

# Parent Handbook 2022-2023

***"A SEA OF POSSIBILITIES"***



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**WELCOME LETTER PLACEHOLDER**

**Redo every year**

**ROOSEVELT CHILDREN'S CENTER**

Our goal as an early intervention and preschool program for children ages birth to five is to provide the highest quality of service to all children, with and without special needs, in an integrated and natural setting where all children share the same learning environment.

Roosevelt Children's Center's classroom programs focus on providing a rich and varied learning experience in which each child can experience success. We anticipate, whenever possible, that the children who have special needs will gain in skill development through their interactions with typical children and typical children

will develop positive attitudes of caring, friendship and understanding, while the group as a whole will experience many exciting and innovative preschool activities. We will work toward the development of a positive self-concept and independence within each child's ability.

Roosevelt Children's Center daycare programs are for eligible students age 18 months to 5 years. Enrollment in the daycare program is based upon a child's ability to independently function to developmental level in a classroom of up to 18 children for preschool and 10 children for toddler. Daycare students may be enrolled in an integrated setting or a typical daycare classroom. These classrooms focus on providing an enriching environment with a variety of learning experiences. Our program focuses on school readiness and academics, with a strong focus on social and emotional learning. We aim to provide children with the tools necessary to start building the foundation for a successful future in school, at home, and in their communities.

Roosevelt Children's Center offers a wide variety of diverse services. Services are provided by experienced, licensed and/or certified staff including early childhood and special educators, speech pathologists, physical therapists, occupational therapists, school psychologists, mental health therapists, music therapists, and teachers of the blind/visually impaired.

Roosevelt Children's Center emphasizes team collaboration in the assessment of abilities, development of goals, and in most aspects of program planning. We will strive to accept and respect each parent/guardian and family unit's life goals and expectations and not impose our value system upon them. We recognize that the family's role is central to each child's development and that every staff/family relationship is unique.

Each classroom engages in a variety of activities throughout the day based on the needs and abilities of the children. The following activities are incorporated into most classroom schedules:

- Greeting time (songs, calendar, daily schedule review)
- Individual work activities
- Small group activities (fine motor skill development, early learning/ pre-K activities)
- Large group activities (music and movement, group lessons)
- Structured free play
- Gym
- Playground (weather permitting)
- Story time
- Breakfast/Lunch
- Rest/quiet time for daycare children

The following are descriptions of services that may be provided to children at Roosevelt Children's Center based on each child's Individual Family Service Plan (IFSP) or Individual Education Program (IEP):

### **Speech Therapy**

The Speech Department at the Roosevelt Children's Center serves students who have been diagnosed the speech/language delays and are approved for services through the Early Intervention Program or their local

school district, depending on their age. The Speech Department staff are licensed and/or certified by the State of New York to provide services in the area of communication development and disorders.

Children with communication delays may show difficulty in areas of receptive language (understanding the meaning of spoken words, phrases, questions or directions), expressive language (effectively sharing their thoughts and needs by putting words together to form sentences), and articulation (producing consonants and vowels correctly so that their words are understood by others). Some students may have difficulty with dysfluent speech (stuttering) or vocal quality that results in a hoarse or raspy voice. Based on the needs of the student, he or she may be seen in individual therapy or in group therapy with one or two other students with similar needs to allow for specific skill development, as well as to practice using their communication skills with peers.

The Speech Department also monitors each student's ability to hear through routine hearing screenings and tympanometry. If concerns arise, we will work closely with you, your child's pediatrician, and an audiologist to help find solutions to middle ear or hearing problems. The Speech Department also works closely with other service providers for a comprehensive program to meet each student's needs, including Occupational Therapists, Physical Therapists, Psychologists, and Teachers.

### **Occupational Therapy**

An occupational therapist evaluates and treats children who may have difficulty performing play, self-help or school related activities. The aim is to promote self-sufficiency and independence in these areas.

Children are first evaluated to see how they use their muscles/motor skills and register/process sensory input as related to regulation and participation within functional/preschool activities. The therapist then chooses relative strategies and designs appropriate treatment programs. Motor skills include motor control/grading and coordination/organization. Sensory Integration includes addressing the well know sensory systems like vision (what we see) and auditory (what we hear) as well as tactile (touch), proprioception (feedback from muscles and joints) and vestibular (perceptions of movement and gravity). The ultimate goal is for the child to increase their independence and success in these activities. Play is **the work of children**. It consists of those activities that can have important behavioral, social, and motor learning opportunities. It is helpful to be child-directed, the just right challenge and FUN. The self-help area includes feeding, dressing, sleeping and hygiene. The preschool area includes perceptual-motor skills (paper and pencil activities, hand-eye coordination). The therapist will help guide you as to what you can do to help your child, as part of the therapy program.

### **Physical Therapy**

The Physical Therapy Department at Roosevelt Children's Center focuses on addressing the gross motor needs of a child using the arena of play. Physical Therapy can address areas of need such as muscle strength, muscle tone, balance and coordination, range of motion, postural control, motor control, motor planning, body awareness and safety awareness. From an orthopedic perspective the Physical Therapy Department can also

address gait and positioning issues through the use of bracing and adaptive seating. Pediatric Physical Therapy is an area of specialty our therapists have chosen within their profession. We look forward to addressing each child's individual needs by working with the child's team/classroom and to making therapy fun and challenging.

### **Assistive Technology**

“Assistive Technology is any item, piece of equipment, product, or system, whether acquired commercially off the shelf, modified, or customized, that is used to increase, maintain or improve the functional capabilities of children with disabilities.” (-IDEA PL 105—17)

Assistive Technology support at RCC is provided under the umbrella of the Speech Department within a student's speech/language services.

RCC's speech therapy department has extensive experience with both low-tech and high-tech AT devices – from picture boards to iPads. With changes in technology, many of the higher-tech programs used are computer based. RCC has the technology within the speech department to provide up-to-date programs – both hardware and software. RCC follows a very close team framework which can address the combination of speech/language and AT support with teams through one professional.

Student's AT and speech/language needs are addressed through specific goals on the IEP. The SLP has the opportunity to prioritize the need for a heavier focus on AT versus speech/language therapy at different times of the year, but always working on both.

