



FRIENDSHIP

PEDIATRIC SERVICES



Parent Handbook

Welcome to Friendship Pediatric Services and Friendship Pediatric Therapies Clinic. Within this book, you will find an explanation of available services, policies, parent responsibilities and our philosophy of meeting the needs of the children and families we serve. Our policies have been created with consideration of all children and families, regardless of race, sex, ethnic background, or religious preference.

Revised August 2020

Description and Funding of Children Services:

Early Intervention Day Treatment (EIDT) Program:

This program provides service to children six (6) weeks to five (5) years of age that demonstrate a delay in two or more developmental areas. Children that are in this program receive dayhabilitation services as well as needed physical, occupational, and speech therapy services. Friendship Community Care (FCC) currently has DDTCS programs in the following communities, Russellville, Bryant, Pottsville, Lowell, Marshall, Danville, & Siloam Springs . These services are funded by Medicaid, Private Insurance, and Arkansas First Connections .

Arkansas Better Chance (ABC) Program:

This program provides services to children six (6) weeks to five (5) years of age that are considered to be educationally at risk. Families must meet one of 10 criteria in order to qualify for this service. The children in this program receive service in a way that will promote their overall development and prepare them for entrance into kindergarten. FCC currently has ABC programs in the following communities Pottsville, Siloam Springs, Bryant, Marshall & West Fork. These services are funded through a state grant awarded annually to qualifying providers. **No religious service will be provided during ABC program hours (See scope of services)**

Arkansas Better Chance School for Success (ABCSS) Program:

This program provides services to children ages 3 & 4 years of age that are considered educationally at risk. Families must meet income guidelines and the child must meet the following age-eligible guidelines: the child must be 3 years old by August 1 in that year in order to be age-eligible to attend ABCSS program. The children in this program receive preschool service in a way that will promote their overall development and prepare them for entrance into kindergarten. FCC currently has ABCSS programs in the following communities; Pottsville, Bryant, Marshall, Siloam Springs & West Fork. These services are funded through a state grant awarded annually to qualifying providers. **No religious service will be provided during ABC program hours (See scope of services)**

Private Pay

This program provides early childhood education to neurotypical children. This program also includes before and after care for children being served by another program listed above. These services are funded by children's parents and guardians or child care vouchers. This service is available in most locations by may have limited availability.

A CHILD LEARNS:

Through BOOKS:

- A child learns to listen to stories.
- A child increases her attention span.
- A child increases her vocabulary.
- A child may add to previous experiences.



Through ART:

- A child enjoys sensory experiences.
- A child has opportunities to think for himself.
- A child has outlets for emotional tensions and frustrations.
- A child likes colors and experiments with them.
- A child has opportunities for social experiences.
- A child discovers interactive ways to use materials.



Through SCIENCE & NATURE:

- A child learns to appreciate beauty.
- A child enjoys sensory experiences.
- A child begins to associate herself with the environment.



Through MUSIC:

- A child enjoys listening to music and sings along.
- A child may create his own music.



Through CHILD OUTCOMES:

Child Outcomes are skills that research indicates are important for preschool children to obtain prior to entering kindergarten. The domains within the Outcomes Framework are: Language Development, Literacy, Mathematics, Science, Creative Arts, Social/Emotional Development, Approaches to Learning and Physical Health.



FRIENDSHIP
PEDIATRIC SERVICES

Welcome to Our Smoke and Tobacco Free Campus

Friendship Pediatric Services

Our Mission-To meet the needs and improve the lives of the children and families we serve.

