



SUNSHINE SCHOOL & DEVELOPMENT CENTER

Enriching Lives Since 1958

EIDT/PEP FAMILY HANDBOOK 2020-2021

3400 Woods Lane, Rogers, AR 72756
479.636.3190
nwaSunshineSchool.org

Sunshine School & Development Center
EIDT/PEP Program
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Rogers, AR 72756
479-636-3190

PHILOSOPHY & PROGRAMS

Mission Statement:

Developing and enriching the lives of individuals and families through therapy, education and support.

Vision Statement:

All individuals will have the resources they need to reach their full potential as active members of the communities in which they live.

Sunshine School Core Values:

Respect the dignity of every individual.

Pursue **Excellence** in all that we do.

Exhibit **Integrity** through transparency and honor.

Practice **Innovation** using best practices and technology.

Our History:

Sunshine School & Development Center (Sunshine School) was founded in 1958 by two families in Northwest Arkansas who each had a student with a developmental disability. At that time, children with disabilities were not integrated into public schools and these families knew their children were capable of learning. That year, partnering with a local church that provided basement space, the organization began serving several families.

For the formative years of the organization, Sunshine School's services were focused on school aged children. In the 1970's, after their first group of students grew into adulthood, another spin-off agency was formed to focus on employment training and opportunities. In the 1980's, as children began to integrate into public schools, Sunshine School began to focus on Early Intervention services for children birth through age 5 and on community support services for those age 5 through adulthood, providing independent living, respite and community integration opportunities.

While Sunshine School has changed locations and names over the years (previously known as Benton County Sunshine School), the organization has remained true to its purpose of providing therapy, education and support to individuals and families, with a focus on those with developmental and intellectual disabilities and other high risk populations.

Hours of Operation:

Preschool Hours:

7:45 a.m. – 3:15 p.m. Doors open at 7:45

After School Care:

3:15 p.m. – 6:00 p.m. Additional fee, pending availability

Business Hours

8:00 a.m. – 5:00 p.m.

Daily Classroom Schedule:

The schedule below provides a general idea of activities that take place during the day. Each classroom has a different sequence of events and has a schedule posted in the room.

7:45 a.m.	Welcome and Table	activities/Learning Centers
8:30 a.m.	Learning	Centers
8:45 a.m.	Circle	Time/Calendar
9:00 a.m.	Snack	
10:15 a.m.	Outdoor	play
11:15 a.m.	Learning	Centers
12:00 p.m.	Lunch	/Bathroom/Clean-up
1:00 p.m.	Quiet	time/Rest
2:00 p.m.	Snack	
2:15 p.m.	Table Activities/Learning Centers	
3:00 p.m.	Dismissal	

Early Intervention Day Treatment (EIDT) Services:

Sunshine School is certified at Level 3 with Better Beginnings from the Arkansas Division of Early Student Care, which is the highest possible rating. In addition to this license, we are also licensed through the Department of Disability Services as an Early Intervention Day Treatment Center (EIDT).

Sunshine School offers classrooms with individualized treatment for students who have been identified with a possible developmental delay/disability. Teachers and therapists, in fields such as early childhood education, physical therapy, speech-language therapy and occupational therapy, give students who qualify the very best opportunity for developmental growth. Our services provide a wide range of experiences and opportunities in a nurturing, stimulating and educational environment. We focus on each student's individual strengths while promoting his/her physical, cognitive, self-help, social-emotional and communication development. Our preschool program consists of Toddler classrooms for students starting at 12 months and Preschool classrooms for students starting at 3 years. Both classroom settings have students who are typically developing integrated through our Preschool Enrichment Program (PEP).

- **RATIOS (Teachers: Students)**
EIDT Toddler- 1:4
EIDT Preschool- 1:7

EIDT Service Qualification:

Each student with a developmental delay/disability has an individual treatment program plan, which is created around the student's individual needs. To be eligible for EIDT services, a student must exhibit a delay in at least two of the following areas of development: motor, communication, self-help, cognitive or social and qualify for one of the following services: speech-language therapy, occupational therapy, physical therapy or nursing services.

EIDT Service Funding:

Medicaid funds most of the habilitation portion of the day through EIDT. In order to participate in EIDT, a student must maintain an active Medicaid/ARKids A/TEFRA number and an assigned primary care physician.

If there is a failure to maintain an active Medicaid/ARKids A/TEFRA number and have an assigned primary care physician, the student may be referred to another agency. It is very important that families keep the school informed of any change in the student's Medicaid status. Please contact our Finance Department with any Medicaid changes.

Therapy:

Sunshine School provides speech-language, occupational and physical therapeutic services prescribed by physicians to students, birth to 21 years of age. Our therapists are highly skilled, board certified, and state licensed. Annual continuing education requirements maintain our high standards for service delivery and quality.

Sunshine School therapy services may include:

- Evaluations utilizing standardized tests, criterion referenced measures, clinical observations and/or family interviews.
- Development of intervention plans based upon evaluation results and the needs of the student and the student's family.
- Intervention services to achieve the desired outcomes of intervention plans.
- Ongoing evaluation of progress and modification of intervention service plans as needed to affect desired intervention outcomes.
- Ongoing communication with medical professionals, such as primary care physicians, specialists (e.g., orthopedists, neurologists, ENT), nurse practitioners and dieticians to coordinate and enhance intervention services.
- Assist families in acquiring specialized equipment such as wheelchairs, braces and augmentative communication devices.
- Consult and educate family, educational staff and/or community in the areas of communication, gross motor skills, and fine motor skills.

Therapy services offered:

- Comprehensive evaluations
- Individualized treatment programs
- Individual therapy sessions
- *Paired Peer* therapy sessions
- Group therapy sessions
- On-going family consultation and communication
- Collaboration with education, medical and therapy team

Special Programs and Certifications:

- AAC evaluations

- Sequential Oral Sensory (SOS) Therapy
- Beckman Oral Motor
- Food Chaining
- Picture Exchange Communication System (PECS)
- Therapeutic Listening
- Kinesio Taping

Specialized Equipment:

Sunshine therapists will notify and assist families when specialized therapy equipment (e.g., wheelchair, braces, communication device) is needed for your student. Therapists will work with parents/caregivers and outside agencies to coordinate the evaluation for and ordering of equipment such as wheelchairs, braces, and augmentative communication devices. Therapists will train and monitor use of specialized equipment during school hours. Families are responsible for making sure equipment such as braces, wheelchairs and augmentative communication devices arrive at school every day the student is in attendance.

Thickened Liquids:

The safety of your student is of utmost importance to Sunshine School. If your student is on thickener, the family is responsible for supplying the thickener to the classroom teacher. Families will be required to provide a full copy of the most recent swallow study if your student is on thickener.