### **Music Therapy**

Music therapy is the prescribed use of music and music-related strategies, by a board-certified music therapist, to assist or motivate a person toward specific, non-musical goals. Music therapy is a related service and is not the same as music education. In music education, the teacher is looking at musical behavior while in music therapy the music is a *tool* that is used to help children achieve specific developmental goals. Music therapy is considered a “multi-modal” therapy as it stimulates various senses. In the preschool setting, music therapy can be used to address language/communication, social/emotional, sensorimotor, and cognitive goal areas. RCC contracts with Upstate Music Therapy to provide this service.

### **Mental Health Services**

The Mental Health Department serves students with a variety of behavioral and emotional challenges. Children are usually seen for 1-2 times per week for 30 minutes each session. Play therapy is the typical mode of treatment for our students. Since traditional talking therapy is not applicable for preschool children, play is the universal vehicle that students use to convey what they think and feel. In a supportive environment, skilled clinicians help students interpret, redirect, understand and verify their own inner experience so that our children can have a corrective emotional encounter. This therapeutic experience then helps our students

to slowly realign how they think and behave. During this process, the student's progress is monitored by the therapist and associated professionals. Adjustments are made to the frequency and duration of the treatment as warranted by the child's individual needs.

### **Vision Services**

Vision services are provided for children on an individual basis as stated on their IEP. The Committee on Preschool Special Education determines that children are eligible after a preschool vision evaluation is completed, which occurs after a parent has taken the child to an ophthalmologist. Vision services are provided directly to the child and consult services to the classroom team/family may be approved as well.

### **Special Education Itinerant Teacher (SEIT)**

Roosevelt Children's Center offers Special Education Itinerant Services (SEIT) for those children who have been approved by their local school districts to receive this service option.

Our certified and experienced Special Education teachers provide an educational framework for children in an effort to meet the goals and objectives per each child's Individualized Education Plan (IEP). Our teachers can provide this service at home, daycare, Head Start, nursery school, UPK classroom, etc. or wherever young preschool children can be found. Our teachers work in collaboration with parents, daycare providers, nursery school teachers and any other service providers to meet the comprehensive needs of each child.

## **WHAT YOU CAN EXPECT FROM STAFF**

- ✓ Communicate on a regular basis with parents/guardians.
- ✓ Schedule parent/teacher conferences a minimum of two times per year.
- ✓ Plan varied enriching learning experiences for children.

- ✓ Provide a stimulating and nurturing environment for children.
- ✓ Do our best to insure a safe and comfortable environment for children.
- ✓ Participate in ongoing professional development.

### **DATA COLLECTION**

RCC teachers and therapists constantly collect and analyze data regarding a student's behavior, academic, self-care, motor and social skills. This data collection is used to assess and develop best practices in order to effectively educate **all** the children we serve.

### **NOTIFICATIONS TO PARENTS/GUARDIANS**

Parents/guardians will be notified of all accidents, serious incidents or injuries that occur at RCC.

- ✓ All students will be seen by the nurse when they are involved in any accident, serious incident or receive an injury of any type.
- ✓ The nurse will determine if an injury or incident is minor in nature and only requires a note to the parent from his/her classroom staff. Parents/guardians have the right to ask that they be called for any injuries, accidents or incidents
- ✓ Parents/guardians will always be called by the nurse for any serious accident, injury or incident.
- ✓ If an incident occurs in our program that requires RCC to contact OCFS and/or CPS, your contact information may be shared as part of our routine and ongoing collaboration. This is to ensure the safety and welfare of all of our students. Per Arc Wayne policy, we will inform you via letter if we have a request to share your contact information.

### **CONTACT PEOPLE AND PHONE NUMBERS**

Your child's teacher/therapist is always the best place to begin when you have questions regarding your child's program.

**We ask that parents/guardians try to avoid calling teachers during classroom hours.** This can be disruptive to the classroom during that time, and the teachers should be focusing all their attention on the students. If you have a need to contact the classroom during those hours, email is preferred. **In case of an emergency,**

you can leave a message with the Main Office and your message will be promptly given to the teacher and/or classroom staff.

**Additional contact people and phone numbers that may be helpful:**

- Preschool program issues or general program operation: Jessica Bailey, Director  
315-331-2086, Ext. 3110  
[jessica.bailey@arcwayne.org](mailto:jessica.bailey@arcwayne.org)  
or  
Vicki Sackett, Assistant Director  
315-331-2086, Ext. 3107  
[victoria.sackett@arcwayne.org](mailto:victoria.sackett@arcwayne.org)
- Medical concerns: Sarah Layow, Program Nurse  
315-331-2086, Ext. 3108  
[sarah.layow@arcwayne.org](mailto:sarah.layow@arcwayne.org)
- Transportation issues: Kim VanHall, Administrative Assistant  
315-331-2086, Ext. 3103  
[kimberly.vanhall@arcwayne.org](mailto:kimberly.vanhall@arcwayne.org)
- Daycare Registration/Issues Toddler & Preschool: Caitlin Brown, Daycare Director  
315-331-2086, Ext. 3265  
[caitlin.brown@arcwayne.org](mailto:caitlin.brown@arcwayne.org)
- Daycare Billing/Payment issues: Jill Stevenson, Arc Wayne  
315-331-7741, Ext. 1339  
[jill.stevenson@arcwayne.org](mailto:jill.stevenson@arcwayne.org)

**COMMUNICATION**

Roosevelt Children’s Center values our relationship with families and provides a variety of means to communicate with them. Please remember that for all means of communication, it is vital that you **update our program with any changes in your contact information** (address, phone number, email, etc.)

**Remind Texting App** – all families are invited to join our program wide *Remind* classroom “RCC Families” which will allow for alerts of program closings and other important information. You will need to ‘accept’ the invitation to join our group.

Hi Megan, this is Caitlin Brown, J. Bailey, Sarah RN, and V. Sackett. We are using Remind to send important updates. Reply YES to this text now to avoid missing my messages for RCC Families.

Reply NO if you do not wish to receive messages from this class.

In addition, your child’s teacher will also send you an invitation to their own group to allow for information specifically related to their classroom.

*Please note that while Remind complies with all applicable security laws in regards to FERPA, agency policy states that no personal information will or can be shared on this platform.*

### **Facebook Classroom Groups** – ‘Hidden’ Level of Security

Hidden groups offer the same level of privacy as closed groups under a cloak of invisibility. No one can search for hidden groups or request to join them. The only way to get in is to know someone who can invite you. Everything shared in a hidden group is visible only to its members. Please note, however, that agency policy prohibits the sharing of personal identifying information on the Facebook Platform.



