



Dear Students and Parents/Guardians:

We are happy that you are a part of The Watson Institute Friendship Academy and want to help you understand our school's policies and procedures. To have a successful year it takes everyone---parents/guardians, students, and staff---working together.

The guidelines, rules and regulations support but do not replace the judgment or discretion of school officials. When there is a problem in the school, please follow these steps:

- Consult the *Student/Parent Handbook*;
- Talk to your student;
- Call the social worker, teacher or program supervisor;
- If the problem continues, call the Education Director or Clinical Director. We are all here to help you.

If you have any questions, you may call your social worker, teacher, or program supervisor at 412-365-3800. You may also visit our website at [www.thewatsoninstitute.org](http://www.thewatsoninstitute.org) where you can find the school calendar, information about our program and the Watson Institute, and a schedule of upcoming events.

We are looking forward to a wonderful year filled with excitement, fun, learning, and growth for everyone.

Sincerely,

Mary Beth Boylan  
Clinical Director

Lauri Kragness  
Education Director

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## School Closings

In case of bad weather or other emergency, Friendship Academy closing or delays will be on KDKA TV - [www.KDKA.com](http://www.KDKA.com), WTAE TV - [www.WTAE.com](http://www.WTAE.com), and WPXI TV – [www.wpxi.com](http://www.wpxi.com).

What if Friendship is open but my home district is closed or delayed?

If your school district is closed, for safety your child's bus service will not pick up your child. This will be an excused absence. If your school district has a delay, the bus will pick up your child later. This will be an excused tardy.

## Student Responsibilities

As a student of Friendship academy I will honor the Seven Sanctuary commitments:

- Commitment to Nonviolence
  - Putting physical, emotional, moral, and social safety first
- Commitment to Open Communication
  - Speaking your truth and being accountable for your words
- Commitment to Social Learning
  - Learning from each other to make better decisions
- Commitment to Social Responsibility
  - Modeling positive behavior
- Commitment to Emotional Intelligence
  - Talking out rather than acting out feelings
- Commitment to Democracy (Shared Governance)
  - Working together in decision making and problem solving
- Commitment to Growth & Change
  - Creating opportunity and hope for a better future

## Student Rights

1. You have the right to attend Friendship Academy regardless of your nationality, color, or your religious belief.
2. You can expect Friendship Academy to be a safe place, that includes but is not limited to, daily safety screening and therapeutic interventions to keep you and other students and staff safe at all times.

3. You have the right to know about any recommendation for medicine that may be prescribed for you by attending a meeting with the doctor, nurse and your parents. You can talk to the doctor about your medicine at any time. You can refuse the medicine, but then Friendship Academy may not be able to help you.
4. You have the right to participate in all meetings regarding your work at Friendship Academy and to be well informed about your education and treatment goals.
5. Your treatment program is confidential within the limits of the law.
6. Friendship Academy cannot send information about you to anyone without you (if you are 14+) and your parents' authorization, except the police or law enforcement bodies like juvenile court, or hospitals in case of medical emergency. Also, the State Departments of Education and Welfare, and Community Care Behavioral Health, (the HMO that pays for some of the costs of your program at Friendship Academy), can review your record. The State Department of Education and your school district have a right to your academic, discipline, and school health records.

## **Academic Program**

Friendship Academy is an Approved Private School licensed by the Pennsylvania Department of Education. We follow the same guidelines for your child's education as your home school district. Students may be scheduled for classes in the following subjects: english and reading, mathematics, science, social studies, career education, health and physical education, music, art, family and consumer sciences, and technology. In addition, students will also receive art, music, library, and physical education. The academic program, behavior program, and mental health program are included in the school day. Each period, we work on IEP goals and treatment goals. This is how we meet the academic, behavioral, social, and emotional needs of every student.

### **Can I meet with and talk to my child's teachers?**

Certainly! You will be invited to our annual Open House. You can meet every teacher, and hear about what students will be learning during the year.

We encourage you to make an appointment to observe your child in her classroom. In addition, if you have a concern about your child's academic program, please do not hesitate to call the teacher to set up a parent-teacher conference. We invite you to join our parent group where there is opportunity for education and support.

Please contact your social worker to update your contact information when you move, change your phone number or have a change in your emergency contact person/information.