Social Work/Behavioral Therapy:

Our social work services are an optional addition to a student's team. Social work services are on-site and include behavioral management and consultation, mental health therapy (individual and family), case management and connections to resources. The overall goal of these services is to assist in the mental, emotional and physical wellbeing of the student and family. The social worker maintains a master's degree and an Arkansas license as well as annual continuing education.

Special Education:

If your student is 3-6 years and receives EIDT services, they are eligible for special education services through the Northwest Arkansas Educational Cooperative (COOP). If you chose for your student to receive special education, staff from the COOP will provide those additional services for your student at Sunshine School. This may be provided in the classroom or the student may be pulled out with a small group of students. Please contact Colleen Devore at (479)267-5960 for additional information.

Preschool Enrichment Program (PEP):

Our PEP program is a sliding scale tuition program for typically developing students that are placed with students with developmental delays/disabilities in an EIDT classroom. The goals of PEP include (1) offer high quality preschool education, (2) encourage "typically developing" students to serve as peer role models for the students receiving therapeutic services, and (3) teach students and their families that the world is made up of all types of differently abled people helping them cultivate leadership, compassion and an inclusive world view. Students in this program attend Sunshine School five days a week and attend 178 days a year, while the students in our EIDT service program attend 215 days a year. To be

eligible for this program, students must be 3 years old up to kindergarten eligible (i.e., 5 years old on or before August 1).

PEP Schedule & Fees:

Schedule:
7:45a.m. – 3:15 p.m.

Sliding Scale fee based on qualification:
\$30 or \$60 or \$110 per week

Registration Fee: \$50 annually

These weekly fees will be paid through bank drafts. If at any time, your account is not able to be debited, you will have 48 hours after notification to bring payment into the center in order to continue services.

An official withdraw form must be completed two weeks prior to terminating PEP services. You will be charged for services until all required parties have signed the withdraw form and it has been confirmed. Withdraw form is located at the front desk and must be turned into Service and Admissions Coordinator, Michele Hall, or our Finance Department.

All weekly fees are based on proof of income provided for all adults in the household. Verification of income provided prior to enrollment will determine the weekly tuition rate. DHS Student Care vouchers may be accepted.

Enrollment Policy for EIDT and PEP:

Sunshine School does not discriminate on the basis of national origin, gender, disability or age as applies to the statutes of the Arkansas Department of Education.

To determine eligibility, a developmental screening must take place:

- Developmental Screening (through Optum) for students interested in EIDT-
 - Each family interested in enrolling their student in EIDT services will be referred to Optum for a developmental screening.
 - Those results are then shared with the family and the student’s pediatrician and an appropriate referral for services are recommended.
- Developmental Screening for students interested in PEP-
 - Each family interested in enrolling their student in PEP will receive a developmental screening after a passed hearing and vision screening to determine if there are any areas that may need to be further evaluated.
 - Screening scores and results will be discussed with the family and appropriate referrals made if necessary.

- Policies for enrollment shall be based on the following philosophies:

- First come, first served basis.
- Medicaid eligibility. Priority will be given to families of students who have active Medicaid when enrollment is available (not applicable to PEP).
- Students who have been enrolled in a service at Sunshine School shall receive priority placement should their eligibility change.
- Students already receiving EIDT, who qualify for our program, and are ready to transfer.
- Continuation of placement once enrolled.
- Siblings of students currently enrolled (not applicable to PEP).
- Students with a developmental delay/disability will be enrolled at the time that eligibility is determined, space permitting.
 - Students must apply for Medicaid, AR Kids A through DHS and a verification of application required.
 - Medicaid recipients must continue their monthly premium payments (TEFRA), and complete their annual re-certification (TEFRA, Medicaid, ARKids) while at Sunshine School.
 - If space is not available, students will be placed on an interest list and be provided with a list of alternate service providers.
 - Should slots become available during the year, families at the top of the interest list will be contacted first for placement.

Curriculum:

Daily classroom activities are planned around a weekly theme utilizing resources from the curriculum “Adventures in Learning” and “Adventures in Toddlers.” Families are encouraged to extend learning at home as much as possible through interactions such as asking students what school activities they participated in during the day and reading books to students that are related to those themed activities.

Positive Behavior Guidance:

We believe students need guidance in learning acceptable behavior and that this can be accomplished in a positive manner by modeling and directing the student toward appropriate behaviors. We follow the principles set by the program “Conscious Discipline”. It is our policy to use positive interventions with your student to help him/her make appropriate choices:

- Classroom organization, routine and planning shall be the first step to encourage appropriate behavior.
- All discipline will be approached in a positive manner.
- Re-direction, modeling appropriate interactions and natural consequences are utilized as appropriate techniques.
- A supervised break from activities may be used when a student needs to calm down by offering time to go to the quiet center in the classroom.

Some students may exhibit inappropriate behaviors that can result in injury to themselves, their classmates and/or staff members. Injuries may include hitting, biting, hair pulling and pinching.

Inappropriate behaviors are managed with the above discipline policy. We will document all challenging behaviors and interventions attempted.

In the event that a student has chronic inappropriate behavior that is injurious to themselves or others the ECDS or Early Childhood Education Manager will observe the student in the classroom. A meeting will be scheduled to discuss and develop an action plan to address the behaviors. Families must participate in the development of the plan. Additional assistance from the social worker may be recommended to help address inappropriate behaviors. The social worker may observe the student, create a behavior plan, and work with the classroom and families to follow through with the plan. We will make adjustments to staff schedules to provide extra supervision when needed during this process. If inappropriate behaviors have not stopped after all other options have been exhausted, a classroom placement change may be considered.

The family may be called to pick the student up if the harmful behavior continues and cannot be appropriately controlled. If a student's behavior causes harm to himself/herself or others does not improve, the student may be discharged from the program and/or referred to other services that can address those needs.

Biting Policy:

A student biting other students is one of the most common and most difficult behaviors in early childhood educational settings. It can occur without warning, is difficult to defend against and provokes strong emotional responses in the student that bit, the victim and the families involved. Students are learning the process of expressing how they feel and how to react to their emotions. Students bite for many reasons, from teething, frustration, boredom, delayed language skills, stress or change in environment, feeling threatened or feeling a sense of power.

All Sunshine staff will use confidentiality for all students and families. We will not share the names of students who are biting or have been bitten to other families or other students. Confidentiality is very important in not singling out students in our care. We do not suspend or expel students from Sunshine School for biting.

