



BROADMOOR PRESCHOOL PARENT HANDBOOK 2024-2025

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PHILOSOPHY

Preschool is a pivotal time for children, filled with curiosity and wonder, making early childhood education essential for fostering independence and creativity across all areas of learning. Through a carefully prepared environment, preschool offers a wide range of experiences that ignite children's imaginations and expose them to the boundless possibilities of their world. Exploring alongside peers provides opportunities for children to understand their own needs and those of others.

The Early Childhood Program is guided by clear objectives and goals. The teaching staff embraces each child as a valuable and unique individual, striving to nurture a healthy self-concept that instills confidence and enthusiasm for learning. When children feel happy and confident, they are more open to appreciating the uniqueness of others.

The learning environment is tailored to accommodate the diverse developmental needs and ages of the children, incorporating interest centers, small and large group activities, and one-on-one learning experiences. These experiences aim to cultivate self-directed learning. Play is also recognized as fundamental to a positive preschool experience, serving as a natural platform for children to inquire, explore, and comprehend their surroundings. Through this balanced approach, children have daily opportunities to grow socially, cognitively, physically, and emotionally. A blend of free choice and structure promotes responsibility, intrinsic discipline, and confidence.

In the Early Childhood Program, all children, regardless of ability, are viewed first and foremost as children. The program applies consistent, positive learning principles to all participants.



Ohio Department of Education Rules and Guidelines

Broadmoor's Preschool Program adheres to Ohio Department of Education (ODE) regulations. Federal and State laws mandate that special education and related services be provided to eligible children with disabilities, as determined by criteria set by the Ohio Department of Education. (ODE)/Department of Children and Youth (DCY) site reviewers conduct at least one annual visits to ensure compliance and issue compliance reports to the Principal and Superintendent. These inspection reports are prominently displayed alongside the program's license. Parents may request copies of these reports by contacting the Principal in writing.

If you have concerns about classroom environment, teacher qualifications, health and safety conditions, child-to-staff ratios, or similar matters, please contact the Preschool Program Licensing at 614-466-0224 or toll-free at 877-644-6338. For parents with children having an Individualized Education Program (IEP) who wish to address parental rights or discuss their child's program, please call the Office of School Readiness at 614-444-0224 or toll-free at 877-644-6338.

ENROLLMENT

The following forms shall be completed by the parent and on file upon enrollment:

1. Enrollment Application/copy of Birth Certificate
2. Lake County Board of Developmental Disabilities/Deepwood Preschool Physical Form signed by a physician
3. Lake County Board DD/Deepwood Emergency Medical Treatment Authorization Form
4. Health History
5. Broadmoor School Permission Forms and Release of Directory Information
6. Emergency Contact and Authorization of Release Forms
7. Receipt of Child Guidance Policy and Preschool Handbook Forms



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DISCHARGE/EXIT STUDENTS WITH SPECIAL NEEDS

Broadmoor School has established procedures for student discharge, including relocation, transfers to other programs or schools, home instruction due to health reasons, and instances where the school cannot adequately meet a student's needs. When a student relocates, their records are transferred to the new school, and transfers to other programs involve meetings to create new education plans. Home instruction arrangements are coordinated with the Local Education Agency (LEA). In cases where Broadmoor School determines it cannot meet a student's needs, a process including assessment, internal review, and collaboration with the local school district is initiated to plan for a smooth transition. Emergency situations may lead to immediate discharge, with ongoing educational responsibilities shifting to the local school district. Throughout these processes, comprehensive documentation ensures transparency and accountability.

DAYS AND HOURS OF OPERATION

School is in session Monday through Friday

Half Day Sessions

9:00 am - 11:20 am

12:10 pm - 2:30 pm

Full Day Sessions

9:00 am - 2:30 pm

SCHOOL CLOSING INFORMATION

Please listen to local radio and Cleveland television stations for school closing information. The **ONLY** official program closing phone number for the Lake County Board DD is **(440) 350-5299**. Families will be notified of school closings or alerts through our HIPAA compliant text messaging system. If you are not receiving text messages from the school, please contact the school office at 440-602-1000.

