipline.
- Other staff will be alerted to the situation so they can make every effort to prevent it from happening again.

Potty Training

Children must indicate readiness for toilet training at both home and school. The agency will support parents and students during this stage of transition upon parent request. During the initial potty training phase we require that parents bring an ample supply of pull-ups and extra clothes. Signs that the child is ready for potty training include: staying dry overnight, a dislike of wet or soiled diapers, interest in sitting on the toilet, and a desire to wear underwear and keep them dry. The staff will discuss the process with the family and develop a plan that meets our licensing guidelines and compliments the actions of the parents at home. During the initial potty training phase, we require that families send an ample supply of pull-ups or disposable diapers. As the child progresses and has only **occasional** toileting accidents, families may send underwear and plastic pants. Staff will send soiled underwear, plastic pants, or clothing home the same day in a plastic bag (without rinsing or avoidable handling) for laundering. The agency does not permit the use of cloth diapers or cloth training pants, unless the child has a medical reason that does not permit the use of commercially available disposable diapers or pull-ups. **If cloth diapers must be used, the diaper and outer covering will be changed with diaper change.** Upon parent request staff may send home a progress note during this transition. Parents are also asked to keep the staff informed regarding the child's progress at home.

Grievance Procedure

A parent/guardian having a grievance should notify the child's current teacher or therapist who will attempt to resolve the concern. If the staff member does not satisfactorily resolve the issue within three working days, the parent/guardian should contact either the Education Director or the Therapy Director. If the grievance is not resolved within three working days, the parent/guardian may appeal to the CEO. If the CEO is not able to satisfactorily resolve the grievance within three working days, the parent/guardian may forward the grievance in writing to the Chairman of the Board of Directors who will respond in writing within five working days. The decision of the Board of Directors is final. The filing of a grievance or formal complaint will not result in retaliation to parent or child, or to barriers in receiving services. All parents receive the Parent Handbook upon enrollment into programming, and policy reviewed in initial meetings with Social Worker.

Dress

Please dress your child for play!! Children will be painting, having snack, playing outside and playing with sensory materials. It is important for children to feel free to explore the classroom and all material without worrying about their clothes. Please send an extra set of clothes appropriate for the season, in case we get really messy! **Tennis shoes are the best for running and playing and climbing on the playground.** Don't forget mittens and hats in the winter. Please label all clothing with the child's first and last name. Sunscreen is to be applied at home before coming to school.

Dress for Outdoor Play

We will play outside if at all possible! Please note our outdoor weather parameters:

If the wind chill is:

- Below 32 degrees, we will not go outside
- 32 degrees or higher, we will go outside to play for the full time

If the heat index is:

- Over 90 degrees, we will not go outside
- Below 90 degrees we will go outside to play

Items to Bring to School

- Durable backpack for children's work and parent communication
- Complete change of clothes appropriate to the season, including shoes and socks
- Adequate diapers
- Baby Wipes
- Comfort Item (optional)
- Picture of child and family

PLEASE BE SURE TO LABEL ALL ITEMS WITH YOUR CHILD'S NAME!

Birthday Snacks/Treats

Parents may send snacks or special treats to school for the class; please make arrangements with the teacher prior to the event. Snacks must be purchased and unopened. Health regulations prohibit home baked goods from being served to the children. Treats must be approved by the classroom teacher, due to allergy concerns. No food items containing, or made in a factory with, peanuts or tree nuts will be accepted. Please do not allow children to bring food from home in their backpack. You may decide to send in a non-food Birthday surprise for your child: a favorite book for the teacher to read to the class, party decorations (no latex balloons please, mylar only), birthday plates/napkins for snack time, items to make friendship crowns, playdough for the classroom in your child's favorite color. Please check with your child's teacher for other ideas.

Snacks

United Services for Children will provide a snack for children each day. Outside food cannot be accepted, except in the Building Blocks Intensive Program. These parents provide lunch for their own child daily. If a child is unable to eat snack served due to medical restrictions, a physician must complete a medical form

outlining those restrictions. If a child is unable to eat certain items due to religious reasons, you may obtain a form for this request. The substitute must be nutritionally equivalent. All snacks and classroom sensory items provided by United Services will be tree nut and peanut free. If your child has specific allergies, please see the Program Director.

Snow Days/School Cancellations

You will be notified with a text/phone call/email from our notification system, Swift K12 should classes or therapies be cancelled or we move to a virtual schedule. Since our programs serve children county wide, United Services will make the best judgment possible when inclement weather arises. However, parents must use their own discretion based on their particular locality and circumstances when traveling to and from the agency in snowy or icy weather.

How can you get involved in United Services?

A significant portion of United Services' operating funds (10-20%) is provided by donations and special events. In any organization, volunteers are an essential part of this endeavor. If you are interested in helping in this way, please contact Diane Wolferding in our Resource Development Department at (636) 926-2700. She can provide you with information on various ways you can become involved.

Thank you!