### **Special Education**

The Special Education regulations in Pennsylvania are under the 22 PA Code, Chapter 14. Chapter 14 tells schools what they must do to follow the federal law, the Individuals with Disabilities Education Act (IDEA), and its regulations. Chapter 14 ensures that all students with disabilities have available to them a free appropriate public education designed to enable them to participate fully and independently in the community, including preparation for employment or higher education. Chapter 14 also protects the rights of students with disabilities and the parents of these students.

### **Individualized Education Program**

An Individualized Education Program (IEP) is a written plan for a child with a disability that is developed, reviewed and revised according to federal and state regulations. It is the result of an essential process to ensure that individuals with disabilities have appropriate educational planning to accommodate their unique instructional needs.

The IEP Team makes the decisions about the student's program and placement. The student's parent(s), the student's special education teacher, and a representative from the school district are required members of this team.

### **How do I change my child's IEP?**

Changes to the IEP can be made at any time. If you have concerns or would like to revise the IEP, please call the school and ask for the Education Liaison to discuss your concerns and schedule a meeting.

### **IEP Progress Notes**

IDEA requires that parents be informed of their child's progress on a regular basis. Review of progress is a mechanism for determining whether the child is progressing during the year, to ensure the IEP is consistent with the child's instructional needs, and if appropriate, to revise the IEP. Progress is reported quarterly to student, parent and school district.

### **Reports Cards and Grades**

Parents will receive several reports on their students' progress. Interim reports come home halfway through each nine-week grading period. A report card will

come home four times a year at the end of each nine-week grading period. All reports are mailed home.

The students' performance and progress in their classes will be assessed on a system of points. These scores will be converted to percentages and letter grades. The grades will help to show you how your child is performing. Class participation will count for 20% of grade, class work will count for 50% of grade, and tests/quizzes will count for 30% of grade. Teachers will share comments on the report card about how each student is learning or performing in the classroom. Letter grades, percentage grades, and comments will appear on the report cards.

The grading scale is as follows:

A 90 – 100 %

B 80 – 89 %

C 70%-79%

D 60%-69%

Failing 0-59%

Students will be provided a retest option for partial credit when they fail a test. Students can earn a maximum of 80% when they retake a test. Retests must be completed within 5 school days. Students may also earn extra credit. The extra credit may count for no more than 10% of the final grade. Class work and tests/quizzes can be made up in the five days that the student attends after the student's absence. The secondary student must ASK the teacher for the work, giving the student some responsibility for making up their work when they are absent.

### **Library**

Friendship Academy has a well-stocked library for students to use as part of their classes or to use during scheduled time during the day. We hope your child will sign out library books to read at home. The librarian also supports the teachers with special projects in the classroom. We invite you to volunteer to be a guest reader for our elementary classrooms.

### **Lost or Damaged School Materials**

Students or parents may be required to pay full replacement cost for any textbook or school material lost or damaged.



## **Standardized Testing**

Friendship Academy administers the required state standardized achievement tests (PSSA, PASA, Keystone). Accommodations are used as outlined in students I.E.P.

### **Parental Requests to Preview the Tests**

1. Parent calls school to request to preview the test. The request must be made to the Educational Director.
2. The School Administration Coordinator will arrange a scheduled time for the parent to come into the school to review the test.
3. The parent will be required to sign the PDE Security statement.
4. The parent will be required to turn in any electronic devices to be locked up during the review.
5. The School Administration Coordinator will remain with the parent during the review.
6. When the parent has completed the review, the School Administration Coordinator will remind the parent of the importance of test security.
7. The test booklet will be taken out of the room and returned to the secure location.
8. Any digital device will be returned to the parent who will then be escorted out of the building.

## **Behavioral Program**

When students come into Friendship Academy, they receive a Functional Behavioral Assessment (FBA). An FBA is a collection of information from staff, family and student that is put together to help understand your child. Information we collect includes interviews, behavior checklists, classroom observations, and research of your child's record.

From the FBA, a Positive Behavior Support Plan (PBSP) is developed. This plan is a guide for staff working with your child in the program. This plan will help staff understand your child and provide positive ways to teach appropriate behaviors and prevent inappropriate behaviors.