Some classrooms create and maintain a FB classroom group for the purpose of sharing information specific to their class as well as the posting of additional activities and video links related to their curriculum. As with the Remind App, you will need to ‘accept’ the invitation to join and, in doing so, can be assured of being up-to-date regarding classroom specific notifications.

### **Emails:**

Those wishing to communicate via email are required to sign a parent consent form. ArcWayne/Roosevelt Children’s Center has an encrypted server through Microsoft Office 365 allowing for emails that can include personal identifying information. When our staff email you, you will receive the following message:

To: you    Details ▾

message.html (175 KB)

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You've received an encrypted message from **Victoria.Sackett@arcwayne.org**  
**To view your message**  
Save and open the attachment (message.html), and follow the instructions.

Click on the message box and ask for the one time passcode to open the message.

**Arc Wayne Website:** <https://www.arcwayne.org>

Our agency website includes a variety of information that will be useful for you as a parent/guardian moving forward while your child receives services from Roosevelt Children's Center. These include:

- Parent Handbook
- Calendar
- Wellness Plan

In order to locate Roosevelt Children's Center specific information, go to <https://www.arcwayne.org/roosevelt.html> OR go to the ArcWayne Website, click on 'Services' and then 'Roosevelt Children's Center'.

**Microsoft Teams:**

RCC uses the Microsoft Teams virtual platform for secure encounters. A link will be sent to your email for any virtual meetings you may need. Your provider will be able to assist you further should you need support in order to participate.

**Other:**

A notebook to go back and forth with your child.

For special needs program students, a minimum of two parent/teacher conferences each academic year. IEP progress reports also go out 3-4 times a year (depending upon your district's schedule)

Daily activity sheets

Classroom 'Remind' groups

## HOW YOU CAN BEST SUPPORT YOUR CHILD

**1. Provide the following for your child:**

- A backpack with your child's name on it
- One sweater or sweatshirt

- A change of clothing
  - Diapers/any special lotions/wipes needed due to sensitive skin
  - Sneakers/underwear/socks
  - Nap items for daycare students (if applicable)
2. **Always notify the program if you have changes in phone numbers and/or address. We need reliable, working phone numbers in case we need to reach you.**
  3. **Communicate with your child's team regularly.** It helps the teachers to know how your child is doing at home. Some things to consider sharing:
    - Changes in your child's daily routine or behavior
    - If your child had a hard time sleeping
    - If your child is talking more or doing more things at home
    - If your child seems happy or sad about an event in their lives
    - Any significant changes in your child's life
  4. **DO NOT SEND YOUR CHILD TO RCC IF THEY ARE ILL.** Please notify your child's teacher or the program nurse (ext. 3108).
  5. **Notify the program nurse when your child is able to return to program after an absence.** Also, if your child has had something that is contagious, **call or write the nurse** about the situation.
  6. **Please try to schedule appointments for your child during non-program hours.**
  7. **Send your child dressed appropriately for the weather conditions.** If you are unsure what the weather may turn out to be, please send additional clothing to RCC so that the staff can change the child to warmer or cooler clothing. Sneakers are always preferred! Label all your child's clothing.
  8. **Make sure your child gets enough sleep each night and is well rested** prior to sending them to program. Preschool children need at least 8-10 hours of sleep each night. Children who are overly tired do not benefit from learning activities or therapies.

## **PARENT INVOLVEMENT OPPORTUNITIES**

Arc Wayne/Roosevelt Children's Center is a parent-based organization and its Board of Directors is comprised of 51% parents/guardians of persons with disabilities. Given the Agency's history, the involvement of parents in their child's education is a key component to the child's success in their program.

#### **Classroom visitation policy:**

- RCC **does not** allow court ordered supervised visits to occur on our premises.
- Parent visits should be for the purpose of observing what goes on in program or participating in special events. Parents will be asked to participate in the activities with their child.
- Given the children's young age, we ask that parents call their child's teacher ahead of time to discuss the best time to visit.
- Because visits can be disruptive to the child and the classroom as a whole teachers and therapists have the right to limit visitations to certain times of the day and/or limit the length of the visit.
- We welcome parent participation in activities as long as it does not affect their child's or the other children's ability to benefit from the educational activities occurring in the classroom or during therapy.

#### **RCC supports parent involvement in a variety of ways:**

- A minimum of twice yearly parent/teacher conferences
- Parent volunteer opportunities include special classroom activity days, periodic classroom volunteering based on classroom need and parent availability and various fundraising opportunities throughout the year.
- Frequent communication between parents and teacher/therapists via notebooks, emails, FB groups, Remind, daily/weekly classroom activity sheets, and phone calls.
- Parents are strongly encouraged to participate in IEP development through spring conference attendance and at the CPSE annual review meeting
- Staff will update parents via Remind, emails, phone or note regarding any upcoming CPSE meetings, always encouraging parent participation and attendance.
- Parent training opportunities are also strongly encouraged through collaborative efforts with agencies such as; Head Start, Catholic Charities, Cornell Cooperative Extension, DSS, Wayne County Mental Health, SED and many others. Parents may attend a wide variety of training opportunities. These may include but are not limited to such topics as; early childhood development, managing behavior of young children, transition to preschool/school age services, networking services for families.





## **TRANSPORTATION CONTACTS**

<u>Program District</u>	<u>Phone Number</u>
Clyde-Savannah	315 902-3090
Gananda	315 986-4278
Lyons	315 946-2250
Marion	315 926-2436
Newark	315 332-3330
NR-Wolcott	315 587-2903
Pal-Mac	315 597-3408
Red Creek	315 754-6547
Sodus	315 483-5272
Wayne	315 524-1120
Williamson	315 589-6901

If you live outside of Wayne County and your child is transported by one of the services below, please contact them if you have any questions or concerns about transportation:

Kemp's Bus Service	585-346-5660
Transpo	315-759-5374

### **IMPORTANT TRANSPORTATION INFORMATION**

#### **DO NOT SEND YOUR CHILD TO PROGRAM IF ILL UNDER ANY CIRCUMSTANCES**

- For the first 2 weeks, please be flexible with the transportation schedule, as the times may vary until the route is established.
- Have your child ready 15 minutes early. The bus may arrive early if other students are absent on the bus route. Please do this throughout the year.
- Bring your child to the bus immediately, as the bus cannot wait more than a few minutes.
- **You must always be at home and visible to the driver to receive your child when they come home.**
- **If you cannot be home to get your child off the bus, you must contact the bus garage/transporter immediately!** If you have someone new or different taking your child off the bus, you must let the bus garage/transporter know who this person is and that you give them permission to take your child. The

bus garage/transporter will not release your child to a person that is not approved on their list or to someone they do not know.

