

# **Kidspiration Pediatric Therapy Services**

**Phone: 870-424-4021**

**Fax: 870-424-4112**

## **Parent Handbook Disciplinary Policy and Procedures**

**2025**

In accordance with Federal Law and the United States Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, sex, age, or disability. To file a complaint, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (Voice and TDD). USDA is an equal opportunity provider and employer.

## **Kidspiration Pediatric Therapy Services Parent Information and Policy Guide**

### **Mission**

The mission of Kidspiration Pediatric Therapy Services is to promote the growth and development of children by providing Early Intervention, and other developmentally appropriate services which will strengthen their capability to be more successful in life.

### **Philosophy and Goals**

The goal of Kidspiration Pediatric Therapy Services is to maximize the full potential of each individual child and to focus on the development of the “whole” child,

Physically  
Emotionally  
Socially  
Cognitively

### **Owners/Board Members:**

Kidspiration is a family owned, Medicaid funded company. We first opened our doors in 2011 in Mountain Home and have since grown and expanded. Our owners and board members include, Leah Coleman, Nick Coleman, Debbie Coleman, and Mel Coleman.

Our program staff will provide developmentally appropriate activities and guidance for children from birth to age five. Below are the guided principles that will be followed.

- To provide a childcare setting which will meet the child’s developmental needs.
- To establish and develop a positive and working relationship with families.
- To provide activities and experiences that will strengthen the child developmentally.
- To provide a nurturing environment for all children to encourage social and emotional growth.

### **Organizational and Staff Structure**

The administration staff consists of an Administrator, facility Director, and an Early Childhood Developmental Specialist (ECDS).

The program ratio is set by licensing and child/teacher ratios are always met and sometimes exceed local and state requirements. All Staff are required to participate in on-going training in child development and early childhood education. The center initiates a background check on every employee, as required by current licensing requirements. In addition, references from previous employers are required.

## **Curriculum**

We work very hard in preparing developmentally appropriate curriculum through extensive assessment, and the identification of individual and group goals. We want to partner with you, the parent, in helping the children reach their full potential.

Room assignments are generally based on the child's developmental age. Room assignments are flexible and a child may be moved from one group to another to meet special needs.

Parents are expected to read and be in compliance with the operating procedures of this handbook and notes and newsletters sent home from time to time. Feel free to offer suggestions, comments, and constructive criticism.

## **Adjustment Period**

Starting to attend a daycare facility is an exciting experience for young children. Initially however, it can be a difficult one. With any child, regardless of his/her personality and how eager they might be to start their program, there will be a moment when he/she realizes that his/her parent is not going to be there. Parents too may feel anxious about the separation. These feelings are normal. If the child is having difficulty, please say good-bye quickly, unhesitatingly, and without looking back. Children seldom cry for more than a few minutes after the parent is gone. With time, the daily routine should dispel all fears and bring about full adjustment.

For the health and well-being of all children at the center, if your child is sick please keep him/her at home. If your child becomes ill during center hours, you will be contacted immediately and requested to pick him/her up. We will contact you if your child shows any signs of the following:

- An oral temperature of over 101 degrees
- Discharge from ears
- Vomiting and diarrhea
- Any rash of skin lesions that blisters
- Excessive signs of cold, tiredness, sore throat, runny nose, sneezing, or coughing
- Pink Eye
- Untreated scabies, head lice, or the presence of nits
- Ringworm
- Impetigo

Children who are sent home ill must stay home from school the following day and must stay home until they are 24 hours symptom free. Under no circumstances will a child be allowed to return the day after they are sent home. In certain cases, a note from your child's doctor may be required before he/she returns to school.

All children entering a childcare facility are prone to several illnesses the first year, due to the development of their immune system. We are not staffed to keep ill children in from the playground. Therefore, if your child is too sick to go to the playground, please make other arrangements for that day. We are required by state licensing to take the children out each day as weather permits.

Parents or guardians will be notified of contagious illnesses as soon as possible.

