



United Services for Children

Parent Handbook FY27

Effective 7.1.26

GENERAL INFORMATION

Mission.....	1
Philosophy	1
Diversity and Inclusion	1
Code of Ethics	1
Rights of Families	1

PROGRAM SERVICES

Early Intervention	2
Pediatric Therapy.....	3
Family Support Services	3

PAYMENT PROCEDURES

Registration Fees.....	4
Tuition Fees.....	4
Returned Check Charges.....	4
Agency Calendar	5

PROGRAM POLICIES

Attendance	6
General Health	6
Immunization Requirements	6
Injuries/Illness	6
Medication Policy	8
Medical Procedure in Classroom	9
Infectious Disease.....	9
Health Information Disclosure	9
Public Health or Safety Concern	9
Protected Health Information.....	10
Allergies/Medical Conditions.....	10
Access to Information	11
Informed Consent	11
Reasonable Accommodations	11
Devices Brought From Home	11
Building Security	11
Weapons	11
Crisis Management.....	11
Fire	12
Tornado	12
Access to Educational File	12
Classroom Videos/Photographs	12
Educational File.....	12
Abuse and Neglect	13

Arrival and Departure 13

Supporting Positive Behavior 13

Biting..... 13

Potty Training 14

Grievance Procedure 14

Dress 14

Outside Play Parameters 14

Birthday Snacks and Treats15

Classroom Snacks 15

Snow Days/School Cancellations 15

APPENDIX A TRANSITION..... 16

UNITED SERVICES FOR CHILDREN

OFFICE HOURS: 8:00 A.M. TO 4:00 P.M.

MONDAY - FRIDAY

3420 Harry S Truman Boulevard

St. Charles, MO 633 01

636-926-2700

FAX 636-277-4548

Web Site: unitedservicesforchildren.org

Visit us on Facebook: www.facebook.com/unitedservicesforchildren

WE WELCOME QUESTIONS AND COMMENTS!!

Program Director	Leslie Tucker	ltucker@unitedsrvcs.org
ABA Therapy Manager	Linda Schmid	lindaschmid@unitedsrvcs.org
Family Support Manager	Suzanne Salmo	ssalmo@unitedsrvcs.org
Administrative Specialist	Simone Walker	swalker@unitedsrvcs.org
Educational Program Manager	Monica Wilmsen	mwilmsen@unitedsrvcs.org
Therapy Manager	Melissa Black	mblack@unitedsrvcs.org

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 classroom 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 support. 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.

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 and medical 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 Early Intervention group has a curriculum developed to meet the needs of the specific group. In conjunction with the goals from the IFSP, the curriculum guides the classroom practices. At United Services we believe maximum learning occurs when children have positive, nurturing relationships with the adults in their world. In addition:

- Play is the work of children.
- Guided play provides multiple, intentional learning opportunities.
- Family partnerships are essential to a child's growth and development.
- Given individualized support and time, all children will blossom.
- Reflection and planning are key elements of successful early intervention classrooms.

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. They will work on "learning to learn" behaviors: attending to name, coming when called, following routines and sitting for a task. Engagement, social play, communication, toy play and sensory needs are all vital parts of this program.

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.

Partnering Through Play is a program where parents and children attend together. The curriculum focuses on helping parents build their confidence and competencies in supporting their child with a delay or disability.

Our curriculum is designed using the following resources: The National Association for the Education of Young Children (NAEYC), 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) and 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, markers 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 degreed and/or certified, and complete continuing education training. Our staff includes early childhood special education teachers, early childhood teachers, social worker, occupational therapist and speech language pathologists, board certified behavior analysts and registered behavior technicians. These professionals push into the classrooms to work with children in developing skills and with staff to plan and implement quality practices. Classroom ratios will differ, depending upon the specific needs of the group. Generally, ratios range from 1:1 to 4:1.

Pediatric Therapy

Families of children ages birth - 15 may access therapeutic services through United Services Pediatric Therapy Program. 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.

Aquatic Therapy: Part of occupational therapy, aqua therapy is an effective tool for developing motor skills. Aqua therapy is delivered in-house by occupational therapists. Children will develop a greater sense of awareness, increased mobility and strength, and improved sensory processing skills.

Speech and Language 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 Board Certified Behavior Analyst (BCBA) and Registered Behavior Technician (RBT) will work with children 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 on-site but can take place in the home or other environments as needed (services children through age 8).

Family Support Services

Parent Library - 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.

Incredible Years Parent Program: Autism Spectrum and Language Delays - This 8-week session is offered to parents of young children (ages 2-5) who demonstrate characteristics of autism spectrum disorder or who have significant language delays. The program teaches parents how to promote their children's emotional regulation, social competence and relationships, language skills and school readiness.

SibShop - A support group for 6-12 year olds, 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 Educational Program Manager at United Services are available to parents to provide assistance in locating additional services and community resources, making referrals and helping with transitions into other programs. There are a variety of parent trainings available fthroughout the year. The United Services website also has parent trainings and a YouTube channel available for families to reinforce songs and activities from the classrooms.