### **How do you know if the behavior plan is working?**

Together, the FBA and PBSP will help us work with your child. They also will provide a starting point for data collection. As time goes by, staff will be able to determine progress through data collection and comparison. If your child is not making progress, then we will rewrite your child's PBSP and try different strategies.

### **What other behavioral strategies does the school use?**

Friendship Academy has a school wide positive behavior support system. It is a level systems or points system that encourages appropriate behavior but also teaches your child math, money skills, and allows your child to have some fun, too!

We call it *Watson Financial*, because it works like a bank. It is modeled after a bank system, so your child may talk about his deposits and spending at the Market. [There is not real money, but students earn “pretend money” to spend on special items and awards. There are four levels (Purple, Green, Yellow and Red).

## **Mental Health Services**

Friendship Academy's includes a Partial Hospital Program, a school-based mental health treatment program and an Outpatient Treatment Program. During your intake we will evaluate which treatment option is best for your needs. We are excited that you and your child are here, and we look forward to working with you during the coming year.

## **Partial Hospital Program**

The partial hospital program is right inside Friendship Academy. It is called a partial hospital because we do not have anyone staying overnight as a regular hospital does. The partial hospital supports your child's educational goals and helps your child become healthy in behavior and feelings. We want to help students with a successful return to a less restrictive education placement, like your neighborhood public school. The partial hospital program operates during regular school hours. We can also make individual appointments before and after school. To do this, you need to call your psychiatric social worker.

A treatment team will work with you and your child to help reach child and family goals. You will develop a treatment plan with your assigned social worker. Each treatment team has a: psychiatrist, nurse, psychiatric social worker, classroom therapist and teacher. You can meet your psychiatrist and psychiatric social worker as soon as you enter the program. The team plans individual, group and family therapies, as well as medicine management. It is a requirement that you and your family participate in the treatment program. You/your family will meet often with members of the treatment team to discuss progress and any questions or problems you may have. You and your child are important to us.

**How long will my child stay?**

The length of stay at Friendship Academy depends on you/your child or teen's individualized treatment plan, how your child meets treatment goals, and progress within the program. The treatment team in collaboration with you, your family, and other involved agencies and services assesses progress. Children and teens can come into the program any time throughout the year. Children leave the program when they have accomplished their treatment goals and can manage their behavior in the home school.

**What happens in the partial hospital program?**

We are a school-based program designed to meet the mental health needs of children and teens (ages 6-21) with various psychiatric disorders. Some examples of the types of problems we address are depression, bipolar disorder, anxiety problems, trauma and behavioral problems such as attention deficit disorder, oppositional disorder and conduct disorder. In the partial hospital program your child and you will be invited to participate in individual, group and/or family therapy. Our experience is that family involvement in treatment helps tremendously in decreasing your child's behavioral issues and improving their emotional well-being.

**How is this different from other places that treat children and teens?**

The partial hospital program provides more intensive mental health services than outpatient treatment. The treatment team can see your child more often, since we are right in the school building. We are less restrictive than residential treatment or inpatient hospitalization, because your child or teen remains at home and returns there every night.

**What will you do for my child and me?**

The goal of the partial hospital program is to help you and your child or teen get along better in work, school, and social life, at home, at school, and in the community. Here are some goals we might work on together:

- Teaching you and your family about mental health disorders
- Helping you choose what things work to make you feel better and be healthy
- Teaching you about medicines that might help
- Stopping or reducing some of the behaviors or feelings that are making life harder for you and your child;

- Helping you and your child learn new ways to cope with the stresses of their problems
- Learning new skills we call Cognitive Behavior Therapy (CBT), Dialectical Behavior Therapy (DBT) techniques and problem solving.

### **What is the treatment like?**

Treatment in the partial program includes group, individual, and family therapies. Techniques and skills built into the programs include:

- groups that deal with special problems such as grief and loss, how to manage our anger, and getting along better with adults.
- family interventions, so that you can enjoy healthy family time without so much stress
- reaching out to families, such as our family nights, when we get together to learn more.
- learning parenting skills to help provide structure and safety for your children
- staff showing students how to try new ways to handle problems
- staff teaching and then letting kids practice their new skills
- learning how to spend free time in a good and healthy way
- learning how to get along better in the neighborhood, at school, and at a job.