- If your child is not going to ride the bus to or from program for any reason, please notify the bus garage/transporter and Roosevelt Children's Center as soon as possible.
- Due to established bus routes, pick-up and drop-off locations must be maintained. If you need a permanent change, please notify the main office at 315-331-2086 ext. 3103 or ext. 3286 as soon as possible so the change can be addressed.
- If your child is ill or unable to attend program, call the bus garage/transporter. Also, when your child is ready to return to program, call the day before to make the proper arrangements.
- If your phone number changes or is out of service, please notify RCC and bus garage/transporter of any alternative RELIABLE contact number. Be mindful of your phone voicemail and make sure it is not full and is able to receive messages if one needs to be left on your phone. It is VERY important that RCC and the bus garages/transporters are able to contact you!
- Please do not park in front of the program along the curb (sidewalk) while buses are loading/unloading. **Buses should never be passed while they have their red lights on or you will be ticketed by the local police department.**

### **DROP-OFF /PICK-UP OF STUDENTS TRANSPORTED BY PARENTS/GUARDIANS**

**Drop off before 7:45**

- Parents/guardians may park out front (if no buses are in the loop) or along the north side of the building in designated parent parking spots.
- Ring the front doorbell to gain access by daycare staff.
- Parents/guardians that have signed the COVID 19 Attestation Health Screening may walk their student directly to the morning drop off room.

**Drop off between 7:45 and 8:15**

- Parents/guardians will be directed to drive around to the side door closest to their child’s classroom and call the classroom when they arrive.
- Students will be picked up at the door by classroom staff.

**Drop off after 8:15**

- Parents/guardians may park out front (if no buses are in the loop) or along the north side of the building in designated parent parking spots.
- Ring the front doorbell to be let in.

**Pick-up during program hours (8:15-1:30):**

- Parents/guardians may park out front (if no buses are in the loop) or along the north side of the building in designated parent parking spots.
- Ring the front doorbell to be let in.

**Pick-up after program hours:**

- At classroom dismissal (1:30 p.m.), parents/guardians pick up at the side door closest to their child’s classroom.
- After 1:45, parents/guardians will be allowed to enter the building to pick up their students from daycare after ringing the front door bell.

**STUDENT SIGN IN/OUT PROCEDURE**

Whether you are coming to drop off/pick-up your child, visit your child’s classroom, for a parent conference, itinerant service, Parent Ed and Training meeting, or any other type of meeting, you must stop at the Main Office for instructions.

**Each classroom will maintain a binder containing:**

- A copy of photo ID's for each person having permission to pick-up your child.
- A copy of each child's emergency sheet that lists parent/guardian's address, home/work phone numbers, and the names of people given permission to pick-up the child if the parent/guardian cannot. **Please remember to update any changes to your contact information as soon as possible.**
- Classrooms should have on file a copy of any court papers regarding custody so they are aware of who is able to pick-up the child and who is not. **RCC must have copies of any custody papers on file.**

RCC staff will **not** release a child without asking the pick-up person for a **photo ID**. Once staff is familiar with the **usual** pick-up person, photo ID may not be necessary each time.

#### **Pick-up by alternative person:**

- If an alternative person needs to pick up your child, parents/guardians need to **send in a written note or call** notifying staff of the change. The designated person **must bring a photo ID** before the child will be released to them. A child will not be released to a person under the age of 18 years old.

#### **For children who ride the bus to/from RCC:**

- Parents need to provide **advanced notice** when picking up a child at RCC. Please give the full name for the child and the person picking them up.
- **Parents are responsible for contacting the transporter about the change for that day.**
- If you are unable to notify us in writing that you are picking up your child early, **please call ahead** and arrive at least 15 minutes before your child's usual dismissal time so that they are not put on the bus.

### **LATE ARRIVAL POLICY**

RCC has a policy that students should arrive on time. Special needs classroom programs begin at 8:00 a.m. We understand that situations may arise occasionally, but we ask that parents/guardians make every effort to get their child here no later than the start of the program day. If your child will be arriving late, please call the classroom or main office so that staff are aware.

If a student consistently arrives later than 8:00 a.m., we will begin the following procedures:

## FOLLOW UP PROCEDURES

1. When a parent/guardian consistently brings a student in later than program start time (8:00 a.m.), the classroom teacher and staff will remind the parent/guardian of RCC's Late Arrival Policy.
2. Arrival times are routinely documented. If a student arrives late one or more days within two consecutive weeks, the staff will notify the RCC Director or Assistant Director. A letter will be sent to parents/guardians regarding their child's late arrivals. A copy of the letter will be sent to the corresponding county's Office of Children with Special Needs and the student's school district or the Early Intervention (EI) Program if applicable.
3. If the student continues to arrive late after receipt of the letter, then the issue will be referred to the student's Committee on Preschool Special Education (CPSE) or County EI Official and EI Service Coordinator.
4. While Roosevelt Children's Center does not have the authority to terminate a child's services, we may ask for a review of program by the student's CPSE or EI Official.

This policy was put into place for several reasons:

- It is **VERY** difficult for students to enter the daily routine late and it disrupts their schedule for the rest of the day. If the child misses a meal, there may not be an opportunity to provide this later. **If they miss therapy, we are not required to provide make-up sessions.**

## ATTENDANCE POLICY

**FOR CHILDREN WHO RECEIVE SERVICES  
AT ROOSEVELT CHILDREN'S CENTER**

**It is your responsibility to notify us if your child is absent. Please e-mail your child's teacher or the nurse.**

If your child receives a classroom program via an Individualized Education Program (IEP), they must participate 60% of the time to continue participation in our special needs program. If the child's attendance falls short of the 60% requirement without a legal absence\*, we will begin follow-up procedures. *Attendance requirements do not apply to daycare students.*

### **FOLLOW UP PROCEDURES**

1. The nurse will contact parent/guardian if your child is absent with no explanation.
2. When attendance becomes a concern, staff will reach out to parent.
3. When attendance reaches 80%, a meeting will be set up with parents to determine barriers to regular attendance.
4. Classroom staff will contact the Director if the student's attendance falls short of the 60% requirement. A letter will be sent to parents regarding their child's attendance. A copy of the letter will be sent to the County Office of Children with Special Needs and/or County Early Intervention (EI) Program and the Committee on Preschool Special Education (CPSE) Chairperson of your school district.
5. If the child's attendance does not improve within ten days of the receipt of the letter then the issue will be referred to the child's CPSE Office or County EI Official and EI Service Coordinator.