Transition Support: If a child is at least 2 years, 6 months old, and parents or caregivers feel that they may have a disability and would benefit from preschool special education services at three years of age, families have the option to participate in the Transition process. This process begins when parents request the First Steps Coordinator reach out to the child’s home school district to request a special education evaluation. The federally- mandated Transition timeline begins when First Steps provides the child’s school district with the family’s request and the child’s name, their age, their address, and preferred contact. (Please reference Timeline in Appendix A at the end of the Parent Handbook).

United Services is here for the family before, during, and after a child’s Transition. Small and large group transition meetings are available throughout the school year where members of our Family Support team can provide families with information, encouragement, and answers to questions. We are also free to meet individually. Family Support team members and the child’s teacher can also be available to attend all transition-related meetings with the family whether they are in-person, virtually, or over the phone.

The **Encouraging Early Language Class** is a small caregiver-child group specifically for 18–36-month-old children who have delayed expressive language. It is led by two Speech Language Pathologists (SLPs) and runs for 8 weeks. This group focuses on teaching the parents skills and strategies they can use to encourage their child's language development. It includes SLP-led instruction, modeling, parent practice, and coaching from the SLPs.

PAYMENT PROCEDURES

Registration Fee

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

Tuition Fees

- | | |
|------------------------------------|-----------------------|
| • Partnering Through Play | \$25/6-8 week session |
| • Encouraging Early Language | \$50/8 week session |
| • Learn and Play Together | \$65 per month |
| • Building Blocks (2 days/week) | \$90 per month |
| • Building Blocks PM Class | \$90 per month |
| • Building Blocks Transition Class | \$90 per month |
| • Building Blocks (3 days/week) | \$115 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	Monday, September 7, 2026
Thanksgiving Day/Friday AGENCY CLOSED	Thursday/Friday, November 26-27, 2026
Winter Break AGENCY CLOSED	Monday, December 21, 2026 - Friday, January 1, 2027
Martin Luther King Jr. Day AGENCY CLOSED	Monday, January 18, 2027
President's Day AGENCY CLOSED	Monday, February 15, 2027
Spring Break NO EI Classes	Monday - Friday, March 22-25, 2027
Spring Holiday AGENCY CLOSED	Friday, March 26, 2027
Last Class Day, Early Intervention	Friday, May 28, 2027
Memorial Day AGENCY CLOSED	Monday, May 31, 2027
Independence Day - AGENCY CLOSED	Monday, July 5, 2027

PROGRAM POLICIES

Attendance

A child's regular attendance is vital to the ultimate success of programming. We understand illnesses occur, but a 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 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

Immunization Certificate or Record and your emergency contact information must be current 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.

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 if 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, discharge from eyes, nausea or vomiting, cough, swollen glands, or sore throat. Please contact the child's teacher if he/she will not be attending school/therapy.

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 current throughout the school year.
- A child must be free of fever or symptom-free for 24 hours without the use of Tylenol, Motrin, Advil, or other fever reducing medication before returning to school or therapy.
- 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 a 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 in the past 12 hours. 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 24 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). Doctor 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 if 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 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 or guardian. 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 the 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 Program Director 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 a lock box in the child's classroom. 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 parents and the Director of Programs, who will determine on an individual basis if a physician or the emergency room

should be contacted. 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 Program Director prior to starting the program. Parents must provide documentation signed by a physician to the director at least 10 days prior to the desired start date. After the paperwork is reviewed, the Program Director 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 physician recommendations, the Program 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 (Program Director, teachers, therapists).

Public Health and/or Safety Concern

If United Services for Children is unable to deliver in-person services due to an epidemic, pandemic or other event that puts the safety of staff and families at risk, the agency's Board of Directors will seek guidance from public health and safety experts. Alternative methods of intervention and therapy may be made available until it is safe to reopen the campus.

Health Information Disclosure

United Services may disclose protected health information if both covered entities have or had a relationship with the individual and the protected health information pertains to the relationship (see OCR "Treatment, Payment, Health Care Operations" guidance).

Protected Health Information (PHI) Policy

The therapeutic early intervention program is committed to protecting the privacy and confidentiality of each child and family we serve. In accordance with the Health Insurance Portability and Accountability Act, all Protected Health Information (PHI) is handled with strict safeguards. Protected Health Information includes any information related to a child's health, therapy services, diagnosis, treatment, or payment for services that could identify the child or family. Our program follows these practices:

- **Confidentiality:** All staff members are trained to maintain the confidentiality of health information and only access information necessary to provide services.
- **Secure Records:** Paper and electronic records are stored securely and protected from unauthorized access.
- **Limited Sharing:** PHI is only shared with authorized individuals involved in the child's care, or as required by law.
- **Parental Rights:** Parents or legal guardians have the right to review their child's records, request corrections, and receive information about how their child's PHI is used.
- **Consent for Release:** Written parent/guardian permission is required before sharing PHI with outside providers, schools, or agencies, unless permitted by law.