Table of Contents:

I. Scope of Services

- Medical Records
- Our Commitment to Your Privacy
- Licensed Services
- Quality Service
- Requirements
- Processes During Pandemic

II. Pre-School Responsibilities

- Attendance
- Parent/Guardian Responsibilities
- Parent/Staff Training (Licensing 300,303)
- Visitation/Volunteerism (Licensing 300,304)
- Parent Involvement
- Holidays, Birthdays, or Other Important Events

III. Educational Services

- Personal Items and Candy
- Music
- Transportation (Licensing 1200,1201)
- Rest Time (Licensing 400,400.10)
- School Activities (Licensing 400)
- Dress Code
- Classroom Management Techniques: (Licensing 300, 301.10)
- Positive Discipline (Licensing 500, 500.10)
- Communication (Licensing 200)
- Understanding Your Child's Strengths and Needs

IV. Child Safety

- Safety of Your Child (Licensing 1101.3, 1101.6)
- Medication (Licensing 1100, 1101)
- Children Nutrition (Licensing 700)
- Emergencies-Weather, Emergency Drills, & Nuclear Disasters
- Immunizations (Licensing 1100, 1101)
- Mandated Reporters
- Solicitation

V. Conclusion

- You Are Important to Us
- Helpful Numbers and Websites

I. Scope of Services

Services for children with disabilities, as well as their “typically developing peer” include: infant, toddler, and pre-kindergarten classrooms, integrated classroom based and outpatient speech, occupational, and physical therapy services, early intervention audiology, and parent training opportunities.

“To assure that no religious activity is paid or subsidized by public funds or occurs in any manner suggesting governmental endorsement of any religion or message:

- (a) ABC funds must be used exclusively to support allowable ABC program costs incurred to provide non-religious instruction and activities during the ABC day; and**
- (b) No religious activity may occur during any ABC day regardless of the source of funds used to support the activity.”**

Medical Records

Friendship Pediatric Services maintains the privacy of your child's health information as protected by the law. As a parent, you are entitled to view your child's medical records at any time. Please call to make a viewing appointment with our Medical Records Specialist. You have the right to request an individual educational evaluation at no cost to you should you disagree with our evaluation of your child. Please refer to the copy of parent rights provided to you at enrollment and conferences for more information about your rights as it relates to your child.

Our Commitment to Your Privacy

Our agency is dedicated to maintaining the privacy of your individually identifiable health information as protected by the law, including the Health Information Portability and Accountability Act (HIPAA). In conducting our business, we will create records regarding your child and the treatment and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We are also required by law to provide you with this notice of our legal duties and the privacy practices that we maintain in our agency concerning your Protected Health Information (PHI). By federal and state law, we must follow the terms of the notice of privacy practices that we have in effect at the time. By law children with AIDS/HIV related conditions cannot be disclosed to employees or any other personnel in the company. This information is contained in a booklet entitled “Notice of Privacy Practices” which is available on request. There are examples listing the limited ways in which we may disclose Protected Health Information (PHI). If you have any questions or wish to request a copy of this booklet please contact the Privacy Officer for Friendship Community Care, Inc. by the following address or phone numbers: ***FCC Compliance Office, P.O. Drawer 2109, Russellville, AR 72811-2109 (479) 967-2322 ext. 313, (800) 461-1793 ext. 313*** or for investigative purposes. Our licensing compliance reports are available for you to review at any time.

Licensed Services

All services provided by Friendship Community Care, including preschool and therapy services, are monitored and licensed by regulatory agencies to assure compliance with state and federal requirements. Upon enrollment, your child may be subject to interviews by licensing staff, child maltreatment investigators and/or law enforcement officials for the purpose of determining licensing compliance.

Quality Service

Our commitment to you is to provide quality services for your child and family at all times. The philosophy of our classrooms focuses on professionals working together to meet the needs and improve the lives of the children we serve. You will notice the teachers, therapists, and direct care professionals will be actively involved with all of the children. By meeting and planning together, we will be able to meet all the needs of your child in all levels of development. If you have a concern or consumer grievance, regarding our services please call the "Quality Assurance Hotline" at (800)-461-1793 ext. 429 Your call may be made anonymously.

