



## **HARWOOD CENTER PARENT HANDBOOK**

WELCOME! We are glad you have chosen our program. This Handbook should answer most questions you have regarding our Center. Should you have further questions, please let us know.

### **PHILOSOPHY**

A child with developmental disabilities is, first of all, a child. He or she has the same basic rights as other children. Harwood's goal and program philosophy is to reflect this attitude within the center and into the community as a whole.

- **We believe** that each child has the right to be educated to the fullest extent.
- **We believe** that each child, regardless of the degree or type of disability, is a person with individual needs and developmental potential.
- **We believe** that the activities in our school should be success-oriented so that each child will have a positive self-image.
- **We believe** that the process of education involves the establishment and maintenance of valid ties between the student's home and school.
- **We believe** that we must dedicate ourselves to fostering enthusiasm for learning in our students, their parents, the professional staff and our community.
- **We believe** that you, as parent(s), are your child's first and most important teacher(s).

## **MISSION STATEMENT**

To enable children with special developmental needs to reach their full potential.

## **DAYS AND HOURS OF OPERATION**

### **Downtown-711 Jefferson Avenue**

### **U.T. Boling Center for Developmental Disabilities**

### **Classroom for children with Developmental Delay – Year Round**

Time:	8:30 to 2:30	
Days:	T/Th	(\$200 per month)
	M/W/F	(\$300 per month)
	M through F	(\$500 per month)

### **Hope Presbyterian Church**

### **8500 Walnut Grove, Cordova**

### **Classroom for children with Developmental Delay – Year Round**

Time:	8:30 a.m. to 2:30 p.m.	
Days:	T/TH	(\$200 per month)
	M/W/F	(\$300 per month)
	M through F	(\$500 per month)

### **Transition Classroom- Year Round**

Time:	8:30 a.m. to 2:30 p.m.	(\$600 per month)
Days:	M through F	

### **Behavior Program – Year Round**

### **Center Based UT Boling Center & Hope Presbyterian Church**

Time:	TBD on individual basis
Days:	Monday through Friday; weekends availability determined by staff availability

Fees are accessed monthly and tuition based on weekly hours for center based services. ABA services for in-home and community are charged per hour.

Tuition determined by number of hours per week of therapy in addition to BCBA supervision service costs.

## TUITION POLICY

Families accept the responsibility of tuition and are financially obligated for the payments when your child is enrolled at Harwood Center. Parents will not be able to register their children for the next school year if all financial obligations are not met for the previous year.

***Tuition*** – Tuition costs are set annually and subject to approval by the Board of Directors. Due to contractual commitments to our teachers and staff as well as other annual expenses, families are required to satisfy their tuition payment.

Each family must choose one of the following **options** for tuition payment:

**Option 1: Payment in Full (5% discount off annual tuition): Due August 15<sup>th</sup> annually**

**Option 2: Payment monthly: Due 5<sup>th</sup> of each month**

**Option 3: Payment bi-monthly First half due 5<sup>th</sup>/Second half due 20<sup>th</sup> of each month**

Harwood Preschool tuition rates are the same amount monthly regardless of the number of weeks in a month. Harwood is closed for two weeks in December and one week for fall, spring, & summer breaks. Discounts for the shorter months are factored into the annual tuition rate & spread out evenly over 12 months. Although some months are shorter, 3 months in the year have 5 weeks and tuition is not increased. All private schools in Memphis charge the same monthly rate regardless of the weeks in the month. This is necessary in order to operate the school and pay staff salaries. Preschool monthly tuition fees remain the same regardless if there are closures for holidays, weather, or staff in services within the month.

Harwood Applied Behavior Analysis (ABA) Therapy program is a tuition based program. The fees assessed are calculated based on the number of therapy hours the parent/legal guardian agrees to on the tuition agreement. Since the fees are calculated based on therapy hours per month, the following months will be prorated for ABA tuition: August & December. For months where Harwood is closed for 1 week or more, rates will be prorated. Should ABA therapy not be available due to an extended closing of one of the facilities in which Harwood is housed (for example, Vacation Bible School at Hope), we will offer a discount. Discounts will not be offered for closures due to weather or unforeseen situations (power outages), or weeks where holidays fall unless the office determines the closure resulted in a significant lack of services received.

