

Dear Parents:

Welcome to The Arc of Allen County's Robin Rogers Day Service! We are glad that you have chosen us to provide this special care for your child.

The Arc of Allen County boasts over 63 years of experience serving individuals and families challenged with developmental disabilities. This handbook represents over 44 years of experience in day care programming, alone.

Enclosed you will find a compilation of our day care policies, enshrouded in the context of our dedication to human rights, personal dignity, and community participation. Our state license indicates further effort to follow basic health and safety guidelines in order to provide the best care possible for your child. The Arc has a long and special history with children in the Lima/Allen County community and we feel this is another way to show how much we care.

This handbook is yours to keep and you may refer to it as often as you like. You may also call our office with any questions you may have, or feel free to contact the Ohio Department of Job and Family Services.

Thank you for awarding us the privilege to work with your child, and welcome to The Robin Rogers Family.

Sincerely,

Brad Perrott
Executive Director

The Arc of Allen County

Robin Rogers Day Service

546 South Collett Street

Lima, Ohio 45805

Phone: 419-225-6285

Phone/Fax: 419-228-7770

Executive Director: Brad Perrott
Day Service Manager: Vickie Alves
Office Clerk: Lisa Hengstler

Day Service Aides

Elaine Copeland

Madelene Gibson

Board Members

Michael Hensley, President

John Keller, Vice-President

Connie Rupert, Secretary

Meri Foster, Treasurer

Ralph Albright, Trustee

Anne McCracken, Trustee

Tom Ring, Trustee

Dawn Rupert, Trustee

DAILY SCHEDULE

7:30	Arrival
8:00	Adult Directed (vs. Free) Play
8:45	Restroom/Changing/Hand washing
9:00	Snack
9:30	Table Activities*
10:30	Large Muscle/Gross Motor Activity (outside weather permitting)
11:15	Restroom/Changing/Hand washing
11:30	Lunch (available until 12:30 unless prior arrangements are made)
12:00	Nap and/or Quiet Time
2:15	Up-Restroom/Changing/Hand washing
2:30	Snack
3:00	Table Activities*
4:00	Restroom/Changing/Hand washing
4:15	Adult Directed (vs. Free) Play
5:00	Video – Clean up
5:30	Home

*Table Activities: Alphabet, Art, Blocks/Legos, Coloring, Painting, Cognitive Activities, Printing Letters & Name, Numbers, Colors, Shapes, Opposites, Reading, Games, Puzzles, etc.

ROBIN ROGERS DAY SERVICE

546 S. Collett St.
Lima, Ohio 45805
419-225-6285

PARENT INFORMATION AND POLICIES

The Robin Rogers Day Service is licensed by The Ohio Department of Job and Family Services (ODJFS). The Robin Rogers Day Service offers child care to all children 18 months and older regardless of race, color, national origin, religion, sex, or disability. The license is posted in the hallway by the main office. The Day Service’s licensing record, including compliance report forms and evaluation (forms from the Health, Building and Fire Departments) are available upon request from the ODJFS. The Day Care licensing law and rules are available from the receptionist.

The Robin Rogers Day Service is licensed to serve:

Infants: 0 Toddlers: 7 Preschool: 24 School Age (& above): 18

The Robin Rogers Day Service is designed to deal with children and adults with special needs. Because of this, we base our staff/child ratio on level of care. At minimum, the Day Service will observe the following staff/child ratios and group sizes maintained for each group:

	<u>Ratios</u>
Toddlers (18-30 mos.)	1:7
Toddlers (30-36 mos.)	1:8
Preschool (3-4 yrs.)	1:12
Preschool (4-5 yrs.)	1:14
School Age (5-10 yrs.)	1:18
School Age & Above (11-up)	1:20

The purpose of our Day Care is to provide a safe, structured, educational environment for children with special needs, primarily intellectual and other developmental disabilities. Siblings, who are typically developed, are also welcome.

HOURS OF OPERATION

Monday – Friday 7:30 a.m. to 5:30 p.m.