Requirements

There are different requirements for each program offered at Friendship Pediatric Services, but all programs require emergency data, general permission forms, shot records, and a lunch application. All enrollment forms and lunch applications are updated yearly, but the emergency data must be updated as needed. Copies of shot records must be provided each time that immunizations are given. *Parents must also notify our office if their child loses his/her Medicaid. This notification must occur as soon as you receive the information.* **Failure to adhere to these requirements will result in loss EIDT services.**

Process during a Pandemic

Building Entrance

All persons (children/adults) who enter a facility will be **screened** and documented on the COVID-19 Screening tool. Any person who meets any of the following criteria will be denied entrance into our facilities.

- a. A temperature of 100.4 or greater.
- b. Signs or symptoms of a respiratory infection, such as a cough, shortness of breath, sore throat, or low-grade fever
- c. In the previous 14 days has had contact with someone with a confirmed diagnosis of COVID-19 or someone who is currently being tested for COVID-19
- d. In the previous 14 days has traveled internationally to countries with wide-spread, sustained community transmission.

During times we are under a pandemic parents will not be allowed to enter our buildings unless they are scheduled for a conference. When scheduled for a conference parents will receive a COVID-19 screening prior to being allowed to enter the building and must wear a mask at all times.

Children will be dropped off and picked up at a designated area. All adults are required to wear a mask and keep a social distance of 6 ft. during the drop off and pick up times. Staff will conduct a health screening on your child prior to allowing them to stay.

Classroom Arrangement

In an effort to keep the number of children that can possibly be exposed to a pandemic virus, classrooms will be divided with shelves and plexi-glass. This division will allow for up to 10 children on each side. Children will remain with their group and on their side of the room and will not interact with children in other groups.

If/When a possible exposure occurs

When a child in an ABC program has a contact with a person that has COVID-19 they will be required to be quarantined for 14 days. AMI packets will be sent home with activities that will need to be completed each day your child is out of school. Your child's teacher will contact you to assist with the implementation of the AMI packet.

II. Pre-School Responsibilities

Children that are not signed up for extended care and are at the center outside of their program hours will be charged a daily drop-in rate. Each parent will be charged a late fee of \$1.00 per each minute that their child is at the center after closing.

Attendance

Regular attendance is a must for your child to achieve their educational goals. Because we value each child's need for dayhabilitation services, we request children arrive NO LATER than 8:30 am. *If your child will be late, you must notify the office before 8:00 am, in order for the teacher and the lunchroom to be made aware and a lunch ordered for your child.* **The majority of instructional day treatment occurs from 8:00 am to 12:00 each day. Because routine is critical to the development of the children we serve, no child will be allowed to arrive after 9:30am without prior authorization from the program administrator.** If your child's classroom or busing attendance drops below 80%, you will receive notification to begin the dismissal process. If your child is a bus rider and will be absent, please notify the office as soon as possible in order to let the bus driver know.

Because of our need to provide consistent services to those children who need a five day a week program, Friendship Pediatric Services has implemented the following attendance policy.

*It is important that parents understand that their child is expected to attend 80% of the month, week & day in order to maintain a slot within our program. **If your child is absent due to a COVID-19 and must quarantine , days missed will not be held against them. You will be given an AMI packet with activities that will need to be done at home with your child during their quarantine. Your child's teacher will be in contact with you to assist you with the activities.***

Your child is expected to attend the full day. **If your child is tardy to school or you are tardy picking your child up, a conference will be held to discuss the problem. If the tardiness either before or after continues after conference has been held ,the center will begin the process to dismiss your child from the program.**

Please understand it is your responsibility to pick up your child by the time the center closes. Failure to meet this requirement, the center will address this issue as child abandonment and will report as required by the Department of Health and Human Services. Exceptions to this attendance policy will be made in cases of illness. You may be asked to send a doctor's note explaining your child's absence. On days that your child will be absent or late, you must call and notify the School. If your child is not in attendance and you have failed to notify the School, the School will call your home number or emergency contact in order to determine the reason for your child's absence.