Tuition must be paid in advance and can be paid monthly or bi-monthly. Monthly payments are due by the 5<sup>th</sup> of every month. If you chose to make bi-monthly payments, 50% of the tuition is due by the 5<sup>th</sup> and the remainder is due by the 20<sup>th</sup>. Tuition should

be submitted to the office manager or can be mailed to 711 Jefferson Memphis TN 38105. A late fee of \$10 will be assessed for payments made after the 5<sup>th</sup> or 20<sup>th</sup>. Harwood is a non-profit program supported by grants, contracts, donations and tuition. We are unable to extend credit or ignore unpaid balances. Accounts that are 30 days overdue will require payment prior to your child coming to the program. If payment is not received, we reserve the right to terminate services for your child. If you have a financial hardship and need some flexibility in managing your child's tuition, please discuss this with our Executive Director.

### Late Payments

All payments are due on the committed due date. If payments are not received by the due date, a late fee of \$10 will be assessed. Parents or guardians are responsible for meeting the tuition obligation on a timely basis. In cases of financial crisis or valid hardship, it is the responsibility of the parent or guardian to notify the main office.

### Tuition Delinquency

Consequences of a delinquent tuition account, wherein alternative arrangements have not been made will lead to dismissal from the program. Accounts that are 30 days overdue will require payment prior to your child coming to the program.

To register for the upcoming school year, a family must complete a registration form and pay a nonrefundable registration fee of \$50.00 per child.

Sibling discounts: For families with two or more children enrolled in the program, they will receive a 25% discount on their second and subsequent children's tuition.

### Tuition discounts:

Due to the generosity of our donors, we have set aside some funding to offer tuition discounts for a limited number of children whose families meet the financial eligibility guidelines

Discounts for education & behavior services are awarded annually in July and applied to the first payment of the school year in August. The applications process is held each year in the spring for the upcoming school year. Should you turn in an application any other time during the school year, yours will be added to the waitlist.

#### *Eligibility requirements:*

- 1) Combined family income must not exceed \$50,000 annually
- 2) To be considered, family must submit a copy(ies) of W2's for all members in the home who are employed
- 3) Your account must be up to date. No outstanding balances
- 4) Complete attached application
- 5) Application & W2's must be submitted to the main office

Harwood Center, a non profit 501c3, is partly funded by United Way & community grants, individual & corporate contributions. The funding we receive allows us to charge

families a much lower rate for our services; therefore all students at Harwood Center do receive services at a discounted rate. On average it costs Harwood Center \$13,000 to \$26,000 a year to serve *one* child. Although we would like to be able to give all families additional discounts, we have a limited number at this point.

#### Withdrawal Requirements:

Should you need to withdraw your child from the program, 30 days notice is required in order not to be assessed tuition fees after withdrawal. For example, if you will be removing your child from Harwood Center on September 5<sup>th</sup>, you will need to notify the office no later than August 5<sup>th</sup>. You will be charged tuition for August and tuition is prorated for the first 5 days of September. Should you withdraw from the program without notice, you will be assessed tuition fees in the amount of one month's tuition from the date of withdrawal. For example, should you remove your child from the program on October 15<sup>th</sup> without one month's notice, reimbursement will not be given for Oct 15<sup>th</sup>-October 31<sup>st</sup> and you will be assessed fees through November 15<sup>th</sup>.

#### Refund Policy:

Withdrawal prior to the first day of school will result in an 80% refund if the tuition was paid in advance and one month's notice was *not* given. A full refund will be granted given that the parents notified the center one month in advance. Registration & Application fees are not refunded. Tuition is required for the full month in which a student is in attendance regardless of the number of days. Refunds will not be issued for the months when there was no attendance. Should you have an emergency or medical situation preventing your child from attending the program, please contact the Executive Director.

## **ARRIVAL**

### **U.T. Boling Center for Developmental Disabilities Downtown-711 Jefferson Avenue**

Parents should enter through the exterior door on the east side of the building (directly adjacent to the parking lot). This door will be opened by a staff member only to adults he/she recognizes. For safety reasons individuals other than staff should not open the back door except to exit. After 9:00a.m. you must use the front entrance on Jefferson Avenue. The back door will not be opened after 9:00am and before 2:00 pm

## **Hope Presbyterian Church, 8500 Walnut Grove, Cordova**

Parents should enter through entrance four on the north side of the building. The doors will unlock automatically at 8:20am and lock again at 9:00am. The doors will not open again until 2:15pm. If parents come after 9:00 am and before 2:15 pm, parents must make arrangements with the teacher and teaching staff will bring the child to entrance 4 to pick up from the parent or bring to the parent.