If and when biting occurs, Sunshine School will follow a plan of action:

- When a student is bitten the following will occur:
 - For the student that was bit: 1) Separate student from the student who bit. 2) Immediately comfort the student. 3) Assess the bite and administer appropriate first aid. 4) Write an accident report to be reviewed by the parents.
 - For the student who bit: 1) The student that bit is immediately removed from the situation with no emotion, using words such as "mouths are for eating and talking." We will avoid any immediate response that reinforces the biting or calls attention to the student who bit. The caring attention is then focused on the student that was bitten. 2) The student that bit is not allowed to return to the particular activity that sparked the bite and is talked to on a

level that the student can understand. 3) The student will be redirected to another activity.
4) The teacher will write an incident/accident report for families to review.

- If the biting continues we will follow the positive behavior guidance policy addressed in this handbook.

Toilet Learning:

We believe that toilet training should be a partnership between families and the Sunshine team. Families must work on toilet training for 2 weeks and the student must show readiness prior to school working on this skill. If your student is ready to sit on the toilet without resistance (e.g., crying, screaming, pushing, squealing), we can begin toilet training at school. Please bring 4-5 pairs of underwear and extra clothes.

Meals:

All meals follow and meet the guidelines of the federal Special Nutrition Program (SNP). As a participant in the SNP Program, we are required to maintain applications for the program. Please fully complete the application form and return it to Sunshine School within two school days of receiving. This determines the school's reimbursement rate from the nutrition program. All students receive breakfast, lunch and a snack as part of their program; therefore, food applications are a requirement for all students attending Sunshine School on an annual basis, regardless of income level. If application is not completed according to deadlines, your student may be referred to another agency for services.

Treats/Snacks for Classroom Parties, Special Events or Student Birthdays:

We enjoy celebrating all of our students' milestones, including birthdays. If you would like to bring classroom treats/snacks for your student's birthday, please contact your student's ECDS.

Supplemental Foods:

Since many students struggle with accepting a broad range of foods, families may ask about sending in supplemental foods. The Sunshine nurse will assess the need for supplemental foods and provide families with guidelines for what foods can be sent to school. If your student is working with a speech-language pathologist and/or occupational therapist, the therapist(s) will also be involved in assessing the student's needs.

The student's physician will need to sign off on the order allowing supplemental foods. Nurse will obtain this order. Please talk with your student's teacher, ECDS or therapists if you are concerned about your student's limited food choices and they can direct you to the appropriate staff.

What to Bring and Not to Bring to School:

What to Bring to School:

- If your student is in diapers and/or pull-ups, it is your responsibility to make sure to send diapers/pull-ups and wipes to school on a regular basis. Sunshine School does not supply diapers or wipes.
- Toothbrush and toothpaste
- Change of clothes

- Backpack
- Coat/gloves-weather permitting
- Other items communicated by your teaching team

What Not to Bring to School:

- Toys
- Food (unless approved by the nurses)
- Electronics (unless it is a communication device)
- Items from home

Clothing:

We encourage you to dress your student in comfortable clothes and tennis shoes. Clothing items need to be comfortable and safe. Listed below are our clothing guidelines:

- Shoes must have a strap on the back, due to tripping concerns.
- Hoop or dangling earrings should not be worn due to the possibility of a student pulling on the earring.
- Appropriate clothing for the weather, due to daily required outside playtime. For example, winter coats and hats for colder weather and lightweight clothing for warmer weather.
- Clothes that are washable and durable, as students will get their clothes dirty at school.
- Pants should be easy for teachers or students to manage. Elastic waists are preferred since independent toileting skills are often worked on in the classrooms.
- Clearly mark all clothing with your student's name. We will not be responsible for lost clothing.
- Please send at least one extra outfit with your student:
 - Pants
 - Socks and Shoes
 - Underwear
 - Shirt
- If your student does not have the appropriate items to participate in the school day you will be asked to bring the required items or pick your student up.

Classroom Supplies:

We are proud that our classrooms and programs go the extra mile and it takes extra resources to make that happen. Our classrooms will send home a list of general classroom donations three times per year. If your student's classroom has a specific activity (e.g., making a pumpkin pie) they may send home a wish-list. Donations in lieu of supplies are also accepted.

Toddler Transitions:

When students turn 3 years of age, they will transition as we have openings from our toddler classrooms to our preschool classrooms. Transitions may occur in August of the new school year or throughout the year, as appropriate. We may take the following measures to aid in a smooth transition for your student and their team:

- A meeting is set up with families, current ECDS, toddler teacher, new ECDS (if applicable) and preschool teacher to meet each other and learn more about your student.
- For a minimum of two weeks before your student moves to the new classroom, the ECDS will create a transition schedule for the student to visit. The preschool teacher may also observe the student in their toddler classroom.
- At the end of the transition period, your student will start full-time in their new classroom.

Kindergarten Eligible:

Students who are eligible for kindergarten may stay at Sunshine School if the family decides to defer their kindergarten year. Students must continue to meet qualifying guidelines for the EIDT program. The family will also need to obtain a completed waiver form from their student's school district.

Staff:

Each student has a team, which includes teachers, ECDS, nurses and therapists (if qualifying) that work cooperatively to provide a program that meets each individual student's needs. The ECDS is the team leader and have a bachelor's degree at a minimum. All staff are members of the Professional Development Registry (PDR) which provides and tracks professional development. All therapists maintain an Arkansas license and current credentials in their specialty area.

Staff Training:

The Sunshine School provides ongoing training for all staff on a regular basis. Staff are CPR and First Aid trained. In addition to annual required EIDT trainings, our lead and assistant teachers must participate in 25 hours of annual training. ECDS must have 36 hours of annual training. Sunshine School therapists also participate in specialty specific annual training hours required by their governing associations and state licensing boards.

Babysitting Policy:

We recognize that securing a babysitter that you trust can be challenging. You may ask a Sunshine staff member if they are interested in babysitting outside of work. Please make sure to complete a release of liability waiver form located at the front desk.

Outside Therapy Procedures:

Our preschool teaching and therapy staff work hard to collaborate with each other to ensure each student is making strides toward their education and therapy goals. We have a team approach that will help the student across educational, therapeutic and home settings. If a student qualifies for behavioral, speech-language, occupational and/or physical therapies, Sunshine School will provide the services. Special circumstances must be approved by Early Childhood Education Manager and Therapy Manager. Outside services, not offered at Sunshine School, may be accommodated if the prescribed time for day habilitation and/or therapies is maintained during the student's school day. Appointment times for outside therapies should be made as early in the day or as late in the day as possible to maintain the student's time working on educational and therapy plans and must be discussed with the ECDS. Interruption to the student's school day may result in a reduction of therapies or services.