### **Immunizations**

State requires every child in the center to be fully immunized. A photocopy of the current immunization record is required at the time of enrollment. Please remember to provide proof of additional immunizations received after enrollment. Failure to comply with these requirements may result in termination of your child's enrollment.

### **Medications**

State law requires a prescription for all medications that are to be administered in a school facility. Medication shall be given to children only with signed parental permission, which includes date, type, drug name, time, and dosage. It shall be in the original container, not have an expired date, and have the pharmacy label with the child and doctor's name. Doctors' samples must have written permission from the doctor. Over-the-counter meds such as non-aspirin pain reliever, cough and cold medicines, and Desitin, may be administered with parental consent only.

Tylenol will be administered by our center ONLY after release is signed and the parent is aware of current concerns regarding the usage of Tylenol.

### **Medical Conditions**

It is very important that you inform staff of any special allergies or medical conditions your child has. This will assist us in being better prepared to handle any emergencies that may arise.

### **No Nit Policy**

Head lice are a common occurrence in young children. Almost every child has it at least once during his/her childhood. Parents should understand this and know that there is no stigma attached to it. Head lice are checked for frequently at the center.

Your child will be sent home if head lice or nits (eggs) are found in your child's hair.

Once your child has been treated with lice shampoo, the nits must be removed, usually by strand. These eggs will hatch open and re-infest your child in 7-10 days. Therefore, we have a 'no nit policy.' If lice have gotten into your home and are in your carpet and bedding, they will be very difficult to remove and will require that you will follow the instructions on the shampoo or lice spray.

Remember that your child will be sent home if either the lice or the eggs are present in your child's hair.

### **Infants and Toddlers**

The following information applies specifically to the infant/toddler program.

All babies are to have with them, each day, the following:

- Change of clothes
- Diapers (they are labeled by the teacher)
- Bottles

- Formula or milk (if taking a bottle)

Infants and toddlers cannot communicate their needs. Anything that you can tell the teachers will benefit in providing appropriate care. Parents are encouraged to bring a bag of diapers to leave here, so that your child will have a ready supply. The teachers will label the diapers. Also, if your child is on formula or baby food, please make sure we have extra in case you forget to bring some in.

The routine use of food, bottles and formula shall be agreed upon by the caregiver and the parent/guardian. Instructions regarding special needs for food, bottles, and formulas, such as food allergies shall be obtained in writing from the parent and followed by the caregiver.

Feedings for all children up to twelve (12) months of age is documented by the caregiver and are available for review by the parent. This documentation is continued for all children older than twelve (12) months of age who are still being given bottles.

### **Emergency Procedure**

Parents will be contacted immediately in the event of an emergency. Please keep the front office updated on changes in your business or home phone numbers and addresses. Children without reliable emergency numbers may be dismissed from the program.

Minor injuries will be treated with the appropriate first aid and you will be informed about them on an accident report.

In case of serious emergency, the closest hospital will be used via ambulance at your expense. If other listed contact people cannot be reached, we will call the physician specified by you on the registration form. Any child who is injured will receive immediate attention. Parent will be notified of all injuries. Injuries that require the attention of medical personnel will be reported to the parent immediately.

Evacuation procedures for fire and other emergencies are practiced monthly. Severe weather drills are also conducted every month. When severe weather is in the area, the director monitors weather reports and alerts staff to be prepared to quickly move children to safety. Emergency procedures are posted in each classroom and throughout the center. The staff knows and periodically reviews procedures for other emergencies, such as an intruder or a shelter-in-place alert. In the event that we must close during a school day, we will contact you to pick up your child as soon as possible.

### **Natural Disasters**

In the event of any natural disaster, such as an earthquake, tornado, or flood, your child will be kept at Kidspiration until you can pick them up. Remember, during times of disaster phone lines may be down.

### **Weather Related Closings**

On the FIRST day we experience inclement weather (snow, sleet, ice) we will close if the public schools close. On SUBSEQUENT DAYS, when there is snow/ice on the roads, we will monitor the

weather and assess road conditions. Please check KTLO and/or Kidspiration's Facebook page for closings.