HOLIDAYS

New Year’s Day
Martin Luther King Day
Good Friday
Memorial Day

Independence Day
Labor Day
Thanksgiving (2 days)
Christmas (2 days)

CONFIDENTIALITY

The Robin Rogers Day Service maintains a policy of strict confidentiality regarding all information concerning a child's development, behavior, medical, and legal records. All files are kept in a secured drawer in the Executive Director's Office. Only the Executive Director and staff have access to these files. It is important to note that we will not release any information about a child without the prior, written consent of a parent or legal guardian.

VISITATION

Any custodial parent, custodian, or guardian of a child enrolled in the Robin Rogers Day Service shall be permitted unlimited access to the Center during its hours of operation for the purposes of contacting their children, evaluating the care provided by the Center, or evaluating the premises, unless otherwise prohibited by law. Upon entering the Center, the individual must sign-in and notify the administrator or designee of his/her presence.

GUIDANCE AND MANAGEMENT POLICY

At the Robin Rogers Day Service, discipline is not viewed within a negative context. It does not mean a child is "bad" or "in trouble." It simply means that we have been presented with another opportunity to teach.

With that in mind, there are several general guidelines:

1. There shall be no cruel, harsh, or unusual punishment, including physical restraints.
2. No discipline technique shall be delegated to any child.
3. No child shall be placed in a locked room.
4. No child shall be humiliated, shamed, frightened, or subjected to profane language or other verbal abuse.
5. Discipline shall not be imposed on a child for failure to eat, sleep, or having toileting accidents.

It is also important for us to know what discipline techniques have been found to be effective with each individual child. Consistency with discipline is essential, and to that end, we wish to administer discipline in a way that is consistent with parent, grandparents, babysitter, school, therapist/counselor, etc. If no method has been found to be effective, we will strive to find one that is and then share it with the family and others, if so needed.

In the event that any child's behavior puts others at risk for harm or abuse, the center does reserve the right to suspend the child. Suspensions are at the discretion of the Executive Director, during which time, a conference will be held with the parent(s) or guardian(s) to determine the best course of action for the child.

We want to promote a fun, safe, and educational environment, aimed at maximizing every enrollee's potential - including those who may be dangerously disruptive.

It is also important to note that the Day Service's methods of behavior management and guidance apply to all employees.

SUPERVISION OF CHILDREN

Arrival:

Upon arrival at the center, children must be signed in by a parent, guardian, or designee. A center employee must be present when this takes place.

Departure:

Likewise, when a child leaves the center, the parent, guardian, or designee must personally sign the child out and escort them from the center.

Only those listed by the parents on the "Enrollee Pick-up Authorization" form will be allowed to depart with the child. The center may additionally ask for photo identification from the individual wishing to leave with the child.

During the pre-admission interview process it is imperative that information related to who may or may not visit or who may pick-up or not pick-up a child is discussed. The Day Service will always comply with parental wishes but needs to be informed of custodial rights, visitation schedules, restraining orders, etc.

The child's safety and best interest will always be our goal.

All children will be supervised at all times.

FOOD INFORMATION

The Robin Rogers Day Service operates a Child and Adult Care Food Program through the Ohio Department of Education. The noon meal will include foods from the four basic food groups which supply 1/3 of the child recommended daily allowance. The noon meal will be served to every child present between 11:30 a.m. through 12:30 p.m. inclusively. Children arriving after this time from other programs can be fed, as well, but parents need to have made prior arrangements. A snack which includes two foods from the four basic food groups will be served at 9:00 a.m. and 2:30/4:15 p.m. A weekly menu of noon meals and snacks will be posted in the hallway on the bulletin board. **We do not allow meals or snacks to be brought in to Day Service unless the following applies:** If an enrollee is to have a special diet, a statement from a health official will need to be on file at the

Center. If the special diet is outside the spectrum of our normal food service operation, it must be provided by the parent(s) or guardian(s).

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.”

PROCEDURES FOR EMERGENCIES AND ACCIDENTS

In the case of a general emergency, serious injury or illness, 911 will be contacted in order to assess the situation and transport. Medical and emergency plans are posted in the Center classroom at all times. Our First Aid kit is readily available to all staff members, who have all been trained in First Aid. Should it become necessary to transport a child by ambulance to a hospital, 911 will send Allen County Paramedics to transport to a hospital. The transport will be to the hospital the parent has designated on the Child Enrollment and Health Information Form. The Center administrator or designee will accompany the child to the hospital to meet the parent who will have been contacted by phone by Center personnel. An Incident/Injury Report form will be completed and given to the parent or guardian.