Roosevelt Children's Center does not have the authority to terminate a child's services only the child's local CPSE/Early Intervention official does.

#### **\*Legal Absences:**

- If the child is involved in surgery, or child has an illness (i.e., chicken pox, mumps, lice, pink eye or deep cough).
- If the child has medical or dental appointments.
- Illness/Quarantine due to COVID-19.
- A death in the family.

### **PROGRAM EMERGENCY CLOSING PROCEDURE**

PLEASE BE AWARE THAT DURING THE COVID-19 CRISIS, per New York State guidelines, your child's classroom may need to be closed to quarantine due to a confirmed case. **You MUST be prepared to be able to keep your child home in these circumstances.**

Information regarding ANY closures will be made available to you via:

- Remind Alert Text
- Classroom Facebook Groups

When it is necessary to close program due to bad weather/utility related issues (water, electrical), RCC makes an independent decision each and every time based on conditions impacting our building only. RCC **does not** necessarily close when Newark Central School District is closed or that Arc Wayne is closed.

**If RCC is closed, you will see “Roosevelt Children’s Center” on the following TV stations:**

WROC – Channel 8

WHAM – Channel 13

When Roosevelt Children’s Center is closed, that means all programs/services are closed unless otherwise notified. That includes classes for children with special needs, the daycare program and any services provided in the community. Please note that daycare families will be reimbursed for any emergency closing, including snow days.

We also recommend that parents/guardians sign up for text alerts from Channel 8 and/or Channel 13. As soon as RCC administration has contacted these TV stations you will receive a text alert that RCC is closed.

**DELAYED OPENING**

If it becomes necessary to delay the start of program due to weather/utility related issues, you will see/hear **Roosevelt Children’s Center – 1 hour or 2 hour delay.**

Families of daycare children may bring their children after:

7:30 AM – For a 1 hour delay

8:30 AM – For a 2 hour delay

**Please refer to the RCC Program Calendar for scheduled calendar days/holidays that program will be closed.**

**You may find the RCC Program Calendar on Arc Wayne’s website: [www.arcwayne.org](http://www.arcwayne.org)**

**Click on “Services”, then click on “Roosevelt Children’s Center”.**

**EMERGENCY PROCEDURES**

In order to be in compliance with Office of Children and Family Services and State Education Department fire drills/lock down drills/shelter in place drills are conducted 17 times during the academic year and summer program.

## **FIRE DRILL PROCEDURE**

Upon initiation of the fire alarm, exiting of the building should be in an orderly, quiet, and quick manner. Children will exit through the door indicated on the evacuation plan map posted by room door.

Fire may be simulated at different exits throughout the year.

All classes are to gather near the flagpole in front of the building.

Staff and students will remain outside until the all clear is given to re-enter the building.

In the event of an actual fire the decision may be made to proceed to the Calvary Baptist Church on Peirson Ave as the secondary evacuation site.

## **LOCK DOWN/SHELTER IN PLACE DRILLS**

These drills are used to secure the building and grounds during incidents that pose an immediate threat of violence in or around the school. SED requires that 4 lock down drills are conducted each academic year. Two of the SED required lock down drills can also be counted as the two required OCFS shelter in place drills.

According to OCFS daycare regulations, parents must be notified in advance of any Shelter in Place drills.

## **IS YOUR FAMILY PLANNING TO MOVE?**

**There are several things you must do/know when you move:**

- You **must** notify your current school district.

- If switching districts, you must register with the new school district. Your child's services **cannot continue** unless you have contacted their Committee on Preschool Special Education (CPSE).
- Bus transportation **cannot continue** if you do not register with the new school district.
- If you are moving into a different county, the new county may not approve placement in our program.
- If you move and your child's services are discontinued from RCC, a space cannot be held in our program as it may have already been filled.



## **ATTENTION PARENTS**

**All records of immunizations and physical forms MUST be on file at RCC. Effective June 13, 2019, per NYS law, non-medical exemption from vaccination will not be accepted.**

**Proof of immunization needs to be provided on each child for the following:**

- ✓ DTaP (Diphtheria, Tetanus, and Pertussis)
- ✓ IPV (Polio)

- ✓ MMR (Measles, Mumps, Rubella)
- ✓ HEP B (Hepatitis B)
- ✓ HIB (Hemophilus Influenzae Type B)
- ✓ VARICELLA (Chicken Pox)
- ✓ PCV (Pneumococcal)

We also highly recommend a Lead Screening.

### **THIS IS REQUIRED BY NEW YORK STATE LAW**

“Public Health Law prohibits a school from permitting any child to be admitted to such school or to attend such school in excess of 14 days without sufficient evidence that the child has received all age-appropriate vaccinations”

**Although Public Health Law allows students to attend up to 14 days before requiring proof of vaccinations, Roosevelt Children’s Center requirement is that all updated immunization and physical forms be on file no later than 5 days before the start of program.**

### **THIS IS AN ANNUAL REQUIREMENT**

#### **ILLNESS POLICY**

**If your child is ill, you must keep them home.** It is in the best interest of your child and the other children at Roosevelt Children’s Center to keep your child home when they are ill. Children need to be well to be able to participate actively in the program.

- If your child is absent, please call/e-mail the nurse at RCC to inform us of the reason for the absence.

- If your child should develop symptoms of illness while at RCC they will be taken to the nurse's office. If the nurse determines the child is too ill to remain in program, the nurse will call the parents or their designee to pick up the child.
- You or your designee **must** come and pick up your child. **Please make sure you are reachable at all times.**
- If your child has been absent/sent home due to a medical or health related problem, it is necessary for you to communicate with the nurse to determine when your child may return to program.
- After a fever, a child's temperature must be under 100°F for 24 hours **without fever reducing medicine** before they return to program.
- **Your child may be required to have a doctor's permission/note in order to return to program. Examples include:**
  - ✓ Hospitalization and/or surgery
  - ✓ Communicable illnesses
  - ✓ Contagious illnesses
- If you have questions, please call the program nurse at 331-2086, ext. 3108.
- **Please notify us if your child is changing physicians, clinics or medications so we continue to have up-to-date information for their health record.**

**According to regulations any child who has any of the following cannot attend our program until cleared by a physician:**

1. A suspected or diagnosed communicable disease as defined by the New York State Department of Health until evaluated and approved for inclusion by a health care provider to participate in the program.
2. A fever defined as per the following: a temperature of 100°F or higher orally, axillary (under the arm), temporal (forehead) or aural (in the ear).