PEER ROLE MODELS ELIGIBILITY FOR BROADMOOR PRESCHOOL

With a commitment to provide an inclusionary educational setting for our students with special needs, the practice of including "peer models" in our preschool classrooms is used and recommended by the Ohio Department of Education. Peer models provide an excellent learning example for our students with special needs by demonstrating age expected skills in the following areas of development; language, behavior, social skills, motor functioning, pre-academic readiness, and cognition. Peer models also benefit from



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a rich, developmentally appropriate preschool experience with exposure to children with differences.

To ensure that peer role models are developmentally on track, they will participate in a developmental screening with Broadmoor staff prior to entrance into the program. Families will schedule a time to meet with a staff member who will conduct a play-based screening using the Brigance Early Childhood Screening III. If concerns are identified during the screening, families will be referred to their local school district for further screening/evaluation.

DEVELOPMENTAL AND HEALTH SCREENINGS

Upon enrollment in our Preschool program, each child undergoes an Ages and Stages Questionnaire (ASQ-3) within 60 days of admission and annually thereafter. Parents provide permission for their child to participate in this screening process. Results of the screening tool are shared with parents, and any concerns identified are addressed promptly. If necessary, follow-up actions are taken within 90 days. Additionally, parents may be advised to contact their local school district for a formal evaluation in specific areas of concern.

At the beginning of the school year, parents/guardians receive a registration packet containing a Health History form, an Immunization Report, an Oral Assessment, and a Physical Examination Form, along with medication administration forms. Families are informed about required health screenings for their child upon registration and educated about recommended screenings, including vision, hearing, dental health, height, weight, and blood lead and hemoglobin levels. If comprehensive health screenings are needed, Broadmoor School provides a list of community resources to assist families in obtaining them.

Broadmoor School conducts vision and hearing screenings. Parents/guardians must give consent before these screenings are conducted. Vision screenings, performed by trained staff at the beginning of the school year, aim to detect potential vision disorders early. Parents receive a follow-up letter with screening results indicating either satisfactory findings or the need for further evaluation by a pediatrician or eye specialist.

Hearing screenings are conducted by a Speech Therapist at Broadmoor School, utilizing pure tone testing and Tympanometry. Results are communicated to parents through a letter, and if a child does not pass one or both parts of the screening, it is recommended that the family consult with their pediatrician.

ARRIVAL & DEPARTURE PROCEDURES

Transportation is provided at the start and end of the school day for all preschoolers with disabilities. For half day session, mid-day pick up and drop off is the responsibility of your local school district. Parents always have the choice to transport their own child.



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PICK-UP:

Children are to be ready five minutes before pick-up time. If your child will not be attending school or does not need bus service on a specific day, please contact Transportation directly at **(440) 350-5296 or (440) 350-5222** and the Broadmoor Front Office **(440)602-1000**. Transportation hours are **5:00 a.m. until 6:00 p.m.** The driver is required to wait only three minutes after scheduled pick-up time.

DROP-OFF:

It is important that a parent or responsible person be at home when the bus arrives. Transportation must be notified of any change in drop-off location or person to pick-up your child.

If a responsible person is not at home when the bus arrives, the driver will complete their route and attempt to drop off again after route completion. If no one is still home when the bus arrives again, drivers will return the child back to the Transportation Department office. The transportation office will contact all phone numbers on file to ensure the child is picked up before the office closes at 5:00 p.m. In the event the child is not picked up by 5:00 p.m., the local law enforcement will be notified. The parent or guardian must then pick their child up from 8121 Deepwood Boulevard, Building C, Mentor, OH 44060.

A fee of ten dollars per fifteen minutes will be charged for this service.

The teacher or classroom assistant will escort children to and from the bus each day.

For parent drop-off and pick-up during the regular arrival and departure time, please either wait for a staff person to get your child or bring your child to you. There will be no supervision available before or after this established schedule. If you are picking up your child at times other than the usual arrival and departure, you must report to the front office. We will have your child ready to go when you arrive and you can notify the Transportation Department that your child will not be going home on the bus.