In a dental emergency, the parent will be notified by phone and agreement will be made for the child's care. Pending transport, the staff will follow treatment methods described in the Dental First Aid information provided by The Ohio Department of Job and Family Services.

In either case, the Day Service staff will always attempt to contact the parent first at home or work. If the parent cannot be reached, the individuals listed as **emergency contacts** will be contacted. **It is, therefore, imperative that these individuals have working telephones and working vehicles. These individuals must also be willing and able to pick your child up if you are unable to do so.** If Day Service staff attempts to reach you or the emergency contacts and find they cannot reach either, Children Services will be called. If your number(s) or the emergency contacts are non-working numbers, updated information will have to be provided before the child can return.

An Incident/Injury Report form will be completed when an accident or injury occurs. A copy will be given to the parent or guardian.

In the event of an emergency evacuation, children will be assisted to Bradfield Community Center, where all parents will be contacted.

MANAGEMENT OF ILLNESS

As a condition of their employment, all of our staff have been trained by a Registered Nurse in communicable disease recognition. In addition, the communicable disease recognition chart provided by the State of Ohio hangs in the Director's office available for review at all times. As part of their training, each employee received instruction in hand washing for hygiene purposes, universal hygiene methods while dealing with body fluids, and selection of proper disinfectants. When staff members exhibit signs of communicable disease, they are sent home to be treated and a substitute is called in to cover their responsibility (if attendance ratio so warrants). They do not return until the danger of transmission has passed. Children at the Center will be sent home if they exhibit any of the following symptoms:

- a) Temperature of at least 100 degrees Fahrenheit when in combination with any other sign or symptom of illness.
- b) Diarrhea (2 abnormally loose stools).
- c) Severe coughing, causing the child to become red or blue in the face, or to make a whooping sound.
- d) Difficult or rapid breathing.
- e) Yellowish skin or eyes.
- f) Redness of the eye, obvious discharge, matted eyelashes, burning itching.
- g) Untreated infected skin patches, unusual spots or rashes.
- h) Unusually dark urine and/or gray or white stools.
- i) Stiff neck, with elevated temperature.
- j) Evidence of lice, scabies, or other parasitic infestations.
- k) Sore throat or difficulty in swallowing.
- l) Vomiting (when accompanied by any other sign or symptom of illness).
- m) Runny nose with green and/or yellow discharge.

When a child exhibits any of these symptoms, they will be placed on their own cot within the classroom, or isolated in another room to be kept away from the other children. Parents, guardians, or emergency contacts will be notified and asked to pick up the child within one (1) hour of notification. The child will only be released to authorized persons.

Children sent home for any of the above symptoms must receive medical attention and provide a physician's slip containing the following information: diagnosis, that they are symptom-free, and what date they are able to return to the Day Service program. The administration reserves the right to make final decisions to enforce this policy and take the necessary actions to prevent the spread of communicable diseases among the students.

Anytime a child has been exposed to a communicable disease, written notification will be sent home to the parents, as well as posted on the Center's hallway bulletin board.

Occasionally a child may experience minor symptoms (such as common colds) or may not feel well enough to participate in classroom activities while still not exhibiting any of the above symptoms. In each case, the individual circumstances will be considered and the child made as comfortable as permitted.

ADMINISTRATION OF MEDICATION

Medication can be given to a child only with written authorization of the parent/guardian and physician involved. All medications must be provided by the parent, in the original container, with the prescription label clearly showing the child's name and instructions for dosage (an extra container may be obtained through your pharmacist). Administration of medication forms will be provided to the parent by the Center. When completed, the forms will be kept on file and any medications given will be documented on these forms.

Food supplements or modified diets will also need a physician's permission and instruction(s).

TRANSPORTATION OF CHILDREN

Children will be transported by parents or guardians. There is no transportation provided by the Robin Rogers Day Service.

In case of an emergency, children will be transported to the hospital of parental choice by local paramedics.

OUTDOOR PLAY

The Day Service provides outdoor play each day in suitable weather for those in attendance four or more consecutive hours.

Staff will utilize reasonable judgment in determining whether outdoor play takes place due to weather or safety concerns.