Parent/Guardian Responsibilities

We have an open door policy and invite parents/guardians to come to their child's classroom and participate or observe the activities of our classrooms at anytime. For the children's and staff's safety this will not be allowed during a pandemic.

- 1.) Ensure children are clean and have eaten a nutritious breakfast before coming to school. *Children will learn better when their basic needs are met.*
- 2.) Ensure children are free of contagious conditions (i.e. pink eye, fever, head lice, flu, COVID-19 etc.) before sending them to school each day. *It is difficult to ensure a safe, germ-free environment for children and staff if children with contagious conditions are sent to school. Do not send your child to school if they have had a possible exposure to COVID-19. They must quarantine for 14 days if they live with someone who has tested positive for COVID-19. If they have any COVID-19 symptoms or a fever of 100.4 or higher.*
- 3.) Provide children each day with an extra set of season appropriate clothing labeled with the child's name in case of accidents. If your child wears diapers, please make sure your child has enough diapers and diaper wipes each day. *If your child runs out of diapers or does not have a set of clothing, you may be called to bring diapers or clothes to school immediately.*
- 4.) Provide items requested on the classroom supply list. **ABC children are excluded from this requirement. ABC grant covers this.** *Our children participate in many creative experiences throughout the year. The items listed on the school supply list help keep our classrooms stocked for the entire year. If you have any questions or concerns regarding your child's list, please speak to his/her teacher.*

Parent/Staff Training

Throughout the year, we will offer many opportunities for training our staff and parents. Please note the training dates listed on your calendars and watch for flyers that will be sent home with your children. **We are scheduled for early dismissal one day each month in order to train our staff to better serve you (please check your annual calendar for the early out day).** Training provides parents and staff with the most current information regarding educational issues, health related issues, positive parenting skills, and behavior management strategies. We also feel that it is important for families to participate in training opportunities throughout the year. Your input is invaluable to our staff. When both parents and staff are practicing positive, developmentally appropriate learning strategies with

It is important to us that you know what training the caregivers of your child attend upon hire and annually thereafter. Below is a list of basic trainings all staff receive:

Overview of DHS/DDS Services; Overview of Federal and State Laws related to serving individuals with developmental disabilities; Compliance and Grievance Procedures; First Aid/CPR; Emergency and Disaster Preparedness; Reporting Child Maltreatment; Orientation to Developmental Disabilities; Current Issues affecting individuals with developmental disabilities; Prevention of AIDS/HBV and other Bloodborne Pathogens; Community Integration; Legal Rights of Individuals with Developmental Disabilities; Parent Rights; Safety Awareness/Prevention of Workplace Violence; Cultural Competency; Professional Conduct; Appeals Procedures for Individuals Served; Positive Behavior Guidance; Infection Control; Transportation staff receive Passenger Safety and Emergency Procedures; Vehicle Maintenance Protocols; and Defensive Driving.

Visitation/Volunteerism

Friendship Pediatric Services extends a welcome to visitors who wish to observe classes and/or therapy sessions. For parents/guardians we ask that you schedule visits/observations with your child's teacher, as your child may be distracted by your presence. We do ask that when dropping off or picking up your child that you be considerate of the staff and other children and do not detain our employees or keep them from attending to the needs of the other children. Any parents, grandparents, or guardians that are interested in volunteering their time may contact the classroom teacher. Activities that require volunteer assistance are: creating classroom materials, making books, organizing, coloring, cutting out and copying teaching materials. Our children benefit greatly from our volunteers' time and effort! **During times of Pandemic this will not be occurring.**

Parent Involvement

During Pandemic times communication folders will be the primary form of daily communication from your child's teacher and from you to your child's teacher. These folders will be sent home daily and will need to be sent back to school each morning. You may also leave a message at the front desk for you child's teacher to call you when she is not in the classroom.