### **ALL STUDENTS**

An **adult** must bring each child to the classroom and make contact with the teacher or assistant. Please remember to sign your child in on the sign in/out sheet located in the classroom. PLEASE INCLUDE A NUMBER WHERE YOU CAN BE REACHED THAT DAY IN CASE OF AN EMERGENCY.

### **LATE ARRIVALS**

Please make every effort to arrive by 8:30 am so that your child will have the opportunity to participate fully in the Harwood Center program. This also ensures the safety of all children as the staffing ratio is compromised when children are late and a staff member is taken away from the classroom. Families should notify the teacher if their child is going to be late.

### **IN CASES OF REPEATED TARDIES A MEETING WILL BE SCHEDULED WITH THE HARWOOD STAFF.**

### **ABSENCES**

Please notify the downtown school office or Hope classrooms anytime your child will be absent from school. If your child is repeatedly absent from school a meeting will be scheduled to discuss your child's program.

### **DISMISSAL**

An **adult** must come into the classroom to pick up each child and make contact with the teacher or assistant. No child will be released to anyone who is not an adult.

It is the parent's responsibility to supervise their child(ren) at all times once they arrive and sign their child out. Harwood staff cannot be responsible for children not enrolled at Harwood. Do not let older siblings play on the equipment-it is designed for young children.

Any time the child is to be picked up by someone other than the usual person, a note must be given to the teacher when the child arrives at school or the teacher should be

notified by phone. We will not release any child to an unauthorized person. Any emergency friend must be prepared to show identification.

**Note:** The health and safety of children enrolled is a primary concern of the Harwood Center staff. A child will not be released to anyone who appears to be under the influence of drugs or alcohol. The other parent, emergency contact on blue card or Child Protective Services will be called to come for the child. The University Campus Police may also be called.

ANY CHANGES TO YOUR INFORMATION INCLUDING, BUT NOT LIMITED TO, PHONE NUMBERS, MEDICAL PROVIDERS, ADDRESSES, CONTACT PEOPLE, ETC. SHOULD BE GIVEN TO YOUR CHILD'S TEACHER IMMEDIATELY. PLEASE ASK THE TEACHER FOR AN "ADD/CHANGE" FORM.

**Please remember to sign your child out on the sign in/out sheet to avoid a late fee.**

## **CHILDREN MUST BE PICKED UP ON TIME.**

Pick up time is 2:30pm. All children must be picked up by 2:35pm or late fees will be charged.

**If your child is not picked up by 2:35 PM you will be charged a late fee of \$1.00 for every additional minute past 2:35PM. Late fees will be added to your next month bill and will be shown on your statement. Classroom staff will issue you a late slip with amount due and a carbon copy will be given to billing to add to your statement.**

## **PARKING LOT SAFETY**

**Please consider the following when entering and leaving Harwood parking lots:**

- Always drive with extreme caution. Be on the lookout for small children.
- Always hold your child's hand when going to and from the car. This will prevent him/her from inadvertently running behind a car that may be backing out of a parking space.
- When dropping off or picking up your child, **DO NOT** leave other children in the car without an adult. Harwood staff are considered mandated reporters and if it is observed that children are left unattended in cars, a report will be made.
- **ALWAYS PUT YOUR CHILD(REN) IN A CAR SEAT AS REQUIRED BY THE STATE OF TENNESSEE**

## **Downtown-711 Jefferson Avenue**

- Parents are to park in the Harwood Center parent parking lot on the east side of the Boling Center for Developmental Disabilities. Do not block the driveway for other parents. If you park on the University of Tennessee's lot you could be ticketed.

## **Hope-8500 Walnut Grove**

- **DO NOT** park in the blue handicap spots unless you have a handicap tag.

## **EMERGENCY CLOSINGS**

Harwood Center will follow the decision of the Shelby County School System in the event of snow or other inclement weather; however Harwood reserves the right to deviate from SCS decision regarding closings. Please check local news stations for closure status. Should school be let out early for any reason, we will notify the parents and the emergency contacts, in that order, to pick up your child.

### **Inclement Weather Policy**

#### Standard Practice:

Harwood Center follows the same weather related closings as Shelby County Consolidated School System. In case of severe weather, please tune to your local media for information.

Should school be let out early for any reason, we will make every effort to notify parents and the emergency contacts, in that order, to pick up their child.