### **Center Schedule**

Kidspiration Pediatric Therapy Services Inc. operates from 7:00 am to 4:30 pm.

The center operates all year except for closing for necessary training, cleaning, holidays, and inclement weather. Parents will be given adequate notice to arrange alternative childcare. We close the following holidays: Labor Day, Thanksgiving, Christmas, New Years, Memorial Day, and Fourth of July.

In the event that we must close during a school day, we will contact you to pick up your child as soon as possible. Please listen carefully to your local radio stations for our inclement weather closings.

It cannot be emphasized enough that you be prepared for these closings as well as those times when your child must be picked up due to illness or inclement weather by pre-arranging a back-up sitter. This will be a need throughout your child's school years.

### **Enrollment and Registration**

Enrollment is based on qualification guidelines set by Medicaid and is open to any qualified child regardless of sex, race, or religious preference. Children are registered on a full-time basis only. All children are screened and tested and a specialized developmental curriculum is developed for each child. Services may include speech/language therapy, occupational therapy, physical therapy, and developmental services.

Before your child can stay in the center, we MUST have the following items in their file:

- Properly filled out enrollment forms
- Birth Certificate (copy)
- Current Immunizations (copy)-includes DTAP, Polio, MMR, and HIB-if there is a problem with immunizations, we must have written statement from your physician or health unit. Bring in updated records as applicable.
- Social Security card (copy)
- Medicaid Card (copy)
- Other forms as requested for special services

### **Meals and Snacks**

Two meals and one snack are served each day. We participate in the Child Nutrition Program and are required to have set times for food service. Breakfast is served at 8:00 am, lunch is served at 11:00 am, and afternoon snack is served at 2:00 pm. Parents are responsible for their children's meals if they are not here during the set schedule. Meals meet the requirement guidelines by the Child Nutrition Program, which is monitored by the state agencies. **Please notify the Center Director if your child has any food allergies.** You will need to provide a statement from your child's doctor confirming

the food allergy and including any special instructions.

## **Rest**

State licensing rules require preschoolers be given an opportunity to rest after lunch. Children have sleeping cots labeled with their names. Clean sheets are provided. Children are not required to sleep but non-sleepers must rest quietly with a book, toy, etc. during rest period. All items should be clearly marked with the child's name.

## **Dis-enrollments for Non-Attendance**

Any child, who has not been in attendance for one week, without calling to notify us, may be dropped from the program. We keep a waiting list and have families that desire a space; therefore, this policy will be enforced. Any child absent for 10 days in one month without medical documentation will be dismissed from service. If there are extenuating circumstances, i.e. family vacation or emergency, a note must be given to the director explaining the situation.

## **Classroom Policies and Procedures**

### **Arrival and Departure**

Please sign your child IN and OUT on the sign-in sheet at the entrance. We MUST keep record of who is here, when, and where. No child will be released to persons not authorized by you in writing or by phone. These persons will be required to show appropriate identification.

### **Balloons**

Balloons are considered a choking hazard for children this age, therefore, NO balloons will be allowed at any time in the center.

### **Birthdays**

We encourage you to allow your child to share his/her birthday with the class. Special snacks are welcome, and family is always allowed to participate. Please let your child's teacher know a few days in advance and he/she will give you a count for snack.

### **Clothing and Outdoor Play**

Children should be dressed in sturdy, comfortable clothing suitable for play. Please mark all clothing with your child's name. Each child always needs a set of spare clothing. Children spend time outdoors each day that weather permits and should be dressed appropriately. In winter, please send a hat, scarf, gloves, and coat. In warm weather, your child should be dressed in comfortable shoes and light clothing. Sneakers with socks, or other familiar shoes, are best for running, climbing, and enjoying the outdoors. All clothing should be labeled with the child's name. The program is not responsible for

lost clothing items. If we do not have extra clothes from home, your child may end up in clothing of the wrong size or gender because we have a limited number of extra clothes on hand.