Mandated Student Abuse Reporters:

All Sunshine School staff members are court-mandated reporters for suspected student abuse or neglect. This includes leaving young students unattended in a vehicle. In the event that a teacher/staff observes an unusual bruise, injury or event they must and will report their observations to the Arkansas State Police Student Abuse Hotline 1-800-482-5964. If an employee reports suspected student maltreatment concerning a student, that employee is guaranteed confidentiality by law.

In accordance with the Department of Human Services Minimum Licensing Requirements for Student Care Centers and Arkansas Act 1208, 1991, this is to inform you that while your student is at the Sunshine School, he/she is subject to being interviewed or observed by personnel from: DHS Student Care Licensing, Division of Children & Family Services, Special Investigations and law enforcement agencies when student maltreatment has been reported and/or for determining the Center's compliance with DHS Licensing Requirements.

ATTENDANCE

Attendance Policy:

Consistent program attendance allows students a variety of learning and social opportunities that are important for their personal growth and development. This also allows students to receive prescribed individualized treatment. All students must maintain an **85% attendance rate** to ensure continued placement at Sunshine School. If attendance drops below 85% in one month, the following procedure will take place:

- Families will receive a letter stating the monthly attendance level.
- Families will be contacted for a conference to discuss reasons for absenteeism and other service options.
- Attendance levels below 85% for two months may result in a discontinuation of services and a referral to another agency.
- 3 late arrivals (i.e., after 8:15 a.m.) will be calculated as an absence toward the attendance rate.

Arrival & Departure Procedures:

Arrival: Our education and therapy services begin promptly at 7:45 a.m. A student will be considered tardy if they arrive after 8:15 a.m. Students must be present for the entire school day to fully benefit from our program. Late arrivals also cause disruptions to the student's daily schedule and can be difficult for both them and their classmates.

Procedures:

- Arrival to school is between 7:45-8:15 a.m.
- Families will walk their student to the main entrance of the building and shall wear a mask and maintain physical distancing guidelines.
- Sunshine staff will conduct health screens on each student prior to entering the building.
- If the student does not pass the health screen, they will be asked to leave and will receive information regarding their return.

- When the student passes the health screen, families will sign their student into Sunshine services.
- Sunshine staff will walk the student to their classroom.
- If a family member needs to take their student to their classroom, the family member must pass a health screen and wear a mask.

Late Arrivals:

- Families who arrive after 8:15 a.m. must wait outside until a Sunshine staff is available to conduct a health screen.
- Requests for arrival after 9:00 a.m. must be approved by the Early Childhood Education Manager.
- Late arrival or early departure requests must be approved 24 hours prior to the request.
- Families need to notify the ECDS of the need for late arrival (i.e., after 8:15 a.m.) or early departure on a consistent basis.

Departure:

Procedures:

- Pick-up is between 2:45-3:15 p.m.
- Once in Sunshine's parking lot, text us at 479-259-1063 to let us know you are here for pick up. The text must include your name, student's name and teacher's name.
- Sunshine staff will assist the student from class to the main entrance where staff will verify that only authorized people pick up the student.
- We will not release students to anyone without proper authorization and picture identification.
- We will not release students to individuals less than 18 years of age.
- Sunshine School must have on file the names of all persons who will pick up your student. If this list changes, at any time or for any reason, please inform Sunshine School **in writing** as soon as possible. See also Parent Change of status section in this handbook.
- Authorized pick up person will sign that the student has checked out of Sunshine services.

Late Departures:

- School is dismissed by 3:15 p.m.
- Students must have prior approval to be picked up prior to 2:45 p.m.
- Three unexcused school early departures or late arrivals will be considered as a 1 day absence and will be calculated in the attendance rates.
- Students who have not been picked up by 3:20 p.m. will remain with Sunshine School staff. Families who are late will need to report to the receptionist. **A late fee** will be charged according to the schedule below:
 - *3:20 to 3:25 = \$5.00 + \$1.00 for each minute after 3:25 p.m.*
- For any student who is not picked up by 4:00 p.m., the local authorities will be called and custody will be relinquished to appropriate authorities.

Notification of Absence:

Families need to notify Sunshine School receptionist before 8:00 a.m. if a student will be absent from school. The phone number for reporting absences is (479) 636-3190. When reporting an absence please give your student's full name and his/her classroom teacher's name.

Extended Absence:

An extended absence is considered to be an absence of 3 or more consecutive days from school. Extended absences that are not due to medical issues will be reviewed on an individual basis by the Early Childhood Education Manager.

Medical, Surgical or Injury Procedures: If your student is out for a medical reason or sustains a significant injury, you may be asked to provide a release from the student's physician before returning to school.

Extended absences may require a physician's note that includes the following information:

- Release to return to school with diagnosis in which student was treated for.
- Any follow-up precautions.
- Nursing staff will give you a form to be completed by your student's physician outlining any restrictions and specifying when your student can resume specific activities in both the classroom and therapies.

Guardian Change of Status:

Any guardian of a student will have full access to their student while at Sunshine School, unless Sunshine School has proper documentation from a court of law that states otherwise. If a custodial guardian of a student indicates that there could be a threat to the student's welfare, Sunshine School will take necessary steps to protect the student if the non-custodial guardian appears for visitation.

School Calendar:

A school calendar that shows the days that school is in session will be provided upon enrollment. We do understand that families schedule vacations that may not coordinate with our calendar, Placement will not be in jeopardy provided you inform Sunshine School two weeks in advance of your vacation time and students are only missing one week.

Emergency Closure:

Please keep in mind that there may be instances where Sunshine School has to close at the last minute, either as a whole organization or by classroom. Some examples of reasons why we may close with short notice include: if a case of COVID-19 is confirmed in either a student or staff, a particular classroom may have to close; if staffing is an issue due to failed health screenings. We ask that you are flexible and that you have a plan in place to pick up your student on short notice if the need arises. Last minute closures will be communicated through classroom Brightwheel.

Inclement Weather Policy:

Safety is our top priority. Sunshine School will not provide services when weather conditions prohibit safe transportation to or from school. Notifications of closure will be posted on the Sunshine School Facebook page. You may watch local media (KNWA and 40/29), visit their websites or access the

Sunshine School (www.nwasunshineschool.org) website for information concerning Sunshine School cancellations.

Criteria to Determine School Cancellation for Inclement Weather:

- The Benton County Sheriff's office, Arkansas State Police or the Arkansas Highway Department has determined major roadways to be closed due to hazardous traveling conditions.
- Sunshine School will establish a network with local school districts to determine traveling conditions after a major weather event.

Criteria for Early Closing Due to Deteriorating Weather Conditions:

- The regional weather service has issued a severe weather warning for the Benton County area with hazardous conditions imminent.
- Physical conditions are deteriorating to a point that traveling conditions will worsen with time.
- Local public schools close early.