3. Difficulty breathing.
4. A child with any notable changes including evidence of a rash, unusual irritability, poor feeding, vomiting, or excessive crying.
5. Not urinating at least once in 8 hours, dry mouth, no tears or sunken eyes.
6. Stools that are black or have blood mixed through them.
7. A seizure for the first time or longer than 3 minutes in which case we are required to call 911.
8. A blood red or purple rash made up of pinhead-sized spots or bruises that are not associated with injury.
9. A rash of hives or welts that appears and spreads quickly.
10. A stiff neck or severe headache.
11. Neck pain when the child's head is moved or touched.
12. A severe stomach ache without vomiting or diarrhea after a recent injury, impact to the abdomen or hard fall.
13. Unequal pupils (black centers of the eyes).
14. Continuous clear drainage from the nose after a severe impact to the head.
15. Acting unusually confused.

## Common Illnesses in Preschool Children

**Please keep your child home if they are showing any symptoms of feeling ill.**

If you child is exhibiting symptoms of any of the illnesses listed below please follow the actions recommended.

Type of Illness	Symptoms	Suggested Parent Action	Exclusion from Program	Return to Program Criteria
Common Cold	*coughing	Encourage fluids &	-Fever over 100 °F	Symptoms resolved

<p>*viral</p> <p>*Bacterial</p>	<p>*sneezing</p> <p>*runny nose</p> <p>*scratchy throat</p> <p>*watery eyes</p> <p>*fever</p>	<p>promote rest</p> <p>If excessive coughing and/or nasal drainage keep child home</p>	<p>-Appears to be ill</p> <p>-If COVID suspected</p>	<p>Fever free x24 hours without the use of medication</p> <p>Your child <i>may</i> need a doctor's note to return to program</p>
<p><b>COVID</b></p>	<p>*fever or chills</p> <p>*cough</p> <p>*shortness of breath or difficulty breathing</p> <p>*fatigue</p> <p>*body aches</p> <p>*headache</p> <p>*loss of taste or smell</p> <p>*Sore throat</p> <p>*congestion/runny nose</p> <p>*nausea &amp; vomiting</p> <p>*diarrhea</p>	<p>Encourage fluids &amp; promote rest</p> <p>Keep your child home and begin isolation</p> <p>Have your child tested for COVID (home test or PCR)</p>	<p>-Fever over 100 <math>\text{°F}</math></p> <p>-Appears to be ill</p> <p>-if COVID suspected</p> <p>-RCC will contact parent immediately to pick up child</p>	<p>Completed the required Isolation or tests negative for COVID</p> <p>Symptoms improving</p> <p>Fever free x24 hours without the use of medication</p> <p>Your child <i>may</i> need a doctor's note to return to program</p>
<p><b>Flu (influenza)</b></p>	<p>*fever or chills</p> <p>*body aches</p> <p>*headache</p> <p>*decreased energy</p> <p>*cough &amp; congestion</p> <p>*sore throat</p> <p>*abdominal pain</p> <p>*nausea &amp; vomiting</p>	<p>Encourage fluids &amp; promote rest</p> <p>Keep your child home</p> <p>Have your child tested for the Flu</p>	<p>-Fever over 100 <math>\text{°F}</math></p> <p>-Appears to be ill</p> <p>-If COVID suspected</p> <p>-RCC will contact parent immediately to pick up child</p>	<p>Symptoms improving</p> <p>Fever free x24 hours without the use of medication</p> <p>Your child <i>may</i> need a doctor's note to return to program</p>
<p><b>GI Illness (gastrointestinal)</b></p>	<p>*abdominal pain</p> <p>*nausea &amp; vomiting</p>	<p>SEE VOMITING</p> <p>SEE DIARRHEA</p>	<p>SEE VOMITING</p> <p>SEE DIARRHEA</p>	<p>Symptoms resolved</p>

	*diarrhea			Your child <i>may</i> need a doctor's note to return to program
<b>Vomiting</b>	*"throwing up" 2+ times in the last 24 hours  *nausea/upset stomach	Keep your child home if have vomited within the last 12 hours with unknown cause  Encourage Fluids	-Vomiting while at RCC- unless caused by non-infectious condition  -Child appears to be ill	Vomiting has resolved  Child is eating and drinking well  Your child <i>may</i> need a doctor's note to return to program
<b>Diarrhea</b>	*frequent loose, watery stools  * abdominal cramps *fever  *blood in stool  *generally not feeling well	Keep your child home if have had diarrhea episodes within the last 12 hours  Encourage fluids	-Diarrhea episodes exceed 2 while at RCC with unknown cause  -Diarrhea is causing accidents for toilet trained children  -Stool is not contained in the diaper for diapered children	Diarrhea has resolved  Child is eating and drinking well  Your child <i>may</i> need a doctor's note to return to program
<b>Strep Throat</b>	*sore throat  *fever  *stomach ache  *decreased appetite/pain when swallowing  *swollen lymph nodes  *white patches on back of throat	Keep your child home if appear to not feel well  See healthcare provider is symptoms last longer than 24 hours  Have your child tested for Strep	-Fever over 100 $\text{TF}$  -Appears to be ill  -Complains of a severe sore throat and white patches present  -RCC will contact parent to pick up child	Negative Strep test  or  24 hours after the start of antibiotic  Fever free x24 hours without the use of medication
<b>Hand, Foot and Mouth</b>	*tiny blisters in/around mouth, fingers, palms of hands, buttocks, and/or	Keep your child home if weeping skin sores or drooling with mouth sores	-Fever over 100 $\text{TF}$	May return once blisters are no longer weeping

	soles of feet  *fever		-Skin sores that are weeping fluid  -Mouth sores with drooling	Fever free x24 hours without the use of medication
<b>Conjunctivitis/ Pink Eye</b>  *Viral  *Bacterial  *Allergic	*Viral - no drainage or watery drainage while awake  *Allergic-no drainage, itchy  *Bacterial- thick yellow/green goopy drainage all day	If unsure of viral or bacterial pink eye please keep child home and call child's doctor for diagnosis and possible treatment	-Exclusion is only for bacterial conjunctivitis; red eyes with yellow/ green drainage,  -RCC will contact parent immediately to pick up child	May return after child is seen by a healthcare provider  &  treatment has started (if ordered)
<b>Lice</b>  *Small tan colored insects	*Itching of the skin, scalp or neck  *Nits attached to hair	If lice found while home, child must receive treatment prior to returning	-Child does not need to be excluded from program  -RCC nurse will notify parent	After treatment for lice

