



# **PARTNERS IN LEARNING, INC.**

*Teaching to the ♥ of What Matters Since 1999*

**Country Acres Private Preschool**  
1880 Glassboro Road  
Williamstown, NJ 08094  
(856) 881-0400

**Cherrywood Academy & Private Preschool**  
8 Cherrywood Drive  
Clementon, NJ 08021  
(856) 566-1004

July 24, 2017

Dear Parents,

Please review the enclosed policies in order for us to schedule effectively for your child's therapeutic intervention. Please note that several procedures and contact numbers have been updated and your adherence to these policies is greatly appreciated. These policies are effective immediately.

Please sign the attached form that indicates you have read and understand the policy.

Do not hesitate to contact the Behavioral Support Department if you have any questions or concerns regarding the enclosed policies.

Thank you,

***Dr. Kathleen McCabe-Odri***

## *Parent Scheduling Guidelines 2017*

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

1. Please make sure the Behavioral Support Administrative Assistant, Debbie Dolce, has a working email address. During Daycare days/weeks your schedule will be emailed to you. We will send a proposed schedule based on staff availability and your child's typical schedule. Sometimes a full schedule may not be possible. It is imperative that you respond to the email so we can schedule staff accordingly. The scheduling email address is [scheduling@partnersinlearningnj.org](mailto:scheduling@partnersinlearningnj.org).
2. All non-emergency/illness related schedule changes are required 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.
3. Please call the message line, 609-702-1686, and then press 5 (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.
4. Calls that require immediate attention or are time-sensitive should be made directly to the Behavioral Support Administrative Assistant, Debbie Dolce, at 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.
5. A parent or responsible adult must be in the home when therapy is being provided.
6. The therapist must wait up to fifteen minutes if the child is not there at the therapy time and is then allowed to leave. The child will be considered absent and the session will not be rescheduled.
7. 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.

8. Therapy cannot be changed by the parents because most of the instructors in your home will be servicing other children. If there is an occasional issue, such as a doctor's appointment or family occasion, then every effort will be made to try to accommodate this.
9. Instructors cannot change appointment times without agreement from the family and the Director of Behavioral Support.
10. In case of snow or inclement weather:
  - Please check on line at our Facebook page: [facebook.com/partnersinlearningnj](https://facebook.com/partnersinlearningnj)
  - Therapists may cancel sessions if the schools in their area are closed.
  - Since students receiving home programs are generally year round programs, it is not possible to make up the time that is missed due to inclement weather.

## **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.

## **Telephone Communication Procedure**

In our continuing effort to improve communication and service delivery throughout the organization, we have implemented the following telephone communication policy. There is a designated number to call to communicate information, call outs, schedule changes and questions. The voice mail service will be checked at regular intervals by the Inclusion Support Supervisors. Your call will be returned or information relayed by the Behavioral Support Supervisor on call.

Calls that require immediate attention or are time-sensitive should be made directly to the Behavioral Support Administrative Assistant: Debbie Dolce.

To leave a message for the inclusion support staff please call message line at:

**609-702-1686**

Your message will be received by one of the Behavior Support Supervisors

### **Parents: Select Option 5**

All calls between 7:30am and 9:30am that pertain to the morning schedule should be made directly to Debbie or your child's school. Messages left after 8:00 pm will be answered the following day.

If you need to speak with someone immediately please call Debbie directly.

### **Contact Number:**

**Debbie Dolce: 856-842-2244**



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## ***Policy on Parent Scheduling Guidelines***

Name of Child: \_\_\_\_\_

Name of Parents: \_\_\_\_\_

I certify that I have read and received a copy of the Parent Scheduling Guidelines.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_