

***Parent Handbook for the
EI and DDS Programs at***

*The Learning Center of North Arkansas Berryville Campus
806 West College Ave.; Berryville, AR 72616*

Phone: 870-423-6122

*The Learning Center of North Arkansas Green Forest Campus
311 Sparky Court; Green Forest, AR 72638*

Phone: 870-438-6699

*The Learning Center of North Arkansas Holiday Island Campus
5 Park Cliff Drive; Holiday Island, AR 72631*

Phone: 479-239-1318

- 1. Attendance and Absence Policy:** The Learning Center of North Arkansas provides a quality learning environment for your child between the hours of 8:00 am and 3:00 pm. If your child is not using or does not qualify for the transportation services, please be prompt with your arrival and pick-up times. Should an emergency arise and you are unable to pick-up your child at the appropriate time, please contact us immediately at one of the above numbers.

Attendance is of the utmost importance in our program. Your child's success depends on regular attendance in order to complete his/her daily objectives. The school day begins at 8:00 a.m. and ends at 3:00 p.m. each day. If your child is going to be absent, please call the school as soon as possible on the morning of the absence so that we will be able to complete our lunch count accurately. **If you cannot have your child to the Center before 9:00 a.m., it is the responsibility of the parent or guardian to provide a nutritious lunch, based on Federal Child Nutrition Guidelines, for your child before the Lunch Count has been turned in for the day.**

If you are unable to drop-off or pick-up your child at the appropriate time and send another person in your absence, other than those on the emergency contact list, please call the Center or send written notification of the person who is responsible for ensuring the safe retrieval of your child. The Center will require a driver's license or other form of identification and will make a copy of that as well as a phone number and The Center will not release a child to someone other than those on the emergency contact list that have been approved by the parent or guardian. The child shall remain at the Center until the parent or guardian can be notified to give approval. We are dedicated to providing the safest environment possible for your child.

If your child is absent for 2 days and we do not hear from you, we will attempt to contact you by phone. If we do not hear from you within four school days and cannot reach you by phone, we will send a letter to your residence. If we do not hear from you within two weeks from the date of the letter to your residence, we will assume that you no longer desire our services and the child's placement at the Center will be terminated so that others waiting for enrollment can have the opportunity for services. Please remember, that if your child is dropped from the program, all enrollment paperwork will have to be completed again if you want to place your child back into The Learning Center of North Arkansas.

2. **Transportation:** The Learning Center of North Arkansas is happy to assist individuals with our transportation services by providing a bus to the student's home or designated location. **Before bus service can begin, the parent or guardian must meet with the Transportation Coordinator to designate the pick-up and drop-off location, along with emergency contacts.** Parents must designate on the appropriate form, who will be designated to remove the child from the bus. If an individual that is not on the pick-up list, attempts to pick-up the child, the parent or guardian will be notified and must use a pre-determined CODE word before this person will be allowed to remove the child from the bus. The bus driver will have a copy of the CODE word on the bus for verification. If the driver does not know the individual removing the child from the bus, they will be asked to show their driver's license or other ID for positive identification and the driver will document a license number, name and address.

Accurate directions shall be given by the parent or guardian. Should the directions not be accurate, parents or guardians shall be notified on the attempt for pick-up and it is their responsibility to make an appointment with the Transportation Coordinator to correct the error. The bus will not make another attempt for pick-up until the parent or guardian has met with the Transportation Coordinator to resolve the problem.

Parents or guardians are not allowed to disrupt the bus service with continual changes in the pick-up and drop-off locations. Emergency situations do arise and will be honored; however, if the parent or guardian requests a change more than 2 times in a six (6) month period, bus service may be suspended. The Center will make every reasonable accommodation to work with the families in securing the most appropriate delivery locations. It is the parent's responsibility to ensure that someone is available to place the child on the bus in the morning, securing in safety seat and unloading the child in the afternoon by removing the safety belt. **The bus driver and monitors are NOT allowed to leave the bus for the safety of the children.**

Appropriate behavior is also a requirement for using the transportation service and includes: remaining secured in the safety belt at all times; no food or drink; and parents being responsible for loading and unloading the student. **Disruptive behavior or failure to comply with the rules of the transportation service shall result in immediate termination of bus service provided at The Learning Center of North Arkansas.**

In addition to the above, please note the following:

ALL TIMES:

- **Children must be put onto the bus and removed from the bus by an adult. An adult is someone over the age of 18. No older siblings may be responsible for this duty unless they are over the age of 18.**
- **Only the bus rider and the person who is loading/unloading them may be on the bus. No other children or pets will be allowed on the bus.**
- **Any changes to the pick-up/drop-off locations must be presented, at least two days in advance, to the Transportation Department. The change will NOT go into effect until you have been notified of approval. A decision will be made and you will be notified within 48 hours.**
- **Numerous and/or continual changes to the service location are not allowed. Please note above policy.**

AM Pick-Up:

- **Drivers are allotted 3 minutes per stop. This is the time from arrival to departure. You must have your child buckled into their car seat within this time frame. If that is not possible for you, please plan to bring your child to school.**
- **Please have your child ready for the bus 10 minutes before scheduled bus arrival, and keep in mind that as bus routes vary from time to time, the bus could be late.**

- Please notify your bus driver as early as possible if your child is NOT going to be riding the bus. If your child does not ride for two consecutive days, without notifying the driver, the bus will not return until the driver is contacted.