EMERGENCY RELEASE

In accordance with State regulations, children are released only to a custodial parent, guardian, or person authorized by the custodial person. If a person other than those noted will pick-up a child, a telephone call must be placed to the teacher identifying the authorized person. **The teacher will require photo identification from the person picking up the child.** Please relay this I.D. policy information to the person picking up the child.

Authorized list for pick-up for your child: Persons on the authorized pick-up list must be at least 18 years of age and be able to supply documentation of their identity. Parents/Caregivers will provide this information when completing the enrollment



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paperwork prior to the beginning of the school year. This information will be updated annually.

FAMILY/CUSTODIAL SITUATIONS

As there are an increasing number of families experiencing transitions in parental custodial relationships, and the laws governing divorce settlements and custody have recently been changed; we find it necessary to clarify and restate the usual procedures followed by the administration in working with parents in such situations.

In two-parent families, it is assumed that both parents are living at the same address unless we have been notified otherwise. School personnel will, therefore, send home notices, communications, etc. with the child. It is assumed that both parents are communicating regarding the child and that all information is shared by and between the parents. This information includes, but is not limited to, parent conferences, IEP meeting invitation, and quarterly progress reports.

In families experiencing separation of parents or pending divorce, the above information will be sent home with the child to whichever parent currently has care of the child. It is assumed that this information is shared *by* the parents and *between* the parents. Since this situation frequently impacts a child's achievement and interactions at school, parents are asked to inform *both* the principal and teacher of this fact so that timely and appropriate support can be given to the child. Broadmoor personnel cannot proceed on hearsay, rumors, or informal requests of a parent; however, with the appropriate documentation detailed below.

In cases of an actual divorce decree involving clear *custody by one parent*, the school is to be informed by the custodial parent of this fact. A copy of the first page of the decree bearing the case number, the pages referring to custody and the relationship with the school, and the final page bearing the judge's signature are to be submitted to the principal. Unless the decree indicates otherwise, school communications will be sent home to the *custodial parent*. Custodial parents should understand; however, that unless the divorce decree specifically limits the non-custodial parent's right to access the records, the non-custodial parent has a right to the same access the custodial parent. We will, unless instructed by a court order, release such report cards, health records, referrals for special services, and communications regarding major disciplinary actions.

Further, you should realize that unless restricted by court order, any non-custodial parent has the right to attend any school event or activity of their child.

In cases of joint custody (shared parenting agreements) entitling both parents access to school personnel and activities, it is assumed that one copy of communications and information will be sent home with the child and that this will be shared *by* and *between* the parents. Please notify the teacher or Early Childhood Supervisor if you are having difficulty receiving communications and information.



Regarding parent conferences in all custody situations, it is preferred and will be the general procedure that *one* conference appointment be scheduled jointly if both parents wish to be present. It is assumed that parents are able to set aside differences and to come together on behalf of their child for this time. A joint conference further insures that both parents are given the same information at the same time, thereby avoiding misunderstanding and/or misinterpretations.

In cases where joint conferences are *clearly* neither possible nor desirable by all parties involved, alternate arrangements may be scheduled.

ATTENDANCE

According to the rules contained in the Federal "Individuals with Disabilities Education Act" (IDEA - formerly termed the Education of the Handicapped Act) and State laws consistent with this act, special education and related services must be provided as appropriate to all eligible children with handicaps (eligibility criteria are established by the Ohio Department of Education).

It is crucial for parents to notify the school each morning if their child will be absent, as required by state law. Please call 440-602-1000 between 7:30 a.m. and 9:00 a.m. to report absences. Voicemails left overnight will be forwarded to the appropriate personnel. If a child arrives late to school, parents must inform the office and provide any relevant information regarding the reason for tardiness. In cases of an unreported absence, the school will notify the parent or guardian in accordance with Ohio's Alianna Alert Law. Communication regarding unreported absences will be conducted through our HIPAA-compliant text messaging system and/or a phone call to the parent or guardian.