Procedures for Closing Early:

- Sunshine School will contact families to notify that school is closing early. Families will need to make arrangements to meet their student's bus or to pick their student up from school. Make sure that emergency numbers are always current.
- If your student is a car rider, you will have up to 1 hour to pick up your student from school once you have been notified of early school closing or local authorities will be called.

COMMUNICATION

Family & School Communication:

It is a goal of Sunshine School to have open dialogue with families regarding the health, welfare, education, treatment and care of students. Family participation in all programs is extremely important to facilitate your student's development. What is happening in your student's home also affects his/her life at school. It is important to communicate with your student's team about events that you feel are important in your student's life. Families are encouraged to communicate or meet regularly with their student's Sunshine team.

Schoolwide (non-emergency) Communication:

- Brightwheel Communication Application
- Telephone
- Email
- Sunshine School & Development Center Website
- Family Dinner Night/Open House
- School Newsletter
- Notices posted at school or on bus

Classroom Communication:

- Brightwheel Communication Application
- For daily communication, please send your teacher a Brightwheel message.
- Communication notebook in your student's backpack, if decided by your team.
- Quarterly Progress Reports
- Communicate directly with the classroom teacher for daily information or concerns.
- ECDS are available for communication with families on a regular basis and assist teachers as needed.
- Conferences or meetings

Therapy Communication:

- Brightwheel Communication Application
- Therapist & Family Preference: Email, Weekly/Bi-Weekly/Monthly Log, Communication Notebook, Meeting, or Telephone
- Quarterly Progress Reports
- Annual Evaluation Reports and Meetings

Nurse Communication:

- Brightwheel Communication Application
- Telephone
- Email
- Family or team meetings

Please note: It is not the responsibility of bus personnel to convey messages to classroom staff, therapists or nurses.

Family Survey:

Our commitment to providing a high-quality service can only be accomplished with your support and feedback. Each year we will send a survey to all families. We encourage you to complete this survey so we can better understand what is important to your family, what we are doing well and areas for opportunity.

School Observations:

Sunshine School encourages families to visit and observe their student in the classroom and therapy sessions. Please be mindful that there are some students within each classroom that are affected by visitors for extended amounts of time. Due to this there are procedures we ask you to follow:

- Observation of your student during classroom hours must be arranged with ECDS 24 hours prior to arrival.
- Therapy sessions must be scheduled ahead of time with student's therapist.
- When you arrive, please let the receptionist know that you would like to observe your student and she will contact that classroom's ECDS or therapist.

- The ECDS can accompany you to the class in a way that limits disruptions in the classroom. If you are observing a therapy session, your student’s therapist will accompany you to the therapy room.
- If you need to talk to the teacher about your student, please schedule an appointment with your ECDS. We need to schedule an appointment to prevent time being taken away from the learning and instruction that is essential for your student and other students to meet their goals.
- Please note: due to COVID-19, most observations will occur outside of the classroom to reduce exposure to our students.

Meetings:

The Individual Treatment Plan for students receiving EIDT services will be reviewed quarterly as well as at the time of your student’s annual review of progress. Families shall attend all necessary conferences related to your student’s plan. Families may request an individual conference with the teacher or therapist to review their student’s progress as needed. All meetings and conferences will be held via phone or zoom whenever possible due to COVID-19. Meetings will start within school hours (i.e., 7:45 a.m.-3:15 p.m.) to allow your student’s Sunshine team to attend and participate in your student’s plan development.

Volunteering:

Sunshine School is so grateful for volunteers who want to help in a variety of ways. We have different opportunities throughout the year, both with the programs and special events. Volunteers are especially helpful for activities such as our back to school Open House & Family Dinner, Arkansas Children's Week, picture days, and other classroom activities. Our Philanthropy Department also uses volunteers at community events throughout the year such as our Health & Wellness Fair. If you are interested in volunteering for Sunshine School, please let us know. Please note that we are not allowing non-essential visitors in the building while students are present due to COVID-19.

STUDENT HEALTH & SAFETY

Nursing Services:

Sunshine School has a team consisting of a registered nurse, licensed practical nurse and a certified nursing assistant who are available during the school day. The nurses provide skilled service and are available to families in an advisory role. The nurse cannot diagnose illnesses. The nurse is responsible for developing and following health care plans for students who may have medical needs.

A nurse will participate in the enrollment process to determine if your student needs a health care or dietary plan. The nursing staff communicates with your primary care physician to develop the health care or dietary plan. Nursing staff is available during the school day to administer medication and feedings as ordered, provide first aid when necessary and coordinate care with the student’s team.

COVID-19 Prevention:

Sunshine School is monitoring CDC, DHS and ADH for latest recommendations.

Health Screen:

- Upon arrival at Sunshine School, every staff, student and essential visitor must pass a health screen. If you can answer “yes” to any of the following you should not come to Sunshine School. The health screen includes:
 - A temperature of or above 100.4°F for adults and 100°F for children
 - Signs or symptoms of COVID-19 (fever, cough, shortness of breath, difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell)
 - In the previous 14 days has had contact with someone who has a confirmed diagnosis of the current pandemic
 - Is anyone in your household currently being tested for COVID-19
 - In the previous 14 days has travelled to any areas identified by the CDC and/or ADH
- Adults/children must be 48 hours fever free without a fever reducer before returning to Sunshine School.
- If displaying signs/symptoms of COVID-19, adults/children must be sign/symptom free for 24 hours before returning to Sunshine School.
- If there has been contact with someone who has confirmed diagnosis of COVID-19, adults/children must wait 14 days from the day of exposure before returning to Sunshine School.
- If travelling outside of the US or to areas of widespread transmission, adults/children must wait 14 days from the day of travel before returning to Sunshine School.

Hand Washing:

- Hand hygiene stations are set up at the entrance of the facility and throughout the building.
- If a sink with soap and water is not available, hand sanitizer with at least 60% alcohol is available throughout the building.
- Hand sanitizer will be kept out of students’ reach.

Physical Distancing:

- When possible, sit and stand 6 feet apart.
- Physical distancing is not possible when in direct care with students. We are responsible for their safety while in our programs. We have established these guidelines to prevent disease spread, as physical distancing from our students is not possible.

Sunshine Staff and Masks:

- Surgical masks will be worn by teachers, nurses, therapists and other Sunshine staff while in direct contact with students. Masks may be taken off outside if able to physically distance.
- Cloth masks may be worn by Sunshine staff not in direct service.