PM Drop-Off:

- Please be prepared for your child to arrive home earlier than scheduled, as bus routes will vary.
3. **Clothing:** Please label all clothing that your child brings to the program. In cold weather, put your child's name on coats and jackets as many of the children wear the same size and have identical garments. Please check to see that an extra change of appropriate clothing is available in your child's cubby or classroom in case of emergency. Also, when soiled articles of clothing are sent home, please return them clean the next day or provide others.
 4. **Eyewear:** Should your child wear prescription glasses, please be aware that the staff at The Learning Center of North Arkansas will do our best to ensure the safety of the glasses. However, we cannot be responsible for the cost of repair or replacement, should the glasses be broken or lost while at the Center.
 5. **Toys:** Please do not send toys with your child. It is very hard for sharing to take place with privately owned toys. These toys often get lost, stolen or broken. We will not be responsible for any damage to personal property. We provide a wide range of appropriate activities from which your child can select an item to play with during the school day.
 6. **Birthday Parties:** We do have birthday parties in our program throughout the school year. The parent or guardian is responsible for sending food, drinks, and/or party favors. The party will be held during afternoon snack time and will be held only in your child's classroom. It is not a requirement for your child to have a birthday party.
 7. **Holidays:** The Learning Center of North Arkansas and the will be closed in observance of the following holidays: Labor Day, Thanksgiving, Christmas, New Year's Day, Memorial Day, and Spring Break. Due to the unknown number of inclement weather days that are taken each year, closing schedule is subject to change.
 8. **School Closings:** The Learning Center of North Arkansas will typically follow the Berryville Public School calendar. In case of inclement weather, the Center will notify the following media outlets: KTHS Radio station in Berryville, 40/29 television station in Fayetteville and KY3, KOLR10, KSPR33 in Springfield, Missouri. Notice of early closing or school cancellations will be noticed at the bottom of your television screen.
You will also be notified via the School Reach Instant Parent Contact phone system. It is very important that you keep the Preschool Secretary notified of any changes in your phone number by calling her at 870-423-6122.
 9. **Lunch and Snacks:** Morning breakfast, lunch, and an afternoon snack are provided at no charge to the parent or guardian, through The Learning Center of North Arkansas. Per Child Nutrition Guidelines, we will require that you complete a federal lunch form during your child's enrollment for services. We also ask that you notify the building supervisor and/or your child's supervising teacher if he or she has any food allergies or any special dietary restrictions. A letter from your child's physician will be required for the student's file and the classroom teacher shall be informed.

10. **Illness:** Please do not send your child to the Center when he or she is not well enough to participate in classroom and/or outdoor activities. We do not have the staff numbers to provide one person to sit with your sick child and also take care of the remaining children. If your child becomes sick while at school, we will immediately contact you. Anytime your child has any of the following symptoms, we will contact you to pick them up immediately:

- Head lice, nits or scabies. Your child may not return to the Center until ALL nits have been treated and removed from your child's hair.
- A fever greater than 100 degrees
- Diarrhea three or more times
- A rash that is spreading
- Sore throat and swollen glands
- Severe coughing to the point of gagging
- Pink eye
- Multiple sores in the mouth with presence of drooling
- Ring worm
- Impetigo
- Vomiting two or more times

Some of the conditions above will require a doctor's care. Before the child may return to the Center, a note from the doctor releasing them to return to school shall be submitted to the child's supervising teacher.

A medication permission slip is available from the supervising teacher and will need to be completed before we can dispense the prescribed medication to your child. We do not allow dispensing medication other than those prescribed by the physician with dosage information attached. The medication will remain in a locked box during the day.

11. **Immunizations:** Each child enrolled at The Learning Center of North Arkansas **MUST** have a current immunization record from their physician or health department. The immunization record must be copied and placed in the student's file at the Center. As your child receives immunizations throughout the year, you are required to send a copy of the newly updated shot records to the Center. **Failure to comply with the immunization records will result in termination of services until a time when the shot records are submitted and space is available.**

12. **Rest Time:** Your child does rest during the day for approximately forty-five (45) minutes to one (1) hour or two (2) hours for the infant/toddler children. If your child does not sleep, we encourage a quiet rest period so as not to disturb the other children who do sleep. A cot or mat is provided with a light cover for each child.