**\*\*THE BEST WAY TO PREVENT THE SPREAD OF INFECTIONS IS GOOD HANDWASHING\*\***

### **MEDICATION POLICY AND PROCEDURE**

- Any medication to be administered at program must be delivered to the program nurse by a parent/guardian or other adult. **Medication of any kind cannot be sent to program with the child on the bus/van.**
- Medication must be brought to program in original packaging or a pharmacy labeled container along with:
  - ✓ A physician's order for the administration of the medication during program hours, to include dose, frequency, duration and indication to be given.
  - ✓ The parent/guardian's signed authorization for program officials to administer the medication at Roosevelt Children's Center.
  - ✓ Physician's orders updated annually and as needed.
- The program nurse may take a verbal order from a physician's office. It must include name of medication, amount, route, time and frequency. A written order must be on file within 24 hours.

- Medication delivered to RCC for administration will be logged into the Medication Log by the nurse at the time of receipt. All orders will be double checked.
- Controlled substance medications will be stored under double lock and key with the daily accounting of the medication present recorded by the program nurse on the Record of Controlled Substance.
- The nurse will document any administration of medication, withholding of a dose, change in medication, or the discontinuation of the medication on each individual's Medication Chart.
- If the nurse administers a child their ordered PRN (as needed) medications, a note will be sent home. The note will include the medication, time given, and indication for administration.
- If a child receives a rescue medication (ex. Epipen, insulin, albuterol) the nurse will provide an Individual Health Care Plan/Emergency Care Plan for that child
- All outdated/discontinued medications must be picked up by the parent/guardian. If not picked up within two weeks of the outdated/discontinued date, it will be destroyed by the program nurse.

### **CHILD ABUSE AND MALTREATMENT REPORTING**

**As employees of a school/child care center, we are mandated reporters. We are *legally required* to report any suspected or observed abuse/neglect.**

The following information must be provided:

- Name, address and age of student
- Name and address of parent/guardian or caretaker
- Nature and extent of injuries or description of neglect
- Any other information that might help establish the cause of injury or condition

**It is not the responsibility of RCC staff to pass judgment or to prove that the child has been abused or neglected or to determine whether the child is in need of protection.** The law purposely requires only a

“reasonable cause to suspect” that the child is abused or maltreated and requires a report be made if such condition exists.

If a parent suspects that their child has been abused or maltreated they should call the voluntary reporters hot line at 1-800-635-1522 or 911

- Investigation of the incident will be initiated immediately by CPS/law enforcement followed by an agency investigation
- Upon completion of the investigation, all the information will be reviewed and recommendations made to the Executive Director
- Parents will be notified of the outcome of the investigation.
- Should the investigation conclude that the alleged abuse did occur, dismissal of the employee is a likely outcome.

### **SAFETY POLICY – STUDENT PICK UP AND INDIVIDUALS ON RCC PROPERTY**

Arc Wayne/Roosevelt Children’s Center reserves the right, in its sole discretion, to prohibit individuals we serve from riding with anyone whom we determine is or may be impaired for any reason including, but not limited to, drugs or alcohol. In the event a person is, or appears to be impaired, on duty staff will request the person refrain from transporting the individual and seek alternate transportation. Individuals whom we observe driving in what may be an impaired state may be reported to law enforcement officials.

The administration of the Roosevelt Children’s Center is responsible for the safety and well- being of the children and staff. The agency reserves the right in its sole discretion to exclude anyone from the building and grounds and to ask anyone to leave the premises.

### **ADMISSION AND DISENROLLMENT IN RCC PROGRAMS**

#### **Daycare Program**

Our Daycare Program is available for children ages 18 months to 5 years who demonstrate reasonable independence at their developmental level. This program requires enrollment with our Daycare Director, who will determine eligibility and place children according to their age and level of independence. Due to this, it is very difficult for us to place children with IEPs (Individualized Education Plans) in our daycare program, specifically for wrap-around care.

Parents are required to pay monthly tuition for this program. Tuition is predetermined and discussed with parents during the enrollment process. We do accept daycare assistance from the Department of Social Services if it has been approved by your home county. Prior approval is appreciated to avoid any accruing charges during the waiting period.

- Serves children 18 months to 5 years of age.
- Children may be integrated into special needs classes for part of their day.
- Enrollment options:

**Option 1** – Child is enrolled to attend program for the academic calendar and a six week summer program.

**Option 2** – Child is enrolled to attend program for all calendar days except legal holidays.

- An enrollment fee of \$25.00 is due before a child may attend.
- Parents may change the enrollment status of their child. An enrollment change notice must be completed, signed and returned at least 2 weeks prior to the effective date.
- Parents must provide the program written notification of at least two (2) weeks to withdraw a child from the program.

### **Preschool Special Education Program**

Children are accepted into RCC based on which program they qualify for and on the regulations of that program.

- Parents contact their school district and request an evaluation for their child.
- The evaluation is conducted by an approved preschool evaluation agency.
- If the child shows delays in development the Committee on Preschool Special Education (CPSE) of the school district will determine what services the child qualifies for.
- Children qualify for a preschool special education classroom based on their level of need in cognitive, motor, speech, social and emotional skills.
- Only a child's CPSE can discharge a child from program. Parents can withdraw their child from services at any time by notifying the CPSE.

### **Early Intervention Program**

- Parents contact their county Early Intervention Program and request an evaluation for their child.
- The evaluation is conducted by an approved Early Intervention (EI) evaluation agency.
- If the child shows delays in development the county EI Program will determine what services the child qualifies for.
- Children qualify for a toddler special education classroom based on their level of need in cognitive, motor, speech, social and emotional skills.
- Only a child's County EI Official can discharge a child from program. Parents can withdraw their child from services at any time by notifying the County EI Official.

## **YOUR CHILD'S RECORDS**

During initial registration and annually thereafter, parents will be advised of the following procedure concerning acquisition, maintenance, confidentiality and accessibility of their child's educational records.

Personal and family data, whether given to a staff member during an interview or obtained by staff through reports from other agencies, will be maintained in the strictest of professional confidence.

- All student records are maintained in individual files in locked cabinets or on secured database.
- Only designated employees have access to these files and database.