****If your child receives transportation services, you also NEED to call the Transportation Department as well at 440-350-5296 or 440-350-5222.*****

VISITORS

Visitors, including parents, professionals, volunteers, and the general public, are welcome to visit Broadmoor School to learn more about our programs. To ensure the safety of students and visitors and to minimize disruptions to programming, all visitors must sign in at the Visitors' Log and wear badges upon entering the building. The sign-in log is located at the main entrance.

All parents and visitors must obtain permission from the office before entering classrooms or other areas within the school building. Parents wishing to speak with a staff member should contact the office or the staff member directly via phone, email, or a written note to arrange a meeting. For meetings related to school business requiring the use of school facilities such as the gymnasium or cafeteria, parents need to request permission from the Principal. Facility usage forms can be obtained from the office.



PARENT PARTICIPATION

Parents are encouraged to be a part of their child's classroom experience. This participation may be in the form of providing assistance for a special project, helping with a field trip, providing materials/supplies for a special activity, or simply visiting with their child. If possible, we ask that parents schedule their visit with the teacher. Parents are also encouraged to call their child's teacher, if they have any questions or concerns. Calls will be returned after classes are dismissed for the day.

PROGRAM VOLUNTEERS

If you would like to volunteer at Broadmoor School, you must apply through the Lake County Board of DD/Deepwood volunteer program. To arrange for this, you can call Ashley Cozzens at 440-350-5173. Some of the volunteers in the Preschool Program are students who are involved in training programs or community service projects at the local high schools. Students are asked to observe the class and meet with the teachers for a general orientation to insure that all classroom procedures are followed. Students are required to sign a confidentiality statement prior to volunteering at Broadmoor School. The teacher in charge of the classroom monitors students.

HEALTH AND SAFETY

The preschool teacher and her assistant are fully responsible for the children's safety. No child shall be left alone or unsupervised. The use of aerosol cans is prohibited.

Incident Reports

In the event a child has an accident or injury at school, the teacher or assistant will complete an Incident Report on the same day of the incident. The Supervisor of the program, the person completing the form and the nurse will sign this report. A copy of the report will be placed in the child's file and the parent/guardian will be notified via a note, phone call or voice message within 24 hours after the incident.

Fire and Weather Emergencies

Procedures have been developed to cover fire and/or tornado situations and other emergencies. Guidelines and charts for evacuation are prominently placed in each classroom. Fire drills are conducted monthly throughout the school year. Tornado Drills are conducted monthly from April through the end of September. The Principal's office is equipped with a Weather Alert Radio. A Lock-Down Drill is also performed annually to proactively ensure school safety in the event of an unwanted intruder into the school building.



Pest Control

In the event that pest control is required at the school, it will be conducted by a licensed applicator and/or trained service personnel. Pest control activities will not occur while students are present. If you wish to receive prior notification before any pesticide application, please contact the school office at 440-602-1000.

First Aid and Communicable Disease

Staff is trained in First Aid and Communicable Disease. The school is staffed with one full-time nurse. A fully supplied first aid kit is available on the bus for field trips. Parents will receive written notification of their child's exposure to communicable disease (i.e.: strep infection, conjunctivitis, COVID-19 etc.).

Child Abuse Recognition

Administration and all employees are required to report all suspected cases of child abuse or neglect to the Lake County Department of Job and Family Services. Staff is also trained in child abuse recognition.

Medical or Dental Emergency

In the event of a medical or dental emergency, the Preschool staff will take the following steps immediately:

- Immediate first aid administered by trained staff as the school nurse is called.
- The Mentor Rescue Squad will be contacted, if applicable.
- Parents will be notified of accident or injury and informed that an ambulance has been contacted.
- One staff member will accompany the child with the child's records, in the ambulance.
- Parents will meet the child and staff member at the emergency treatment center specified by the Mentor Rescue Squad.

A written description of the school's safety policies has been explained and distributed to all staff. In addition, emergency phone numbers and procedures are posted in each classroom by the telephone.