Students and Masks:

- It is not a requirement for students to wear a mask while attending Sunshine.
- If families request their student wear a mask, they will need to complete the Mask Use for Students form.
- Masks may not be worn by students 2 and under, per American Academy of Pediatrics recommendation.
- Families would be required to provide the mask for the student.
- The mask must be freshly laundered each day that the student will be wearing it in the building.
- We cannot be responsible for the student's continued use of the mask while attending school.
- Make sure the mask provided for the student has a snug fit and covers their nose, mouth and chin.
- The student shall not wear the mask while on the playground for safety reasons.
- The student shall not wear the mask during naptime for safety reasons.

Infection Control:

Students with symptoms of illness are to stay home. Good sanitary practices will keep everyone healthy. Good attendance is important to your student's development; however, sick students do not benefit from the program and spread disease to their friends. Staff practices frequent hand and table washing and other procedures to prevent the spread of illness.

If your student shows any of the following signs/symptoms of illness, he/she must be kept at home:

- Head Lice (active case of head lice until after first treatment with an agent used to treat lice)
- Fever over 100 degrees
- Vomiting
- Diarrhea
- Chicken Pox (lesions must be dried up)
- Rash
- Productive or excessive coughing
- Untreated scabies
- Thick, yellow or green mucous discharge
- Pink Eye
- Untreated ringworm
- Open Sores
- Impetigo
- Hand, Foot and Mouth (lesions must be dried up)

Fever Reducers:

Participation in the school's daily activities is crucial to your student receiving full benefit of the program. If your student needs a fever reducer (such as Tylenol) or medication to reduce excessive coughing and/or drainage to come to school, he/she should stay home. A student must be able to participate in classroom activities, which typically include one hour of outdoor play.

If your student develops a fever of 100 degrees, you will be called to pick your student up from school. With a fever of 101 degrees or higher, the nurses will ask your permission to give Tylenol to your student while you are on your way to school. This is the only over the counter medicine the nurses will administer with your permission. If you provide permission, nurses will administer the recommended dosage according to the package label. All other medications require a doctor's order to administer.

Returning to School After Illness:

- Students ***must be symptom free for 24 hours*** before returning to school.
- Students must be receiving medication for at least 24 hours before returning in some cases.
- Prior to returning to the classroom or the bus your student **MUST** be cleared by the nurse for the following:
 - Lice: Students returning to school after treatment for head lice must be cleared by nursing staff. If a student rides a bus, the student must be brought into the center to be checked before bus service resumes. A student will not be allowed to ride the bus until cleared by the school nurse.
 - Hand, foot and mouth
 - Chicken Pox
 - Pink Eye
 - Rashes and/or open sores
 - Any Surgical Procedure
 - Additional information requested by a Sunshine School nurse
 - Please note: this is not a comprehensive list
- The school must follow DHS regulations concerning return to school following an illness. The nursing staff shall determine if a student's illness prevents him/her from participating comfortably in activities, requires a greater need for care than staff can provide without compromising the health and safety of the other students or pose a risk of spreading harmful diseases to others. If this is determined in a student's specific case they will be sent home.

Illness/Infectious Disease While at School:

When a student becomes sick at school (fever of more than 100°, loose bowel movements, vomiting, etc.) the following procedure will be followed:

- School nurse will assess the student and determine if student can remain at school.
- If school nurse determines that the student should not remain at school, parents will be notified to pick up their student.
- When possible, he/she will be isolated from the other students and placed under the supervision of a Sunshine School staff member until the parent/guardian arrives for pick-up.
- Designated person on the emergency sheet must pick up their student **within 1 hour** of being called. Prolonged delays in picking up a sick student could result in notifying DHS.

Accidents at School:

Classroom staff may handle minor accidents with supplies from a first aid kit. Our staff follows the following accident procedures:

- When first aid is administered an accident report is completed.

- Original report will be sent home with the student.
- In the event of a serious accident/emergency 911 will be called and family contacted.

Medication:

Only medications necessary to be given during the school hours will be given to students by the nurse. Medication must be in a pharmacy container labeled with correct name of student and current dosage, the medication dosage on the label must match dosage on medication permission form and cannot be expired. The school nurse or approved trained personnel will administer medications.

- For a student to receive prescribed medication, a medication request form **MUST** be filled out by the family prior to medication given. **DO NOT** send medication in the student's backpack or give to the student's bus driver.
- Medication will not be given if a medication request is not completed.
- The nurse will process medication requests.
- Only medicines prescribed 3 or more times a day will be given at school.
- Certain over the counter medications will not be dispensed without prior written doctor's approval.
- Families are only allowed to give medications in the nurse's office.

Immunization/Prevention:

Student immunizations must be up to date to enroll in Sunshine school. A copy of these records are required throughout the year. Letters will be sent home monthly informing you of any missing immunizations your student might have. From the time the letter is received, you have two weeks to provide documentation of required immunizations. If you do not provide documentation within this time period, your student may be referred to another agency.

Families who opt out of some or all immunizations must complete the Exemption Application with the Arkansas Department of Education. Families must provide a copy of the letter they receive from the Arkansas Department of Education at the beginning of the school year. This process must be completed each school year for those who opt out of immunizations.

Physical Examinations (including Vision and Hearing Screens):

Sunshine School is required by state law to have on file some record of your student's health status. Families are responsible to see that their student has had an annual physical examination.

- Students must have an EPSDT (Early and Periodic Screening, Diagnostic and Treatment) with prescription for services at school.
- Student must have a current EPSDT (physical).
- All students are required to have annual hearing and vision screens. Hearing screens are available at Sunshine School and conducted by a licensed, pediatric audiologist. Vision screens are offered at the school as needed by the nursing staff.
- You will receive notice if your student fails a vision and/or hearing screening test. If your student fails any of the screenings, it is your responsibility to get your student evaluated and furnish Sunshine School with proof of follow-up within two weeks of the notice. If no follow up has occurred within 2 weeks, your student will not be eligible for enrollment.

Essential Oils:

Essential oils are used by many people. Because essential oils do not need the approval of the FDA and can be an irritant for people with reactive airway disease, the Sunshine School does not allow staff to apply essential oils to students. Families can apply essential oils at home, but staff will not re-apply at school.

Emergency Procedures:

Sunshine School has in place provisions and procedures for unforeseen emergencies such as, but not limited to, the following:

- Fire (drill held monthly).
- Storm/Tornado (drill held monthly).
- Unauthorized persons on campus.
- Classroom lockdown; no one is allowed to enter or exit until perceived threat is evaluated.