### **Food**

We ask that all gum, candy, soda, and other edibles not be brought to school. If you wish to bring additional food for lunch or snack, please check with the front office.

### **Toys**

Please refrain from bringing toys from home. Sharing is difficult for children at a young age. We CANNOT be responsible for lost or broken toys.

## **General Policies and Procedures**

### **Bathroom Training Policies**

As children grow older, they may become aware of their bodies, and their bodily functions. It is important that they begin to learn self-help skills.

In the area of bowel training, it is important that children develop in this area when they are developmentally ready to do so. In order to encourage this in an older child who is developmentally ready to be trained, we ask that the child help clean himself. Naturally, the staff is there to oversee the child's efforts and to assist in his/her cleaning efforts.

Our potty-training policy at Kidspiration is that a child must be accident free for two weeks at school before he/she can be allowed to wear regular undies to school. The purpose behind this policy is to maintain a clean and sanitary classroom environment for every child. Accidents in the classroom require substantial clean-up time for disinfecting toys and contaminated area. Soiled rugs are not allowed to be returned to circulation and are quite expensive to replace. Please respect our policy and the other children in the classroom by making sure your child has been given the "two-week accident free" ok before sending them in regular undies.

We understand that this is a long process, and some children take longer than others to develop this skill. If we can be of any help, please let us know.

### **Biting Policy**

Young children bite for a variety of reasons. This happens quickly while children learn how to interact with each other and is a normal part of growing up. Small children do not understand the concept of space. The simple act of one child reaching out to touch another can initiate a bite because one child has invaded another's space. Most children outgrow this stage quickly.

However, some children develop a habit of biting. It is difficult to keep a habitual biting child from biting in a childcare setting without one-on-one individual attention. We are not equipped with



enough staff to monitor a child who requires one-on-one attention. As a licensed daycare, we are limited in what measures can be used to correct a biter.

Therefore, if your child becomes a habitual biter to the point that the staff cannot monitor the other children, you will be asked to make other childcare arrangements until your child has outgrown this. If your child bites more than three times in one day, you will be asked to pick up your child. If your child bites more than three times in one day, you will be asked to keep your child home for one day.

### **Discipline Policy**

The discipline policy of the program is based on research and theory. Discipline is integral to the goals of fostering autonomy and self-esteem. Discipline is considered a part of the curriculum; providing activities, materials, and equipment appropriate for the children to decrease the likelihood of misbehavior. In keeping with our goal, corporal punishment is NEVER used as discipline. Children are offered acceptable alternative behaviors. Direction and rules are stated positively rather than negatively (what a child can do rather than what a child cannot do). We use disciplinary techniques to help children internalize rules and become self-directed in their behavior. These include giving choices, problem solving, natural and logical consequences, ignoring, redirecting, “cooling off” periods, and under supervision time-out.

We request that parents do not spank their children in the center. We work with children to help them find alternatives to responding physically in stressful situations and strive to make the center a safe place where hitting is not acceptable. It is confusing to children to see that there are exceptions to the rules in school.

Please note that no physical punishment shall be administered to the children by our staff. Kidspiration staff have all been trained in nonviolent crisis intervention (CPI). If there is ever a time that your child is in crisis, i.e. being a danger to himself/herself or to others, then Kidspiration staff will follow CPI protocol.

If a child hurts or could potentially hurt other kids or staff, i.e. throwing furniture or objects, or enters into CPI protocol, you may be asked to pick up your child. If this behavior continues, the director will issue a 3 day to 1-week suspension. If your child is sent home three times in a 30-day period they will be dismissed.

If you have been called to pick-up your child due to illness or behavior you MUST pick your child up within one hour of the initial phone call. If you do not answer when we call you to pick your child up we will contact the next person on the pick-up list until someone answers or you return our call. It is very important that you answer and pick-up your child promptly for the health and safety of all our children.