13. **Daily Activities:** A schedule of daily activities is posted on the wall in each classroom. Your child will individually work on goals and objectives with the classroom teacher in the areas in which he/she shows some delay.

14. **Children's Files:** Each child has a complete file that is kept locked in their respective building office. This file includes the enrollment form, immunization and health records, field trip permission slips, medical information, parent correspondence, and other and other pertinent information related to your child. We also maintain a list of emergency contacts. If you have changes in address, phone numbers or emergency contacts, please notify the office immediately to avoid disruptions in service. We ask that we be notified for the safety of your child. Children's enrollment and health information is confidential, and compliant with HIPPA. Only those persons who are working with the child at the Center, licensing

personnel or named individual(s) authorized by the family, may view the child's file. Access to a child's file will be noted on Access Sheet with a signature, date and reason for reviewing the file.

15. **Discipline:** Good inside manners are a requirement at The Learning Center of North Arkansas. We do not allow running, hitting, biting, screaming or throwing objects inside the building. As a means of behavior redirection, we require the child to sit in "time out". This is a certain area in your child's classroom where they must sit while the others are involved in play or constructive class time. The minutes used in "time-out" are equivalent to the child's age.

Outside play allows the students to run, play and use their stored energy. They should return to the building using their quiet voices for inside activities. Should outside play pose a discipline problem for your child, an area is also designated outside to be used as "time-out".

Negative behavior will not be tolerated. Should the negative behavior continue and the "time-out" not be effective, a parent conference will be scheduled with the parent or guardian, classroom teacher, supervisor and assessment personnel to address the negative behavior. A Behavior Management Plan will be developed, if necessary, and added to the child's individual program plan during a separate programming conference. No form of corporal punishment shall ever be used.

16. **Outings and Field Trips:** Your child may have the opportunity to go on field trips throughout the course of the year. You will be required to complete and sign a special permission form at the beginning of the year giving the Center authorization for your child to attend field trip(s). You will be notified in advance of the outing your child will be going on as part of his or her classroom activities, including the event, date, time, list of attendees, and if transportation will be used. There will also be an opportunity for parents or guardians to volunteer for the field trips.

17. **Responsibilities:** The teacher in your child's classroom will be directly responsible for your child. If you have a problem or concern you cannot resolve with the classroom teacher, please feel free to talk with the Supervising Teacher in charge of the building where your child attends each day. You have been advised of your parent's rights and the grievance procedures should the issues not be resolved. Proper grievance procedures shall be followed in order to resolve the issues according to the Policy and Procedures Manual of The Learning Center of North Arkansas.

18. **Organization and Administration:** Parents shall be informed in writing upon enrollment that children may be subject to interviews by licensing staff, child maltreatment investigators, and/or law enforcement officials for the purpose of determining licensing compliance or for investigative purposes.

Child interviews do not require parental notice or consent.

19. **Open Door Policy:** Parents and extended families are invited to visit the classrooms at TLCNA at any time. Families are encouraged to participate in education meetings, special events such as parties, field trips and meetings. Families are encouraged to participate in routine classroom activities such as reading books, assisting with story dictation and helping with art projects.

20. **Picking Your Child Up From The Center:** The Learning Center of North Arkansas is very conscious about the safety of all children during the school day. To ensure your child is picked up from the Center by a qualified person that the parent or guardian has established on their enrollment form, the following policy will be enforced to ensure the safety of your children.

- All children enrolled at the Center shall have a designated pick-up list in their child's file. This pick-up list shall be derived from the parent or guardian and only those persons on this list shall be allowed to pick-up the child from the Center.
- If the building supervisor in the preschool or early intervention buildings are not familiar with the person on the list, they will ask for a photo ID of which a copy shall be placed in the child's file with the date and time.
- All persons who will be picking up children from the school, including parents, guardians and friends from the pick-up list are required to go the main office of the preschool or early intervention programs and sign out the student with a school administrator.
- If an emergency arises, and someone other than those persons listed on the designated pick-up list are going to pick up your child from the Center, a pre-determined CODE word shall be used in order for this new person to remove your child from the Center. The CODE word will be given upon your child's enrollment to the Center and will be required in order for someone other than those on the designated pick-up list to take your child. Once the parent has given The Learning Center of North Arkansas the CODE word, the building supervisor will call the parent back on a phone number given to the Center during enrollment to verify the CODE word and the recent call. We will only call phone numbers that were previously given during enrollment.
- Any person who has been authorized to pick up a child with the parent's permission through a CODE word shall have their identification photocopied for verification and this copy shall be placed in the child's file with staff and designee signature, date and time.

RECEIPT OF PARENT HANDBOOK

As parent/guardian of _____

I have received a copy of The Learning Center of North Arkansas Parent Handbook. I have been instructed as to the policies of the Center and by signing this document agree to comply.

Parent or Guardian Signature

Date

TLCNA Personnel

Date