### **Parental Access to Student Records**

You have the right to review or obtain copies of your child's records. You may request a Record Access form from RCC's Main Office. There is a fee of no more than \$.10 cents per page for copies in excess of 5 pages.

A copy of Roosevelt Children's Center complete confidentiality and record access policies is available upon request.

Parents, or with written parental permission, a representative of the parent can review and inspect all the records pertaining to their child and the child's family that are collected, maintained, or used for the purposes of the Early Intervention and Preschool Programs.

### **Amendment of Student Records**

Parents have the right to request an amendment of their child's record when they believe the information contained in the record is inaccurate, misleading, or violates the privacy or other rights of their child.

### **Disclosure of Personally Identifiable Information from Education Records**

Personally identifiable information includes but is not limited to:

- The student's name
- The name of the student's parent or other family member
- A personal identifier, such as the student's social security number, student number or biometric record
- Other indirect identifiers such as the student's date of birth, place of birth and mother's maiden name
- Other information that alone or in combination is linked or linkable to a specific student that would allow a reasonable person in the school community who does not have personal knowledge of the relevant circumstances to identify the student with reasonable certainty
- Information requested by a person who the educational agency or institution reasonably believes knows the identity of the student to whom the education record relates.

### **Preschool Program**

**The following policies are in place for those students receiving services through Roosevelt Children's Center Preschool and Early Intervention Programs.**

#### **Family Educational Rights and Privacy Act - FERPA**

FERPA is the Federal law that protects the privacy of students' education records. Roosevelt Children's Center receives federal IDEA funds and is therefore subject to FERPA. Under FERPA parents have the right to inspect and review or seek to amend their child's educational records. In addition parents have the right to consent to the disclosure of information from education records except as provided by law.

#### **Definition of Educational Record**

Education records are records that are directly related to a student and maintained by an educational agency or institution or by a party acting for the agency or institution. Medical or health related records maintained by a school are education records and also subject to FERPA.

Only information appropriate to a request will be released.

Under the following conditions prior parental consent is not required to disclose information:

- To school officials with legitimate educational interests\*
- To schools in which a student seeks or intends to enroll
- To federal, state and local educational authorities conducting audit, evaluation or enforcement of educational programs
- To organizations conducting studies for or on behalf of the school
- To parents of a dependent child
- To comply with a judicial order or subpoena
- In connection with a health or safety emergency\*\*
- To state and local officials in connection with serving the student under the juvenile justice system
- The disclosure of directory information\*\*\*

Except for the above specific exceptions parents will provide RCC with a signed and dated written consent to send or receive pertinent medical/psychological/educational records.

\*A School official is a person employed by the student's home school district as an administrator, supervisor, teacher, or support staff member or the following Roosevelt Children's Center employees: Program Director, Assistant Program Director, Administrative Assistant, RCC Nurse, Program Secretary, Program Assistant, Special Education Teachers, Speech Therapists, Licensed Speech Pathologists, Physical Therapists, Occupational Therapists, Certified Occupational Therapy Assistants, Physical Therapy Assistants, School Psychologist, Therapist, Teaching Assistants. In addition Roosevelt Children's Center contracts for certain services such as music and vision therapy. Those contractors are also considered school officials.

A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility.

\*\*If RCC determines that there is a significant threat to the health and safety of a student or other individuals, we may disclose information from education records to any party whose knowledge of the information is necessary to protect the health or safety of the student or other individuals. Appropriate parties may include parents of an eligible student. This may also include OCFS/CPS upon request.

\*\*\* Directory information is information not generally considered harmful or an invasion of privacy if disclosed. This includes but is not limited to:

- Name , address, telephone listing, electronic mail address
- Date and place of birth, photographs
- Participation in official recognized activities and sports
- Field of study
- Weight and height of athletes
- Enrollment status (full, part time, undergraduate, graduate)
- Degrees and awards received
- Dates of attendance
- Most previous school attended

- Grade level

Under FERPA regulations the disclosure of the above information is allowed without prior parental consent and with notification to parents within a reasonable amount of time to allow them to request that RCC not disclose the information. However it is the policy of Roosevelt Children's Center that the above information will not be disclosed without prior written consent from parents.

Under FERPA Parents have a right to file a complaint with the U.S. Department of Education concerning alleged failures by Roosevelt Children's Center to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are:

Family Policy Compliance Office

U.S. Department of Education

400 Maryland Avenue, SW

Washington, DC 20202-8520

### **Additional information for the Early Intervention Program**

According to federal and state law, parental consent must be obtained before personally identifiable information is disclosed to anyone other than officials of participating agencies collecting or using the information for the purposes of the Early Intervention Program.

Roosevelt Children's Center shall ensure that no information regarding the condition, services, needs, or any other personally identifiable information regarding a child and family is released to any party other than the early intervention official, child's service coordinator, or RCC employees and other provider agencies who are directly involved in the delivery or oversight of services to the child/family without the express written consent of the parents/guardians.

### **ACCESSING INFORMATION AND REGULATIONS**

Roosevelt Children's Center is governed by three sets of regulations, Department of Health for the Early Intervention Program (EIP), State Education Department (SED) for the preschool special education program, and the Office of Children and Family Services (OCFS) for the daycare program.

The regulations and contact information can be found below:

#### **Early Intervention:**

[https://www.health.ny.gov/community/infants\\_children/early\\_intervention](https://www.health.ny.gov/community/infants_children/early_intervention)

SubPart 69-4- Early Intervention Program

New York State Department of Health

Bureau of Early Intervention

Corning Tower, Room 287

Empire State Plaza

Albany, NY 12237-0660

Phone: (518) 473-7016

Email: [bei@health.ny.gov](mailto:bei@health.ny.gov)

**Preschool Program:**

<http://nysed.gov/>

Regulations of the Commissioner of Education- Parts 200

NYS Education Department

P-12: Office of Special Education

Special Education Quality Assurance (SEQA)

2A Richmond Avenue

Batavia, NY 14020

Phone: (585) 344-2002 Fax: (585) 344-2422

**Daycare Program:**

<https://ocfs.ny.gov/main/childcare/>

Part 418-1 – Child Daycare Centers

NYS Office of Children and Family Services

Rochester Regional Office

259 Monroe Avenue 3<sup>rd</sup> Fl. Rm. 301

Rochester, NY 14607

Office/child care complaint line: (585) 238-8531

Desk: (585) 238-8521 Fax: (585) 238-8544