At the end of the day your child should have many things to share with you. We encourage you to ask questions about your child's work, songs, playtime, and other activities. In addition, please check your child's backpack or diaper bag on a daily basis for newsletters, notes, and artwork. Parent Teacher Organization meetings will be held throughout the year.

Classroom Closings due to COVID-19

AMI packets will be sent home with activities that will need to be completed each day your child is out of school due to having to be quarantined. Your child's teacher will contact you to assist with the implementation of the AMI packet and answer any questions you may have.

Holidays, Birthdays, or Other Important Events

The ABC program will close for the following breaks: Thanksgiving, Christmas, and Spring Break (refer to ABC school calendar for other dates of closings). All other programs operate year round.. **All** other school and therapy services are closed in observance of 6 major holidays: Labor Day, Thanksgiving (and the day after), Christmas Day, New Year's Day, Memorial Day, and Independence Day (July 4th).

Birthdays are a very important part of a preschool child's life. If you would like to send store bought treats for your child's birthday, you may. Parties during snack time may be arranged with your child's teacher. Please do not send balloons, as they are a choking hazard for preschool children.

Transportation

Based on Arkansas State Law, children that are younger than 6 years old or weigh less than 60 pounds must be placed in an approved car seat. Due to this law we cannot put your child in a car that does not have a car seat. For children in the DD program busing will be provided to families that have no means of transportation and meet the qualifying regulations. If your child needs transportation you may ask the front desk for a transportation packet. Once the packet is completed, you will be asked to come in for a conference to document your need. At that point, your child will be placed on the waiting list. When the child can be placed on a bus, we will contact you. Children should never be wrapped up in a blanket, thick coats or other bulky garments before being strapped into a restraint system. Please note that **medications of any kind may NOT be transported on the bus at any time.** You must deliver medications to the school directly.

III. Educational Services

Personal Items and Candy

Please do not allow your child to bring toys, gum, or candy to school unless requested by your child's teacher for a special event or activity. We provide many toys for your child to play with during the school day, and we cannot take responsibility for lost or broken toys. You may be asked to share items from home related to a topic of study during the year. If your child brings an item from home, please label it with your child's name so it can be returned home when the study is complete.

Music

We are proud to have a full time music program throughout the year. Our staff will incorporate fine motor and gross motor skills, language skills, dramatic play, and of course, fun into the music program. Your child will learn an array of songs and dances as the year progresses. Please encourage your child to share songs with you at home.

Rest Time

Rest time is an important part of a preschooler's day and necessary for our infants and toddlers. While state regulations require a period of rest, children are not forced to sleep. If you have any questions regarding rest time, please speak to your child's teacher.

School Activities

We will sponsor after school activities during the school year for families to enjoy. Your child will love to show off his/her new skills at activities such as Open House, our Christmas program, and Spring/Graduation programs. We hope that you will show your support by attending your child's programs.

Dress Code

Please send your child to school wearing play clothes. Playing outside is crucial part of your child's development. **Socks and shoes are required.** Shoes must be covered toe and heel with a rubber sole such as tennis shoes, hiking boots, etc. Please no high heels, sandals, jellies, or flip flops, even in the summer months. The children will be playing outside all year round so please send a jacket during cool weather. Please label each item with your child's name.

Positive Discipline

All students will be provided with a safe environment in which to learn. Physical punishment or verbal abuse is not allowed in our program. Our program does not utilize Time Out as a means of discipline. Children may not participate in activities that will harm other children or equipment in the center or on the buses.

Our method of discipline shall not humiliate, frighten, or physically harm children. Discipline shall be consistent, individualized, and appropriate to the child's level of understanding. Our staff will guide our students in a positive, loving manner at all times. We will use positive reinforcement, praise, offering choices, redirection, and finally, removal from the area/situation, to teach positive behaviors and self-control.

If a child is unable to make positive choices consistently, and the classroom management techniques have been unsuccessful, the child's team of professionals will contact the child's parents/guardians to assist in developing an alternate disciplinary approach. This plan will ensure that all staff who work with your child are managing his/her behavior consistently.

