

*Parent Scheduling Guidelines 2019-2020*

Your cooperation with the following items would be greatly appreciated to assist us in working with your child.

1. Please make sure the Behavioral Health Administrative Assistant, Debbie Dolce, has a working email address. During Daycare days/weeks and Service Make Up Days your schedule will be emailed to you. We will send home a paper where you can let us know when your child is available for service. Sessions are scheduled based on staff availability and your child’s availability. Many times a full schedule may not be possible. It is imperative that you respond to the email/Tadpoles Alert so we can schedule your child and staff accordingly. The scheduling email address is scheduling@pilnj.org
2. All non-emergency/illness related schedule changes are requested to be called in by the Monday two weeks prior to the change in schedule to allow us appropriate and adequate time to arrange staff. If we are unable to accommodate your request we will let you know as soon as possible and offer alternatives if available. If you are canceling due to a trip/vacation, please follow these same guidelines, or provide more notice so we may make arrangements to reassign the staff person assigned to your child/family.

1. Please call the message line, 609-702-1686, and then press 2. (see attached telephone communication procedure page) Please contact the message line as soon as you become aware of any change in scheduled sessions. This is a dedicated phone line and can be called 24 hours a day. Messages left after 8:00 pm will be answered the following day.
2. Calls that require immediate attention or are time-sensitive, should be made directly to the Behavioral Support Administrative Assistant, Debbie Dolce, 856-842-2244. All calls between 7:30am and 9:30 am that pertain to the morning schedule should be made directly to Debbie and your child’s school/classroom teacher. Messages left after 6:00 pm at the school will be answered the following day.
3. Field Trips and School Events: Your Child’s Classroom Teacher will send home Permission Slips for Field Trips/School Events. If parents are invited on the trip, the form will indicate that. It is important that you fill out the forms and return them on time to ensure we have adequate time to plan and schedule.
4. Related Services: Related Services such as Speech & OT are provided by an outside Agency. We are unable to change the date and times of their service delivery. Make up sessions due to child absence are not guaranteed. Make Up sessions due to Therapist Absence are made up at a later time.
5. If your child is sick, the session should be cancelled. Sickness includes, but is not limited to the following:

* Temperature above 100°
* Strep Throat
* Chicken Pox
* Measles
* Mumps
* Communicable Diseases
* Lice
* Foot and Mouth Disease
* Pin Worm

If your child has a temperature, she/he must be **fever free for 24 hours without medication (e.g. Tylenol, Motrin) for the therapy to resume**. For other illnesses, therapy will resume as soon as the doctor clears your child of being contagious or the remedy is completed. If the instructor arrives at the home and the child is sick, the session will be cancelled.

1. Parents should contact scheduling for all scheduling related questions. Staff are not responsible for passing along information shared with them at arrival/departure. This presents issues from arising when plans change and the information shared no longer applies.
2. In case of snow or inclement weather:

* Please check on line at our Facebook page: facebook.com/partnersinlearningnj
* Please also look for Tadpoles Alerts.

Revised: 9/16/2019

Solving Disputes/Problems/Issues/Questions/Criticisms

When working as a team, conflicts will arise. Individuals will have different opinions, ideas or ways to do something. This is a natural part of human behavior. Differences are the core of creativity and can also be the source of conflict. When conflicts arise, it is imperative to communicate one’s differences in a positive and professional manner in an effort to come to an agreement to best solve the problem. Ignoring the problem or “gossiping” will not solve the problem, and will in fact dismantle the team.

Please use the feedback model to build team rapport, as well as resolve conflicts of communication.

Positive Feedback Steps (should be shared publicly):

1. Start with praise.
2. Be specific when describing the positive behavior(s).
3. Give child-centered/profession rationale for appreciation.
4. Thank each other for the feedback session.

Corrective feedback steps (should be conducted privately):

1. Start with praise or empathy statement that is genuine and sincere.
2. State the problem clearly.
3. Provide a child-centered/professional rationale for change.
4. Request acknowledgement from the person.
5. Troubleshoot or role play a possible alternate behavior or solution.
6. Thank each other for the feedback session.
7. Follow up/check back to see how things have changed/improved. Adjust plan if needed.

Remember, positive feedback is critical to establishing relationships and professional rapport. We suggest a ratio of 4/1 positive to corrective feedback interactions per team members. Communicate often and professionally. Please remember that feedback can solve problems and should ultimately help the program and the children we serve.