WHEN A CHILD BECOMES ILL

A staff member trained to recognize the common signs of communicable disease or other illness shall observe each child daily as he/she enters a group.



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The following precautions shall be taken for children suspected of having a communicable disease: The program shall notify the parent or guardian of the child's condition immediately when a child has been observed with signs or symptoms of illness. A child isolated due to suspected communicable disease shall be:

- Cared for in a room or portion of a room not being used in the preschool program
- Within sight and hearing of an adult at all times. No child shall ever be alone or unsupervised
- Made comfortable and provided with a mat. All linens and blankets used by the ill child shall be laundered before being used by another child. After use, the mat shall be disinfected with appropriate germicidal agent, or if soiled with blood, feces, vomit, or other bodily fluids, the mats shall be cleaned with soap and water and then disinfected with an appropriate germicidal agent;
- Observed carefully for worsening condition and
- Discharged to parent, guardian, or person designated by the parent or guardian as soon as possible

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A child with the following signs or symptoms of illness shall be isolated immediately from other children:

- ❖ Diarrhea (more than on abnormally loose stool (within a 24- hour period)
- ❖ Severe coughing (whooping, red/blue face)
- ❖ Difficult or rapid breathing
- ❖ Yellow skin or eyes
- ❖ Symptoms of conjunctivitis (pink eye)
- ❖ Infected skin patches
- ❖ Dark urine, gray or white stool
- ❖ Stiff neck
- ❖ 100-degree temperature taken by the auxiliary method, when in combination with other signs of illness

- ❖ Untreated infected skin patch(es)
- ❖ Evidence of lice, scabies or other parasitic infestation
- ❖ Unusual spots or rashes
- ❖ Sore throat or difficulty swallowing
- ❖ Elevated Temperature
- ❖ Vomiting

When the above symptoms occur at school, parents will be notified to pick up their child. The child may return to school when they are **symptom free for 24 hours**, without the aid of fever-reducing or any other medication. Parents are requested to keep the health needs of all the children in mind and to refrain from sending their child to school when these symptoms occur at home. **A mildly ill child will be escorted to the school nurse for observation.** If symptoms persist or worsen, the parent will be called to pick up the child.



When a student is hospitalized or ill for an extended period, please contact the school nurse at 440-602-1007. No staff member shall attend school if they exhibit signs of communicable disease. The Supervisor reserves the right to request a physician's note to return to work

BEHAVIOR SUPPORT

Our classroom schedule and curriculum is structured to encourage learning, self-confidence and good feelings. The classroom teacher is the only person that will implement corrective actions. The rules for behavior are simple, developmentally appropriate, and clearly stated. The following procedures will be used in class to guide children's behavior:

- ❖ Set simple, reasonable and clear limits
- ❖ Reinforce these limits consistently
- ❖ Teachers model positive behavior using consistent and caring practices
- ❖ Children who demonstrate difficulty playing in a particular area of the room or with specific peers are redirected to another activity
- ❖ A behavior chart may be utilized in the classroom to provide the child with a visual cue to help with a particular behavior
- ❖ In some cases, a teacher may meet with a parent to discuss the behavior and follow-up activities for home
- ❖ When a child's behavior is causing harm to himself or others, the parent may be called to pick up the child.
- ❖ A preschool staff member in charge of a child or a group of children shall be responsible for their discipline.
- ❖ There shall be no cruel, harsh, corporal punishment or any unusual punishments such as, but not limited to, punching, pinching, shaking, spanking, or biting.
- ❖ No discipline shall be delegated to any other child.
- ❖ No physical restraints shall be used to confine a child by any means other than holding a child for a short period of time, such as in a protective hug, so the child may regain control.
- ❖ No child shall be placed in a locked room or confined in an enclosed area such as a closet, a box, or a similar cubicle.
- ❖ No child shall be subjected to profane language, threats, derogatory remarks about himself or his family, or other verbal abuse.
- ❖ Discipline shall not be imposed on a child for failure to eat, failure to sleep, or for toileting accidents.
- ❖ Techniques of discipline shall not humiliate, shame, or frighten a child.
- ❖ Discipline shall not include withholding food, rest, or toilet use.
- ❖ Separation, when used as discipline shall be brief in duration and appropriate to the child's age and developmental ability, and the child shall be within sight and hearing of a preschool staff member in a safe, lighted, and well-ventilated space.