### **Reporting of Suspected Abuse or Neglect**

It is our intent to build a partnership with parents to help them to provide the most stable environment possible for their children. Toward this goal, we have many resources and referrals

available to parents upon request. Also, it is important for parents to be aware that state laws require that any and all incidents of suspected child abuse or neglect be reported to the appropriate agency. Children may be interviewed by Child Care Licensing, DCFS Special Investigators or law enforcement officers for investigative purposes or for determining compliance with Licensing Requirements. If your child is interviewed, we may not be able to notify you in advance, but you will be notified as soon as possible. Interviews by these agencies do not require parental notice or consent.

### **Product Recall**

Kidspiration Pediatric Therapy Services, Inc. maintains a log of all child product recalls and safety notices issued by the Attorney General's Office. These are always available for the parents to review.

### **Records**

All required children's records are maintained for a period of five (5) years.

### **Kindergarten Readiness**

Kidspiration Pediatric Therapy Services, Inc. shall provide a copy of the list of Kindergarten Readiness Skills, prepared by the Arkansas Department of Education to the parents of all three and four year old children enrolled.

### **Confidentiality**

All information about children and families is considered confidential. Staff members and volunteers will maintain the confidentiality of each family and of each child's education records. HIPPA laws require a signed written consent from the parent or guardian before any information can be released to any agency.

### **Addendum (Nov. 2019):**

Federal law requires that you be made aware of other services possibly available to you and your child. The following services are available in our area, including this not presently provided by Kidspiration.

- Certified Case Management
- Occupational Therapy/Eval
- Physical Therapy/Eval
- Speech Therapy/Eval
- Preschool-Center Based
- Preschool-Comm. Based
- Family Support
- E.I.- Center Based
- E.I.- Home Based
- Transportation

- Parenting Classes
- Adaptive Equipment

Some other providers include but are not limited to:

- Bridge Builders Transportation
- OUR Educational Cooperative
- Action Seating and Mobility
- Advanced Prosthetics and Orthotics

### **Rights and Responsibilities**

Kidspiration shall operate at all time to safeguard the legal, civil, and human rights of the patient.

Definitions:

“Patient” refers to the individual to be or being evaluated or treated by the staff of Kidspiration.

“Patient representative” refers to the person or persons who in the proper exercise of their legal authority authorize the evaluation or treatment of the patient.

“In-Patient” refers to our preschool program.

#### **Rights:**

1. The patient has a right to considerate and respectful care without regard to sex, race, cultural, economic, educational, or religious background.
2. The patient representative has the right to know the name of the physician who has responsibility for coordinating the patient’s evaluation or treatment and the names and professional relationships of others who will see the patient.
3. The patient representative has the right to receive information from the patient’s physician about his diagnosis, the course of treatment for programming recommended, and the prospects for improvement in terms that the patient representative can understand.
4. The patient representative has the right to receive as much information about any proposed treatment or procedure as the representative may need in order to give consent or to refuse this course of treatment. Except in emergencies, this information should include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each. The patient representative also has the right to know the name of the person who will carry out the procedure or treatment.
5. The patient representative has the right to participate actively in decisions regarding the patient’s medical care. This includes the right to refuse treatment and to be informed of the medical consequences of failure to undergo the treatment. Any refusal must be in writing over the representative’s signature.

6. The patient has the right to privacy in his medical care and treatment program. Case discussion consultation, examination, and treatment are confidential and should be conducted discreetly. The patient representative has the right to be advised as to the reason for the presence of any individuals not directly involved with the patient's care.
7. The patient has the right to confidential treatment of all communications and records pertaining to his care in the Clinic and Program. The patient representative must provide written permission before medical records can be made available to anyone not directly concerned with the patient's care. Individuals representing the third party payment source billed for the patient's care will have access to patient records with the permission of the patient representative. This consent is a part of the consent to treat form.
8. The patient representative has the right to expect that the Clinic and Program will make reasonable response to any reasonable request made for service.
9. The patient representative has the right to remove the patient from the clinic/program even against the advice of the physician coordinating his evaluation or care.
10. The patient representative has the right to expect to be informed by the physician in charge or a delegate of the patient's continuing health care requirements following the completion of his evaluation or transition from the program.
11. The patient representative has the right to examine the patient's bill for services and receive an explanation of the charges, whether payment is by him, an insurance company, or others.