In the event of an Off Site Evacuation, families will be notified as soon as possible by Sunshine School. If possible at the time, this event will also be posted on social media and local radio stations. The school voicemail (phone number: 479-636-3190) may also give evacuation site and pertinent information. Our designated off site evacuation location is:

Boundless Grace Baptist Church
222 Little Flock Drive
Rogers, AR 72756
479-633-8065

SUNSHINE SCHOOL GENERAL INFORMATION**Direct Day-to-Day Administration:**

In addition to your student's Sunshine team, several management and administrative staff are available to help answer questions:

Jarrold Reeves, Interim Executive Director Ext 181
Nicole Bedard, Director of Children's Services Ext 127
Jill Kleinebreil, Director of Special Programs and Licensing Ext 123
Karyn Walker, Early Childhood Education Manager Ext 149
Elizabeth Hagen, ECDS Ext 154
Nicole Sager, ECDS Ext 153
ShaRonda Sandidge, ECDS Ext 158
Michele Hall, Service & Admissions Coordinator Ext 111
Sue Spear, Nursing Manager Ext 121
Elizabeth Brown, Therapy Manager Ext 139
Debra Elkins, ABC/PAT Manager Ext 121
Yordin Pineda, Kitchen Coordinator Ext 142

Board of Directors:

JoAnn Stevens, President
Jim Daniels, Vice President
Matt Murphy , Secretary
Rob Husong, Treasurer
Greg Parker
Sara Collins
Ryan Scott
John Brown
Paul Beahm
Warren Moore
Sean Grady
Karen O'Donohoe

The Board of Directors meets the 3rd Thursday every month at 4:00 p.m. at 3400 Woods Lane, Rogers AR 72756

Local DDS/DHS Contact Information:

Artie Herndon, Local DDS Service Specialist/Coordinator: 479-527-9145
DHS Maltreatment Hotline: 1-800-482-5964

Sunshine School & Development Center Funding Sources:

Sunshine School is a non-profit agency recognized by Internal Revenue Service as a 501(c)(3) entity governed by a Board of Directors. A summary of budgetary information is available to consumers, upon request. Approximately 82% of our funding comes from government sources, such as Arkansas Medicaid, Arkansas Division of Developmental Disabilities Services, Title VIB, and USDA School Nutrition Program. In order to provide the highest quality of services we raise additional funds needed to operate from local contributions, corporate and foundation grants as well as community fundraising events.

Parent Resource Area:

The parent resource area located in the lobby. Parents are encouraged to utilize the resources provided. Some of the material and resources are also available in Spanish. Resources are available for checkout, please see the front desk if you wish to borrow materials.

Code of Conduct:

Our program emphasizes individual growth for all students by promoting a safe, healthy and caring learning environment through its dedication to the family and community. We strive to provide a safe, caring learning environment for all staff, students and families. We believe in equality and respect diversity of all people. In order to achieve the above, it is imperative that each and every individual who is associated with our center abides by this Code of Conduct and conducts him/herself in a respectful manner. Sunshine School expects that all adults and students within our center be treated with dignity and respect. This includes staff, students, parents, guardians, caregivers, and family members of students enrolled with our center.

We follow these guiding principles:

1. Be Respectful: We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We solve our problems by talking and listening to each other respectfully to find a solution. We are respectful of the environment, equipment and materials.
2. Be Responsible: We are responsible for our own actions and words. When problems arise, we use problem solving techniques to try to resolve the issue in a positive way.
3. Be Safe: We work and play safely to help keep ourselves and others from getting hurt.
4. Be Supportive of Learning: We learn to the best of our abilities and support the learning of others.

Smoking Policy:

No smoking is allowed on Sunshine School property. Arkansas state law also prohibits smoking within a car with students 14 years and under. As mandated reporters, if we observe violations of this law, it will be reported. This includes e-cigarettes and vaping.

Conceal & Carry:

Employees, guests, clients, families and customers are prohibited from bringing, storing, concealing or possessing weapons while in Sunshine School's building.

Other Sunshine School & Development Center Programs & Services:

Transportation:

Sunshine School provides transportation to and from our facility for students enrolled in the EIDT program who have Arkansas Medicaid.

To enroll your student in the Transportation Program, please contact the Sunshine School Transportation Department for appropriate paperwork. Once your application has been reviewed, you will receive notification if your student was approved for enrollment in the Transportation Program. Space on the buses is very limited. Each application for enrollment in the Sunshine School Transportation Program is independently reviewed to determine if:

- The physical address of the student's residence falls within the Sunshine School's Transportation Department's service area.
- The applicant qualifies for transportation services (enrolled Medicaid recipient with an issued Medicaid number).
- The Transportation staff can adequately meet the behavioral and medical needs in the transportation of your student.
- There is space available on the bus.
- The applicant or the parent has previously lost or been suspended from transportation.

Once enrolled in the Sunshine School Transportation Program, the Transportation & Facility Coordinator will send each participant a schedule with pick-up and drop-off times and the Sunshine School Transportation Program Handbook.

After School Care:

After School Care (ASC) is a voluntary, fee-based service program. ASC is provided from the hours of 3:15-6:00pm and is available to all students currently enrolled at Sunshine School. Enrollment is on a first come-first serve basis. If demand exceeds space and/or staffing, families will be put on an interest list and enrolled when an opening becomes available. An annual registration fee of \$50.00 is required along with an application. The weekly fee is \$75.00 and is prorated based on the amount of school days in each week (i.e. if school is in session Monday, Tuesday, and Wednesday but not Thursday and Friday, that week's charge will be \$45.00). Fees will be charged regardless of how many days the student attends (i.e., if a student is absent due to illness, parent is still charged for all days). These weekly fees will be paid through bank drafts and are required to be set up before enrollment is complete. Nursing staff is not available during ASC hours; therefore some students may be ineligible based on their medical needs. Each case will be reviewed individually before enrollment. An afternoon snack will be provided at 5:00pm. Afternoon bus services are not available for students enrolled in the ASC program.

First Connections Services:

In Sunshine School's *First Connections* program we focus on helping students age birth to three years reach goals for age appropriate development. Service Coordinators, Speech-Language, Occupational and Physical therapists work with the student and parents. Parents are instructed in activities that are designed around their student's particular disability or delay. To be eligible a student must have at least a 25% delay in 1 of the following areas: motor, communication, social, self-help, and cognitive.

Community Outpatient Therapy:

Speech-Language, Occupational, and Physical therapy services, prescribed by physicians, are available to individuals birth to 21 years who are not enrolled in our EIDT Center. This program is also available to those who are in the preschool enrichment program or ABC program and do not qualify for EIDT services.

Arkansas Better Chance (ABC):

The ABC program was created in 1991 to offer high quality early education services to students birth to five years old, exhibiting developmental and socioeconomic risk factors. Sunshine School acts as a high-quality provider in the ABC program and has for over 20 years. Currently Sunshine School houses two ABC preschool classrooms with three and four-year-old students and one ABC toddler classroom for students 2 to 3 years old.