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- ❖ The center shall not abuse or neglect children and shall protect children from abuse and neglect while in attendance in the preschool program.

We want every child to feel safe at school. In the case of behavior which has adversely affected the learning environment and safety of students and staff, the following steps are to be taken to assist all involved:

1. Parents/Caregivers are notified and required to attend a meeting with the Early Childhood Supervisor and/or staff regarding the behaviors being observed.
2. Parents/Caregivers are made aware of the severity of the situation and the steps necessary to resolve the matter (which may include potential suspension), pending a team-created support plan.
3. Community-based services are offered (ex. Whole Child Matters Program) and consent paperwork is given to parents/caregivers to be signed.
4. Service organizations are contacted by the parents/caregivers to begin evaluation or support services (ex. mental health, school district, etc). Broadmoor School will assist families by providing them the name of organizations/contact information.
5. Broadmoor staff, parents/caregivers, and other service organization representatives will meet to develop a support plan which will include:

-Specific behavioral goals that the team will target.

-Specific strategies/interventions to help support the child both at home and in the classroom environment.

-Identify timelines/dates for the team to reconvene to discuss progress and make adjustments to the overall plan.

If intervention or behavioral services are suggested and refused, the child will be subject to immediate dismissal from the program. Parents always have the right to withdraw their child from the program if they have basic disagreements with the policies of the program or are dissatisfied with the service.

If a child's needs have already been identified and a plan (Ex. IEP) put in place, the Broadmoor Staff will continue to follow the plan and collaborate with team members to identify strategies/interventions to help support the child.

Parents of children will receive the discipline policy with the parent handbook.



CONFERENCES

Conferences are scheduled twice each year. A notice will be sent home prior to conference dates and a sign-up sheet will be available. Parents of children who have Individual Educational Plans (IEP) will receive invitations prior to IEP meeting dates.

CLASS ROSTERS

A roster of names and phone numbers is available on request. Parents may decline to have their name and phone number included.

CLASS SIZE AND DAILY SCHEDULE

Children attend class Monday through Friday. Each class has children 3 - 6 years of age. The maximum number of children is 12 with an adult/child ratio of 1: 6.

Here is an example of a typical preschool day:

- Arrival & Toileting
- Circle Time – Greeting, weather and songs/finger plays
- Learning Centers – Choice of activities including art, writing center, dramatic play, manipulatives, science, math, book corner, blocks and vehicles.
- Individual and small group instruction.
- Clean up, toileting and hand washing
- Snack
- Gross Motor – Indoor/outdoor play, music, or creative movement will be included each day.
- Circle Time – Story time & language
- Departure Activities – Departure song (independence is fostered while putting on coat, boots, backpack, etc.)

A schedule is also posted in each classroom that may vary from the above guideline.

NAP PROCEDURE

A full-day program serving preschool children shall have a nap/rest period reflected in the daily written program. Nap/rest periods shall not exceed one and one-half hours in the daily schedule for any child in a full day program. The nap/rest period shall be flexible to meet individual needs with provisions for early risers and non-nappers.



OUTDOOR PLAY

Broadmoor Preschool is fortunate to have an excellent facility that allows for indoor and outdoor gross motor activities. As a safety measure, children should wear soft sole, non-skid shoes that will not slip off. When the weather permits, every effort will be made to spend the gross motor portion of the day outdoors. In colder weather, the children will need gloves and hat.

SWIMMING

When facility and conditions permit, swimming classes are provided for your child. A certified Adaptive Physical Education Aquatics Instructor, certified Instructor Assistant and a certified Lifeguard instruct the swim program. All students are encouraged to participate in swim classes; however, due to medical reasons or other factors, this may not always be feasible. If your child will not be participating in our Adaptive Aquatics Program, please send a written explanation to be attached to the Permission Form. This must be updated annually.