Classroom Management Techniques:

A. POSITIVE REINFORCEMENT AND PRAISE-

Catch them being good. Reward for good behavior.

B. REDIRECTION – Guide the child toward a more appropriate activity.

C. OFFERING CHOICES –

“If ...then” statements encourage the child to make independent decisions.

D. REMOVAL – Physically take child from an activity or location.

E. INDIVIDUAL BEHAVIOR PLAN –

Developed by a team of professionals and the parent.

1. Shall have parent consent.

2. Shall be included in the IFSP/IPP/IEP as a behavior management plan.

3. Shall be documented by staff, length of time recorded, and signed by the certified teacher.

4. Shall be reviewed weekly for modifications/changes to plan.

Communication

We are committed to keeping our parents/guardians informed in order to avoid misunderstandings. Information pertaining to your children will be communicated in four ways:

School Messenger: We have School Messenger as a means to communicate with the parents or guardians of the children we serve. School messenger will call the main contact number that we have on file for you in our database.

*Please ensure that we have your correct phone number by notifying the school as soon as possible anytime you change your primary phone number and you will start receiving voice messages with no further action required.

*Items that we will utilize School Messenger for include **inclement weather**, early closure reminders, or special events that may be occurring at the school.

School calendar of events: A list of all events and school closings will be provided at the beginning of the school year or enrollment.

Classroom monthly newsletter: At the beginning of each month, teachers will send home a calendar of thematic units, outings, and special events for the upcoming month.

Notes and letters: Communication letters will be sent home in the communication folder.

Cuddle Grams: Daily communication telling you how your child ate, rested, played and interacted.

Understanding Your Child's Strengths and Needs

All children requesting entrance into our preschool or therapy programs are provided a developmental screening by a trained professional so that we may better understand your child's strengths and needs. At this time a conference will be held with parents to discuss options for placement and programming. Regularly scheduled conferences with your child's teacher and therapist (if applicable) are an integral part of each child's program. In addition, you may request a parent teacher conference at any time.

IV. Child Safety

Safety of Your Child

Having current emergency information is critical for your child's safety and well being. We must have the name and phone number of at least two people that are willing to accept the responsibility of caring for your child in case we are unable to reach you. Please contact our office immediately if there is a change in your address or telephone number or if there is a change in your emergency contacts.

Please do not be offended if any of our staff members asks to see identification from you or the person picking up your child. This may also occur with children that ride the bus. The bus driver will only release your child to those persons listed on your emergency data form. This is done as a measure of security to ensure your children are released only to authorized persons. If it should become necessary for someone to pick up your child other than those people listed on your emergency data form, you must put this request in writing and deliver it in person. Please indicate if this is an addition to your emergency data form or if it is a "one time only" change.

Whenever parents separate or divorce, we must have a copy of the court order indicating custody. Without this documentation, we cannot legally keep the non-custodial parent from taking the child from our center. If you are the child's guardian, we will need documentation verifying guardianship. This information will be kept confidential and used only to protect the child.

Medication

If your child has a temperature of 101 or greater, has vomited or had diarrhea, please plan on keeping him/her home, as he/she may be contagious.

Prescription Medication—Prescription medications to be administered at school must be prescribed a minimum of four times daily or be time specific. Parents must sign the *Parental Request for Medication Administration* form prior to the medication being administered. Medication must be brought to school and given to the nurse or teacher. The school nurse or assigned caregiver (in the absence of the nurse) will give the medication to your child. Please note that medications of any kind may NOT be transported on the bus. You must deliver the medication to the center.

Any child requiring the use of Over the Counter (OTC) medications must have *Parental Request for Medication Administration for Children in the Daycare Setting* form completed prior to the administration of the OTC medication. Parents will be notified either by phone or in writing when their child received an OTC medication. The OTC medication shall be administered as directed on the form and in accordance to the manufacturer's recommendations. If the parent/guardian elects to decline the use of OTC medications, the teacher will contact the parent when the situation arises where the child can no longer participate in active programming due to the illness.