PARTICIPATION

In the event that a parent or guardian has concerns related to the Day Service, they may speak with the Day Service Manager at their convenience. If issues cannot be resolved or if the parent/guardian feels the issue has not properly been addressed, an appointment can be scheduled with the Executive Director.

A "Parent/Teacher Conference" may be held in order to discuss the child's behavior, progress, social and physical needs, and any other pertinent matter.

Parents and guardians should also always feel free to discuss their child's behavior and progress with Day Service staff as needed. Conferences can also be scheduled with Day Service administration more than one time a year, if the parent so chooses.

We also want parents to realize that the Robin Rogers Day Service is a part of a larger entity, The Arc of Allen County. Our agency's mission is as follows: "The Arc promotes and protects the human rights of people with intellectual and developmental disabilities and actively supports their full inclusion and participation in the community throughout their lifetime." Because of this, we offer a wide array of opportunities for parents, children, and family members to get involved. We offer information and referral services, parent support, advocacy, summer camps, educational trainings, and opportunities to get involved in state and national Arc events. Please feel free to speak with a Day Service staff person regarding upcoming events or Arc membership.

Parents also have the opportunity to contact other parents involved in the program. Names and phone numbers of parent (and child) are placed in a parent roster for review of all involved. If you do not want your name placed in this roster format, there is a place to indicate so on the application form. We ask that parents respect the rights to confidentiality, as well, and only use the information for their own support.

FEES

\$2.00 per hour for each child. This includes nutritious snacks and a hot lunch.

A sliding scale fee is available upon request and is income based.

Enrollment Fee: \$10.00 per child

***If your child(ren) is disenrolled for any reason, you will have to re-pay the enrollment fee (of \$10.00) before your child may return.** You will also be required to pay any back fees and update paperwork. There will be no exceptions.

LATE FEES

There will be a late charge of \$5.00 + \$1.00 per minute after 5:30 p.m. If a child is not picked up by 5:30, you and/or your emergency contacts will be contacted. If these contacts are not available, and children are not picked up by 6:00 p.m., the Allen County Children Services Board will be contacted. The late fee is due within twenty-four (24) hours in order for your child to remain enrolled and able to attend Day Service.

PAYMENT FOR SERVICES

Invoices will be sent the first week of the month for the previous month's service. There will be no other statements or reminders.

Payment must be received by the last business day of the month stated on the invoice or the child will be disenrolled.

If disenrollment occurs you will receive a letter of notification stating that you will have one week to remit payment for the outstanding invoice and re-enrollment fee in order for the child to be re-enrolled.

We will update financial assistance applications in July.

INFORMATION REQUIRED BY OHIO ADMINISTRATIVE CODE

The facility is licensed to operate legally by The Ohio Department of Job and Family Services. This license is posted in a conspicuous place for review.

A toll-free telephone number is listed on the facility's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

The administrator and each employee of the facility is required, under Section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children services agency.

Any parent, custodian, or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

Rosters of the names and telephone numbers of the parents or guardians of the children attending the facility are available upon request. The parent roster will not include the name or telephone number of any parent who requests that his/her name or telephone number not be included.

The licensing inspection reports and complaint investigation reports, for the current licensing period, are posted in a conspicuous place in the facility for review.

The licensing record including compliance report forms, complaint investigation reports, and evaluation forms from the building and fire departments are available for review upon request from the Ohio Department of Job and Family Services.

It is unlawful for the facility to discriminate in the enrollment of children upon the basis of race, color, religion, sex, or national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

“In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue,

SW, Washington, D.C. 20250-9410 or call (202)720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.”

**This information must be given in writing to all parents, guardians, and employees as required in 5101:2-12-30 of the Ohio Administrative Code.*

JFS 01237 (09/2011)

PARENT STATEMENT OF VERIFICATION & POLICY COMPLIANCE

I have received written information from the Center’s administrator concerning the Center’s licensing, programming, policies and procedures and the administrator has reviewed this information with me.

I hereby certify that I have read the aforementioned policies and procedures, spelled out in the Parent Handbook. I agree to follow these guidelines to the best of my ability and judgment. I further understand that failure to comply with these guidelines could result in the consequences stated.

Parent/Guardian

Date

Parent/Guardian

Date