Students will need a towel that will be sent home for washing weekly. Swim suits should be labeled and remain at school. A student may wear a swim cap if deemed necessary by parent or staff. If your child needs earplugs, you **must** clearly indicate this in writing. Earplugs are to be sent in a container with your child's name clearly marked along with any special instructions.

Children will not be allowed to swim if diarrhea or vomiting is present, if there is any unusual skin rash or open wounds, or any excessive mucous is coming from their nose or eyes. The nurse will make the final determination, if there is a question regarding whether or not a student will be permitted to swim. If your child will not be swimming on a designated day due to illness or injury or other specific reason, a note must be written by the parent/legal guardian notifying the school/nurse.

EXTRA CLOTHING

Parents need to provide a labeled plastic bag containing a complete change of clothing for their child (socks, underpants, shirt and pants). Please label individual items in the bag. The clothing will be kept at school for emergency use and returned at the end of the school year. Our preschool program also provides a weekly swimming session. The school provides pool towels; however, parents are responsible to have swimsuits available for their child.



BACKPACK

Every child will need a backpack large enough to accommodate art projects and papers. **Please check your child's backpack daily for notes, newsletters, or art projects.**

LUNCH

For all full day students, students are required to bring their own lunch daily. Please make sure that your child's name is clearly marked on the lunch. Your child's teacher will handle all of the specific details. Parents are encouraged to provide food from all of the food groups.

SNACK

Parents should provide a nutritious snack for the class. This snack should consist of **100% fruit juice** or milk plus an item from another food group such as cheese crackers, pretzels, fruit, etc. Check with your child's teacher to determine if any classmates have food allergies. Parents have the choice of providing their own snacks for their child or choose to send in snack money so that these items can be purchased in larger quantities by the teacher and provided to your child at snack time. The yearly cost is \$90 for 5 days a week, \$72 for 4 days a week and \$54 for 3 days a week.

SPECIAL EVENTS

On special occasions, we will have classroom parties, field trips, or special guests. Notices will be sent home prior to these special events. Parents who have a special interest to share with the class such as a musical talent, hobby, unique pet, etc. are always welcome. Please contact your child's teacher to discuss how this interest can be incorporated into the classroom activities!

(BFN) BROADMOOR FAMILY NETWORK

The Broadmoor Family Network is a parent group who is involved in school functions and fundraisers. They are committed to sharing essential information and support with each other pertaining to the future of our children. Please consider being a part of this beneficial organization. For further information, please call 440-602-1000.

ANGELSWING CHILDCARE

Child care is available for 2-1/2 – 6 year olds Monday through Friday 7:00 a.m. to 5:30 p.m. in Broadmoor School. Degreed and experienced caregivers, discounts to families with two or more children enrolled, and full and part-time rates are just a few of the features of Angelswing Childcare. For more information, contact Barb Konrad at 440-602-1035.



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FINANCIAL ASSISTANCE

FAMILY SUPPORT SERVICES (FSS)

Family Support Services (FSS) is a grant program intended to help the family or guardian care for their eligible family member at home and enhance the quality of life. FSS provides financial assistance to families and individuals through full or partial reimbursement of approved expenditures based on a sliding fee scale and up to an annual allocation cap.

Eligible individuals are those determined through the County Board eligibility process to have a developmental disability and live in Lake County.

Once determined eligible and after successful enrollment in the FSS grant program, reimbursements can be provided for many goods and services not otherwise funded by other sources and as related to the individual's diagnosis, including the following:

- Necessary home modifications to improve the living environment or facilitate care
- Adaptive equipment
- Counseling, training and education for family to aid in providing care
- Medical expense assistance
- Special dietary needs
- Respite care (in or out of the home)
- Incontinence supplies (after the age of 3 years)
- Other services and/or items directly related to improving the lives and living environments of individuals and their families



COMPLAINT OR APPEAL OF ADVERSE ACTION EXPLANATION FORM

Why would I file a complaint or appeal?