This policy is being implemented to ensure the safety and well-being of Harwood Center children and their families.

#### Exceptions:

Harwood reserves the right to deviate from SCS system's decision to remain open/close if safety is a concern or if the closing is due to something that does not apply to Harwood.



## COMMUNICATION

### **Please notify us:**

If your child will be **absent**

If there are events or **changes** at home that may affect your child

Of any scheduled **meetings**: IEP, Transition, IFSP, etc.

If your child comes down with a **communicable disease**

**Please check your child's school bag and mailbox daily for important information.**

## DAILY HEALTH

Please assess your child's health each day **before** arriving at school. Should your child run a temperature of 100 degrees or more, or have the appearance of conjunctivitis (pink eye), a rash, uncontrollable coughing, or have vomiting or diarrhea, please keep your child at home. If any of these conditions should occur during the school day we will contact you to pick up your child immediately. If we are unable to contact you we will call one of your emergency contacts to pick up your child. **Please make certain that we always have a phone number where you can be reached at all times.**

Returning to school after being sick:

- **Children with fever of 100 degrees or more must stay out of school until he/she is fever free (with no fever-reducing medication given) for at least 24 hours. During flu season, it is encouraged to keep your children home if they are ill. Although the policy states 100 degrees, at the onset of the flu, a lower-grade fever may persist and often times mean the onset of an illness.**
- **Children with diarrhea or vomiting must stay out of school until free from symptoms for at least 24 hours without medication. If your child has 3 instances of diarrhea within 2 hours, you will be called and asked to pick up your child.**
- **Children sent home from school with a rash on their body must have a note from the doctor stating that they are not contagious before they may return.**

Children who have actual or suspected Ringworm, Impetigo, or Head Lice will be sent home. The parent should call the doctor's office and obtain appropriate information for treatment. The child may return to school after appropriate treatment and with a

doctor's note stating that the child has been treated or is found free of contagion. In the case of Head Lice, a staff member will examine your child's head to be certain they are nit free.

In the event your child contracts a communicable disease such as Chickenpox, Mumps, Measles, Diphtheria, Scarlet Fever, Strep Throat, Pink Eye, Ringworm, Hand, Foot, & Mouth, Viral Meningitis, etc., please notify Harwood Center IMMEDIATELY! The child may return to school after appropriate treatment and with a doctor's note stating that the child has been treated and is free of the disease.

## **MEDICATION GUIDELINES**

Requirements for medication to be given at school:

- Authorization for Administering Medication Form signed and dated by the physician and the parent (ask the teacher for this form).
- Medication **MUST** be in the original packaging (from the pharmacy with the correct label or over the counter in the correct package).

## **IMMUNIZATIONS AND HEALTH FORMS**

- All children enrolled at Harwood Center must complete the required health forms indicating immunizations and current health status. These forms are distributed in the enrollment packet. **ALL CHILDREN ARE REQUIRED TO HAVE A HEALTH FORM ON FILE WITH A PHYSICAL THAT IS NO MORE THAN ONE YEAR OLD. THIS FORM MUST BE UPDATED ON AN ANNUAL BASIS. CHILDREN WITH OUTDATED PHYSICALS WILL NOT BE ALLOWED TO ATTEND THE CENTER.**
- **If your child has a diagnosed medical condition or illness that requires Harwood Staff to take special precautions, we will give you a Health Action Form to be completed by your child's physician. The form will provide staff with detailed instructions on how to handle medical issues related to your child. This form must be completed prior to enrollment in the center. If your child develops such a condition after enrollment, please inform your teacher immediately so that the appropriate form can be completed by your physician.**
- Immunizations must be up to date, including a Hepatitis A vaccination once a child turns two years old. No child will be allowed to attend Harwood Center without current immunizations, or a statement of exemption from their physician.

- Upon enrollment we ask for a list of medications your child has taken in the past 6 months. We will review this list every six months, so please update us if your child is on a new medication. In case of a medical emergency, it is important for Harwood staff to be able to communicate current medications.

## EMERGENCY INFORMATION

Harwood Center keeps emergency information on record for each child who is enrolled in our program. The parents are responsible for updating this information so that in the event of an actual emergency, illness, or injury to a child, our staff will be able to reach you or those persons designated to act on your behalf. **Please give us current telephone numbers (home, work, cell, and/or pager), and any other pertinent information that would assist us in locating you or your designee in the event of an actual emergency.**

Harwood Center does not have adequate, on-site facilities to care for your sick or injured child for a prolonged time. If we are unable to locate you or one of your appointed emergency persons in the event of a serious injury or illness, we will contact the child's physician and/or the appropriate emergency service.