Skilled Nursing Procedure—If your child requires any skilled nursing procedure (i.e. suction, tube feeding, respiratory treatments) please inform the school nurse/teacher. Any information you have on a technique or piece of equipment should be given to the school nurse. Please keep us informed of any changes in health status or planned surgical procedures.

Child Nutrition

Believing there is a strong relationship between a sound diet and learning, we provide a well-balanced lunch, as well as a morning and afternoon snack for your child. Monthly lunch menus will be listed in our parent newsletter.

* If your child will be arriving late and needs a lunch ordered for them, you must call the school by 8:00 am. If you do not call by this time, you must bring your child a lunch that day that follows the USDA food guide pyramid. Please do not bring carbonated drinks, candy, chips or fast food for your child's lunch.

* If your child is on a special diet or has food allergies, you must provide us with a signed statement from your child's doctor giving details of the special diet or listing the item/items to which your child is allergic.

* If you wish to send a food item for your child's class, please let the teacher know in advance. However, due to Health Department regulations, only commercially prepared and packaged refreshments are allowed.

Emergencies-Weather, Emergency Drills, & Nuclear Disaster

Snow/Ice/Cold Weather Conditions:

In the event of severe winter weather you will receive a message from our school messenger system with information regarding closings. Friendship Pediatric Services early dismissal or school closings. In the event of severe weather we will make every effort to keep services open for working parents. Since weather conditions differ throughout our service area, we understand that some children may not be able to attend school on snowy days. As always, please call the school by 8:00 am if your child will be absent or late so we can schedule accordingly. **The ABC programs will close with public school severe weather closings.**

Fire Drills:

Fire Drills are held monthly at our school. The teacher and direct care professionals will be in charge of each class. Each room has an escape route to an outside area a safe distance from the building.

Tornado Drills:

Tornado Drills are held monthly at our school. During tornado drills, each classroom moves to a designated area within the building. In the event of an actual tornado, please DO NOT come to pick up your child! This will only detract from the safety of all the children. Your child is much safer here.

Immunizations

According to Department of Human Services regulations, each child must have a current immunization record on file at our center. Please provide the school with a copy of your child's shot record each time a shot is administered. Failure to adhere to this regulation will result in dismissal from our center. If for some reason your child is unable to receive his/her immunization as scheduled according to age, you must provide the school with a signed statement from the doctor or health department explaining the circumstances preventing the immunization.

Mandated Reporters

As a provider of childcare, the law requires our personnel to immediately report ALL suspected child maltreatment, abuse, or neglect. All reports are made directly to the Child Maltreatment Hotline (1-800-482-5964). Friendship Community Care policy and procedures are followed for all reports.

Solicitation

Solicitation means the use of a method to unduly influence an individual served by a certified provider or his/her family or guardian to transfer from one provider to another provider. Solicitation is prohibited by all of the following: any individual acting on behalf of the individual whether it is the provider, staff member, or direct care provider. Only DDS may offer an individual provider choice.

V. Conclusion

You Are Important to Us

We must have your support and assistance in meeting the educational and therapeutic needs of your children. If you have an issue, complaint, or concern about services your child receives, our first concern is putting you in contact with someone who can assist you. Usually most questions can be directed towards your child's teacher. If she/he cannot help, you may contact the Program Administrator.

Classroom Issues—Lead Teacher

Therapy Issues—Program Administrator

Teacher Issues—Program Administrator

Unresolved Issues—Program Administrator

Issues that cannot be resolved at Friendship Pediatric Services may be forwarded to our administration department to Angela Traweek, COO, or Craig Cloud, CEO, as directed in our policy and procedure manual.