You may file a complaint if you are dissatisfied with a program, service, policy, or practice of the LCBDD. You may file an appeal of adverse action ("appeal") if your request for services is denied or if services you have been receiving are being taken away.

Do I have to file a formal complaint or appeal?

No; if you choose, you may start by trying to resolve your complaint or appeal informally with a supervisor or manager at the LCBDD. You and the supervisor or manager can agree to work together to try and resolve your complaint or appeal. The informal process shall take no longer than 30 days.

Should I try to resolve my complaint or appeal informally before filing a formal complaint or appeal?

That is entirely up to you. Trying to resolve your complaint or appeal informally does not prevent you from filing a formal complaint or appeal.

When should I file a complaint or appeal?

- A complaint must be filed within 90 days of becoming aware of the program, service, policy, or practice that is the subject of your complaint.
- An appeal must be filed within 90 days of receiving notice that your services are being denied or taken away.

Important!

In most cases, the LCBDD must notify you at least 15 days prior to the date it plans to take away your services. *If you file an appeal before the date your services are scheduled to be taken away, your services will stay in place during the appeal process.*

How do I file a formal complaint or appeal?

The complaint or appeal must be filed in writing with the supervisor or manager responsible for the program, service, policy, or practice of the LCBDD. Staff of the LCBDD may assist you if you need help.

How will I be notified about my complaint or appeal?

The LCBDD will respond to you in writing. Each response will explain the next step and the time line for completing it.



What will happen after I file a formal complaint or appeal?

The supervisor or manager will meet with you to discuss your complaint or appeal and will investigate your complaint or appeal. Within 15 days, the supervisor or manager will provide you with a written response to your complaint or appeal. If you make a request, the supervisor or manager will discuss the written response with you.

What if I am not satisfied with the supervisor's or manager's decision?

You may file your complaint or appeal with the Superintendent of the LCBDD. Your complaint or appeal must be filed in writing within 10 days of receiving the supervisor's or manager's written response. Staff of the LCBDD may assist you if you need help. The Superintendent or his/her designee will meet with you within 10 days of receipt of your complaint or appeal and provide you with a written response within 15 days of receipt of your complaint or appeal.

What if I am not satisfied with the Superintendent's decision?

You may file your complaint or appeal with the President of the LCBDD. Your complaint or appeal must be filed in writing within 10 days of receiving the Superintendent's written response. Staff of the LCBDD may assist you if you need help. A hearing will be conducted within 20 days of receipt of your complaint or appeal.

What will happen at the hearing?

The hearing may be conducted by the full county board, by a committee of two or more members of the LCBDD appointed by the President, or by a hearing officer appointed by the President. You will have an opportunity to explain your complaint or appeal. You may be represented by an attorney. You have the right to question officials or employees of the LCBDD who have information related to your complaint or appeal. You may be asked questions about your complaint or appeal.

What will happen after the hearing?

You are entitled to receive, at no cost, a written transcript of the hearing. Within 15 days of a hearing conducted by the LCBDD or the LCBDD's receipt of the report and recommendation from a hearing officer, the LCBDD President or his/her designee will send you by certified mail, the LCBDD's decision regarding your complaint or appeal. The decision must include a rationale and a description of what you should do if you are still dissatisfied.



What if I am not satisfied with the LCBDD's decision?

You may file your complaint or appeal with the Director of the Ohio Department of Developmental Disabilities. Your complaint or appeal must be filed in writing within 15 days of receiving the LCBDD's decision. Staff of the LCBDD may assist you if you need help. The Director or his/her designee may request additional information from you. Within 30 days of receipt of necessary documents related to your complaint or appeal, the Director or his or her designee will send you by certified mail, his or her decision regarding your complaint or appeal.

Who else can help me with my complaint or appeal?

Arc of Ohio at 1-800-875-2723

Disability Rights Ohio at 1-800-282-9181

Ohio Department of Developmental Disabilities at 1-800-617-6733

M:\Handbooks



Lake County Board of Developmental Disabilities/Deepwood

EMPOWER individuals with developmental disabilities to ENGAGE in activities that
ENRICH their lives and contribute to their community.