If you have questions about how a child's information is protected or would like to review your child's records, please contact program administration. Each family is offered a copy of the Notice of Privacy Practices upon entry to the Early Intervention program and upon request.

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 United Services' capacity to provide adjustments and 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 of this 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 attendance begins. 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 and health and safety inspections.

Informed Consent

Parent/guardian has the right to refuse any 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 an iPad or Tablet. Please discuss the use of these items for educational purposes in the classroom with the 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 ensure 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. Caregivers who have an access code do not need to sign in/out or wear a badge.

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 will 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 in 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.

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 the 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 they 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. 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. In the event of an emergency, please contact your child's teacher or therapist if someone who is not on the original Intake form is picking up your child. Adults not familiar to staff will be asked to show identification before the child is 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, and 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. 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 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 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 a 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. As the child progresses and has only 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 the Program 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 will receive the Parent Handbook upon enrollment into programming, and policies 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.** Mittens and hats are essential in 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 possible. If the windchill is below 32 degrees or the heat index is over 90 degrees, we will not be outside.

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 and 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 or religious 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. If you are sending in a snack for your child due to medical or religious restrictions, please label and date the snack items. 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 Educational Program

Manager.

Inclement Weather/School Closing Information

Timely communication with United Services' families is especially important in an emergency. If United Services is forced to close the campus due to inclement weather or other factors (e.g. power outages, water main breaks) parents/guardians and students will be notified in the following ways:

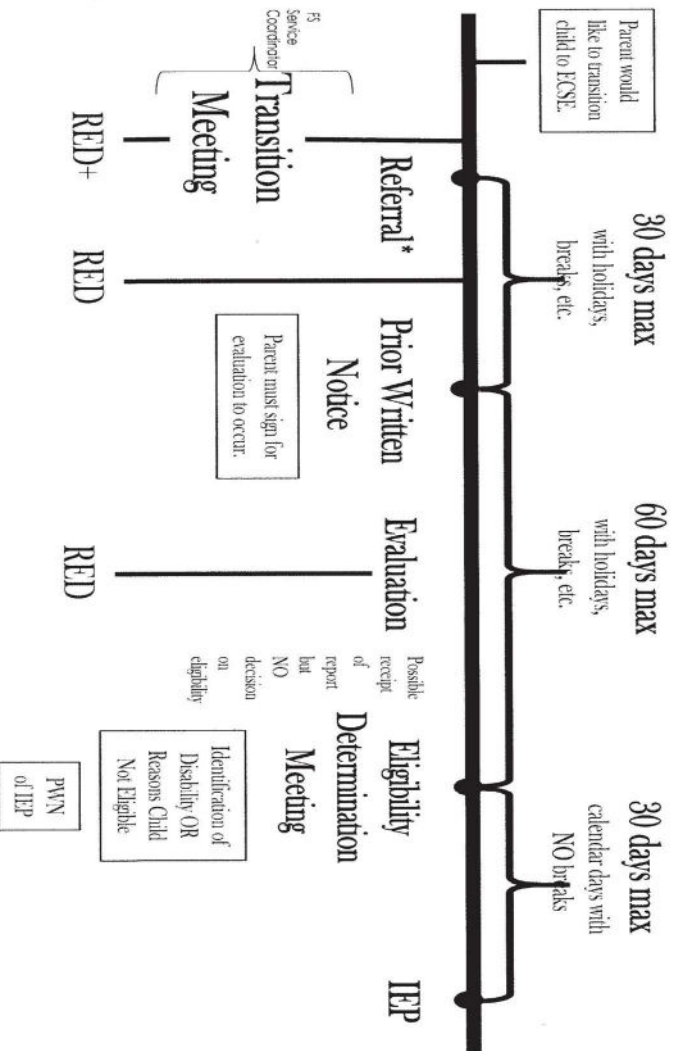
- United Services for Children utilizes Connect, a mass communication broadcast system that will notify all households by phone, text and email within minutes of an emergency or unplanned event that causes early dismissal or cancellation. Please be sure to notify the agency office about any changes in your personal contact information.
- Website and Facebook - All United Services for Children social media sites will be used not only to keep community members informed about the latest news, but in the event of a campus closure or emergency. Be sure to "like" us on Facebook for all the latest news.

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 our Development Department at (636) 926-2700. Thank you!

Transition Timeline

Your child's transition process should begin by the time they are 2 years 9 months.



*Note: You will receive your legal Procedural Safeguards & Parents Bill of Rights. These should be in your home language. If you would benefit, request that the school district invite a language interpreter to *all* of your meetings.

+RHD: Review of Existing Data - This collection of information about your child's skills will be both informal and formal, will take place over time, and will include parent interview, formal evaluation, and teacher and therapist input.