## MEALS/SNACKS

### SNACKS

Harwood offers daily snacks (goldfish, veggie sticks, pretzels etc.). If you want your child to have a particular snack, please send in a labeled Ziploc bag.

### LUNCH

Children need to bring lunch to school each day. Please label all lunch boxes, thermoses, or plastic containers with your child's name. **Harwood is a peanut free environment. Please read all labels and do not send food with peanuts.** When sending food, please send food ready to serve. **Any food item that requires warming should be prepared at home and sent in a sealed thermos.** Please keep in mind that staff is preparing as many as 6-8 lunches. As such, it is not possible for staff to heat up each child's lunch prior to serving. We suggest that you consider sending minimal amounts of candy, cookies, chips, etc. in lunches. Please include ice packs in the lunchbox for food that needs to stay cold.

**If your child has a special diet or specific feeding requirements and/or feeding plan, we must have written orders/written plans from the child's pediatrician, speech and/or occupational therapist, behavior analyst that developed the plan. Harwood will not implement any feeding technique/strategies without written orders from a professional specializing in feeding. We must have this information in writing prior to your child enrolling in our Program.**

## CLOTHING

Suitable clothing is essential for your child to feel completely comfortable and happy during his/her stay at school. We ask that you dress your child for school in clothes that are easily laundered, easily taken on and off, up and down for dressing and toileting purposes and free from difficult closings, such as hooks, buckles and belts. Shoes should fit well and be appropriate for running and climbing. Please avoid sending your child to school in sandals or flip-flops. Socks should be worn at all times. Please no overalls if your child is potty training.

Please remember to send an extra set of clothing to leave at school. You will need to change out this clothing as your child grows and when seasons change.

ALL CLOTHING SENT TO SCHOOL WITH YOUR CHILD MUST BE PROPERLY LABELED WITH YOUR CHILD'S NAME. THIS IS ESPECIALLY IMPORTANT FOR SWEATERS, JACKETS, BACKPACKS, AND OTHER ITEMS WHICH ARE PUT ON AND TAKEN OFF DURING THE DAY.

Please do not send TOYS, GUM, CANDY, JEWELRY, and/or ANYTHING YOU DO NOT WANT LOST OR BROKEN TO SCHOOL. Harwood Center cannot be responsible for lost or broken items.

**Please do not send your child in cloth or any type of diaper/pull up other than disposable.**

## BIRTHDAYS

Children enjoy celebrating their birthdays at school with their classmates. We invite parents to bring a special snack to school. Please check with the teacher before making plans.

## OUTSIDE THERAPY PROVIDERS

We welcome therapists in our classrooms, but coordination of services is essential. If your child's therapist provides services at Harwood, we ask for your assistance with the following:

- The best time for scheduling of therapies is between the hours of 9 and 11AM.
- Therapy times must be coordinated with your child's teacher.
- If your child is sick, it is your responsibility to notify your child's therapist.
- Therapists will notify parents if they can't keep a scheduled therapy appointment.

- Therapists should send home progress notes each time they treat your child. If you are not receiving this information you should contact your child's therapist.
- Check your child's daily progress note from the classroom to see if they received scheduled therapies.
- If your child is not receiving the recommended therapy please contact your child's service coordinator, private therapist, or Harwood classroom teacher.

## **TRANSITION**

Harwood Staff works closely with families to make certain that all children receive appropriate services when they leave Harwood Center. Parents will be given transition information during their initial intake meeting. Transition planning will be provided by your child's teacher in preparation for the Transition meeting held with the school system. Your child's teacher will be able to attend the IEP meeting if sufficient advanced notice is given so that a substitute can be available for the class.

## **IFSP/IEP MEETINGS**

- Please notify your child's teacher whenever an IEP meeting is scheduled
- Teachers will attend IEP meetings whenever possible and will always send current information when given advance notice of the meeting
- If you choose to drop your IFSP/IEP provider, please notify your teacher immediately. In these cases it is necessary for Harwood to develop an IPP (Individual Program Plan) in order to remain in compliance with our Licensing Agency.
- **ALWAYS GIVE YOUR CHILD'S TEACHER A COPY OF THE IEP**

**We thank you for taking the time to read this Parent Handbook thoroughly.**