## **Code of Conduct**

### General guidelines for Interactions:

- Safety: Comply with all policies & procedures of the center. These are displayed at the center. Be aware of emergency evacuation procedures,
- Ethical Conduct: Always act in the best interests of the children, their families & users of the center,
- Support: Work in a co-operative & positive manner,
- Communication: Use courteous & acceptable verbal & non-verbal language. Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language,
- Respect: Value the rights, religious beliefs & practices of individuals. Refrain from actions & behavior that constitute harassment or discrimination,
- Confidentiality: Comply with the center's privacy policy. Respect the confidential nature of information gained or behavior observed, whilst participating in the program in relation to other children & adults,
- Settling in program: Be guided by staff as to how long a parent should remain with their child,

### The parents & staff are responsible for:

- Abiding by the standards of conduct as set out in this policy, and
- Reading the Code of Conduct Policy & signing the agreement letter.

### Standards of Conduct (Behavioral practices for staff & parents at Kidspiration Pediatric Therapy Services)

#### In relation to children

- Be a positive role model at all times
- Always speak in an encouraging & positive manner
- Listen actively to children & offer empathy, support & guidance where needed
- Regard all children equally & with respect & dignity

- Physical contact with children other than your own should be avoided

#### In relation to other adults

- Use respect, encouraging & accepting language
- Respect the rights of other individuals
- Give encouraging & constructive feedback rather than negative criticism
- Accept staff decisions & follow their directions at all times. Speak with the staff member if you have a problem complying with any directions
- Be aware of routines & guidelines for children's play within the center, abide by them & seek advice when unsure
- Be aware of emergency evacuation procedures
- Discipline of the children is the responsibility of the staff
- Avoid approaching staff to discuss a child during a session. Seek an alternative time when staff are free from their duties with the children
- Refrain from public criticism of children & adults at the center
- Any issues or grievances should be raised as outlined in the complaints policy
- Under no circumstances should a child, parent or member of staff be approached directly in a confrontational manner
- Smoking is prohibited on the center property at all times

#### **Grievance/Appeals Policy**

- All grievances shall be handled by the director, Leah Coleman. please contact the front office to make an appointment at 870-424-4021. Any grievances or appeals will not result in retaliation or barriers to services. The director will work with parents and/or staff to resolve any grievances in a professional and timely manner. Parents and guardians have the **right to appeal any service decisions** as outlined in **DDS Policy #1076**.

Solicitation Guidelines:

#### **AUTHORIZATION BY THE EXECUTIVE DIRECTOR REQUIRED**

- A. The purchase of any goods or services is authorized only by duly executed purchase order.
- B. Authorized Solicitation Process: While school is in session, sales representatives may request sales visits by appointment only, at the discretion of the Executive Director
- C. Campus Visits by Appointment Only:
  - a. No person, including employees, shall solicit the sale of goods or services during employee work hours on school property except as authorized by the Executive Director or designee. Soliciting and selling on school property shall be only for purpose of school business or Governance Council authorized employee benefit programs.
  - b. Prospective vendors shall mail or email a letter of introduction to the Executive Director that includes:
    - i. a request for appointment, product/service brochure, or other such literature describing the product/service offered.
    - ii. any food or beverage products offered in connection with fundraising activity are restricted to the nutritional guidelines promulgated by CACFP

- iii. In the event that the Executive Director is interested in the product/service being offered and desires a meeting with the prospective representative, an appointment with that representative will be scheduled by the Executive Director.

**Area DDS Service Specialist:**

**Melissa Stone: 501-682-8665**