Parents As Teachers (PAT):

Parents as Teachers is an evidence-based, home visiting model and parent education and support program that partners with parents to help ensure their students are healthy and ready to succeed in school and life. Parent Educators visit family homes and teach parents how they can be their student's best first teacher. This Program is open to families with typically developing students from birth to 5 years of age and is available in both English and Spanish.

Community Support Services (Waiver Medicaid):

Supported living and case management services are state and federally funded programs for individuals with developmental disabilities. All ages are served as long as the age of onset of the disability is prior to the 22nd birthday. Waiver is an alternative to institutionalization. At this time, there is a lengthy waiting list for the Arkansas Waiver funding. It is recommended that you apply as soon as

you have been told your family member has a developmental disability. To be placed on the waiver list contact your local DHS office for Children 501-682-2277, Adults 501-682-8678 or 501-683-5687. Our Community Support Services staff is also available to help with the application process.

Student and Guardian Rights Policy

At a minimum, students enrolled at Sunshine School and their guardians have the following rights:

- 1) The right to be free from physical or psychological abuse or neglect, retaliation, coercion, humiliation, and misappropriation of property;
- 2) The right to privacy;
- 3) The freedom to associate and communicate with any person or group of people of the student's or guardian's choice;
- 4) The freedom of religion;
- 5) The right to be free from the inappropriate use of physical or chemical restraint, medication, or isolation as punishment;
- 6) The right to be treated with dignity and respect;
- 7) The right to receive due process;
- 8) The freedom to access their own student's records, including information regarding what services were billed for the student.

Sunshine School and the Health Insurance Portability and Accountability Act (HIPAA):

Sunshine School shall comply with all rules and regulations of HIPAA in order to insure the privacy of medical records, health information and other types of personal information. All individuals have a right to request a complete copy of Sunshine School's privacy policy.

Sunshine School Grievance and Appeal Procedure:

Sunshine School wishes to make every effort to provide high quality services to your student and family. If at any time you have a concern about your student's program, please feel free to discuss it with us. It is our policy that we provide the best quality of care. A clear line of communication between clients, families, and the staff is necessary to ensure essential services and responsive action.

In order to establish grievance procedures for all employees, students, volunteers, parents, guardians and others associated in any way with Sunshine School in compliance with all applicable federal and state statutes and regulations, has adopted the following policy and procedure:

Informal Procedure:

1. Parents/clients may voice concerns to any staff member at any time. Staff members hearing a concern should consider their concerns and grievance seriously.
2. When appropriate, the parent/client should be directed to talk with the involved staff member directly. Parents/clients may also be directed to take their concerns to an immediate supervisor. All attempts will be made to resolve the parent/client concerns and grievances on an informal level.

3. In the event that the parent/client is unsatisfied with the steps taken to resolve the issues or if the Supervisor is unable to resolve the issues, the parent/client may request to make a “formal action”.

Formal Procedure:

In the event that problems or concerns are not resolved through the informal process, the parent/client may request the formal procedure to resolve the issue.

1. All grievances filed by parent/client will be routed through the supervisor of the staff person(s) against whom the grievance is filed. A grievance form may be requested from a supervisor.
2. The supervisor will then review the grievance and discuss the issue with the staff person giving the date and time of the situation in question. The supervisor will NOT allow the staff person to read the grievance until the staff person has been consulted about the incident and documented the response. The supervisor will then determine if the grievance is founded or unfounded and take action accordingly. This will be documented and attached to the grievance form.
3. Direction for Processing Grievance Form (for supervisor and/or Dept. Directors)
 - a. Keep the grievance CONFIDENTIAL. Do not allow the staff person against whom the grievance is made read it. It is imperative that we allow our parents/clients to report to us in confidence, knowing that we will investigate without giving their names to staff.
 - b. Talk to the client to make sure that you have all the information about what caused the parent/client to make the grievance.
 - c. Call the staff person to the office and let them know there has been an issue.
 - d. Ask the staff person to give you information about the time and date that the parent/client mentioned in the grievance.
 - e. Write down or have the staff person write down what the incident consisted of and exactly what happened.
 - f. Compare the two incidents.
 - g. Investigate further if needed.
 - h. Make a decision whether the grievance is founded or unfounded.
 - i. Make sure you differentiate between an unfounded grievance and a grievance that was somewhat true and had been solved through mediation.
 - j. Consult with the CEO if necessary.
 - k. Tell the parent/client the outcome of the grievance.
 - l. A written response to the grievance is to be documented in the client record.

At each needed stage of the grievance procedure, a written response to the aggrieved is required. Also, the response to the grievance will be documented in the client’s case record. Each stage of the grievance procedure is to be completed within 10 days.

Documentation/Forms: (Available upon request)

Client/Family Grievance Form
DDS 1076 Appeals Policy

DDS Hearing Officers & Qualifications:

Dr. Bob Doyle Office Phone (501) 771-4442 Fax (501) 992-0138
Michael McCauley Office Phone (479) 273-2334 Fax (479) 273-5100
Garry Corrothers Office Phone (501) 376-0812 Fax (501) 375-2252

Community Advocacy & Support Services:

Down Syndrome Connection of NWA

Phone: 479-644-9208

website: www.dscnwa.com

Mission: Our mission is to provide the connection between individuals with Down syndrome and their community, ensuring they have access to the support and resources necessary to reach their full potential. We bring together families, medical providers, schools, and other resources to ensure individuals with Down syndrome are active, thriving participants in the Northwest Arkansas community.

NWA Autism Support Group

Phone: 479-925-4044

Website: nwaautismsupport.com

Northwest Arkansas Autism Support a nonprofit organization founded in 2002 with an all-volunteer staff, many with students on the Spectrum themselves, and intent on providing guidance and support for area parents. The support group averages about 30 people and meets the second Tuesday of each month. Our seven-member board of directors also meets monthly and includes teachers, lawyers, and corporate executives, all touched by autism in some way.

Acronyms

ABC	Arkansas Better Chance
EIDT	Early Intervention Day Treatment
DHS	Department of Human Services
DDS	Division of Developmental Disabilities
ECDS	Early Childhood Development Supervisor
EPSDT	Early and Periodic Screening, Diagnostic and Treatment
IDEA	Individuals with Disabilities Education Act
IFSP	Individual Family Service Plan
IPP	Individual Program Plan
ITP	Individual Treatment Plan
NWAESC (Co-Op)	Northwest Arkansas Education Service Cooperative
PEP	Preschool Enrichment Program

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant

Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.