The Corporate Ethics and Compliance Program is intended to demonstrate in the clearest possible terms the absolute commitment of the organization to the highest standards of ethics and compliance. That commitment permeates all levels of the organization. The organization's compliance officer can be reached at the following numbers:

Toll Free: 1-800-461-1793

Hot Line: Voicemail Extension #429

Office: Voicemail Extension #313

Local: 479-967-2322

Helpful Numbers and Internet Resources

<i>Arkansas Special Edu. Resource Center</i> Forest Heights Office Bldg, Ste 101 1405 N. Pierce Little Rock, AR 72207 800-482-8437	<i>Kids First</i> 1919 W 12th Little Rock, AR 72202 501-320-7510 www.kidscare.net	<i>Education Services for the Visually Impaired</i> 2402 W. Markham Little Rock, AR 72203 501-324-9522
<i>James L. Dennis Developmental Ctr.</i> 1301 Wolfe Street Little Rock, AR 72202 501-364-1830	<i>Arkansas School for the Blind</i> 2600 W. Markham Little Rock, AR 72203 501-296-1810	<i>Arkansas Children's Hospital #1 Children's Way</i> Little Rock, AR 72202 501-364-1100
<i>Arkansas Infants & Toddlers Program</i> PO Box 1437 Slot 2520 Little Rock, AR 72203-1437 501-682-8699	<i>Education Services for the Emotionally Disturbed</i> Forrest Heights Office Bldg 1405 N. Pierce, Suite 101 Little Rock, AR 72201 800-482-8437	<i>Arkansas School for the Deaf</i> 2400 W. Markham PO Box 3811 Little Rock, AR 72203 501-324-9522 501-324-9541 v/tty
<i>Arkansas Department of Education Special Education</i> #4 State Capitol Mall, Room 105 C Little Rock, AR 72201 501-682-4225	<i>Division of Disability Services</i> PO Box 1437 Slot N202 Little Rock, AR 72203 501-682-8158	<i>Early Intervention DDS Service Coordinator for Pope and Yell Counties:</i> Amy Causey 968-5596 ext. 123

Arkansas Collaborative Consultants: <http://www.acc.k12.ar.us>

Arkansas Department of Education: www.arkedu.state.ar.us

Arkansas DHS Division of Child Care and Early Childhood Education: <http://www.accessarkansas.org/>

Autism Society of America: <http://www.autism-society.org/>

Center for Effective Parenting: <http://www.parenting-ed.or/handouts>

Cerebral Palsy Support Group: www.ucpark.org/

Council for Exceptional Children: <http://www.cec.sped.org/>

Children with Developmental Delays: www.kumc.edu/gec/support/devdelay.html

Council of Educators for Students with Disabilities, Inc.: <http://www.504idea.org/>

Easter Seals: <http://www.easterseals.com/site/PageServer>

Inclusive Education: <http://www.uni.edu/coe/inclusion/index.html>

Learning Disabilities On-Line: <http://www.ldonline.org/>

Medicaid: <http://www.medicaid.state.ar.us/>

National Network for Child Care: <http://www.nncc.org/>

National Institute for Mental Health: <http://www.nimh.nih.gov/>

No Child Left Behind: <http://www.ed.gov/offices/OESE/esea/>

Rare Disorders Support Groups: www.kumc.edu/gec/support/

Schwab Learning: <http://www.schwablearning.org>

Special Education Eligibility Criteria: arkedu.state.ar.us/directory/accountability_p3.html#Documents

Special Education Office of Arkansas: <http://arksped.k12.ar.us>

Special Education Rules and Regulations: arkedu.state.ar.us/directory/rr_special_education.html

The Free and Appropriate Education (FAPE): www.fapeonline.org/IDEA_IDEP.htm

United States Department of Education--Office of Special Education (OSEP):
<http://www.ed.gov/about/offices/list/osers/osep/index.html?src=mr>

University of Arkansas Cooperative Extension Service: http://www.arfamilies.org/family_life/default.asp

Zero to Three: <http://www.zerotothree.org>