Two important ways we have therapy are called Cognitive Behavioral Therapy (CBT) and Dialectical Behavior Therapy (DBT). CBT teaches you/your child or teen how to change many behaviors that have caused problems in life by looking at the feelings and thoughts that drive these behaviors. The second treatment modality is Dialectical Behavior Therapy. DBT teaches and improves skills to change behavioral, emotional, and thinking patterns that may cause problems in living. DBT also teaches children to stay in the moment and manage their feelings. Here are some other ways we can help: anger management, social skills, coping with loss and grief, and drug and alcohol education. Your child will develop and practice social skills necessary for his/her return to his home school.

### **Who prescribes medication for my child's behavioral health issues?**

Your child or teen may be prescribed medicine by the psychiatrist because the doctor believes it will make a big difference in helping your child feel better. You will have a chance to meet with the doctor to see what is right. Usually, medicine works best when it goes along with therapy. Of course, we will not give your child any medicine without your permission.

It is program policy that when your child is admitted to the partial hospital program his or her medications are prescribed and followed by our program psychiatrist who is in charge of your child's treatment plan. The psychiatrist (doctor) is the head of the treatment team and reviews your child's progress at a meeting every 20 days. He or she is in the best position to evaluate how medication is helping your child because of the amount of time your child is in the program each day. This is a nice benefit of the partial hospital program. The doctor, social worker, classroom therapist and teacher spend a good deal of time interacting with and observing your child on a daily basis. They have firsthand knowledge of your child's struggles and areas of improvement. When the team comes together they can make observation based decisions on how medication is or is not helping your child. If your child is admitted to our program and has been under the care of another psychiatrist our psychiatrist will collaborate with him/her to assure a smooth transition to our program. Children in our partial hospital program must be followed by our psychiatrists.

As part of the Partial Hospital Program, A nurse gives out medicine during school and checks on how students are doing with their medicines, under the direction of the psychiatrist. If your child is in the habit of taking medication at home and is able to do so consistently, then there will be no need to have the nurse give it at school. The medicine cannot work if your child does not take it on a schedule. Skipping medicine can make your child's problems worse.

## **Outpatient Program**

Friendship Academy also offers outpatient services that are less intensive than the partial hospital program. Within the classroom your child will continue to receive emotional support to help achieve his/her academic goals. Outside the classroom your child will have the opportunity to meet with a therapist on a weekly basis. Therapy could include individual, group and family therapy. Together you and your child's therapist will develop a mental health treatment plan that addresses his/her emotional and behavioral needs. Your child will also have access to a psychiatrist for medication management as necessary. Children who leave Friendship Academy can continue to participate in treatment, including medication once they return to public school and/or graduate.

We want you know all about any medicine prescribed for your child or teen. Be sure to ask any questions you may have.

### **As a student, what's my role in all this treatment?**

You are an important person, and we need your help. Here is what you can do to make your treatment go better:

- Try your best to get along with other students and your staff. We are here to help you with that.
- Be involved in your own treatment.
- Meet individually with your social worker.
- Participate in all groups and activities.
- Behave appropriately when in groups. Respect yourself, others, and property.
- Come to school so we can help you.
- If you have medicine, take it when you need to. That is the only way it can help you feel better.

### **What can I do to help my child do better?**

- Show your child that you want him or her to feel better. Do this by telling them that you want them to participate in treatment.
- If your child refuses treatment often, you need to come in and join the treatment team so that we can figure out what is not working.
- Come to our family/interagency meetings as scheduled. *Your* participation in your child or teen's treatment is very, very important!
- Please feel free to tell your doctor or social worker if things are not working out for you.
- If you do not understand something, please let us know.
- Please help your child take the medicine if he or she has a prescription.
- If you have questions about the medicine, talk to your child's doctor, a nurse, or your social worker. If a medicine is not working out well, the doctor will have ideas that can help.

### **If I come to meet with someone, where do I go?**

You will come to 255 S. Negley Avenue, Pittsburgh, PA, 15206. There is a visitor's parking lot in the back of the building where you can park. The main entrance for visitors is also in the back of the building on Ravoux Way.

## **Wellness Policy**

Friendship Academy is committed to the optimal development of every student. Friendship Academy believes that for students to have the opportunity to achieve

personal, academic, developmental and social success, we need to create positive, safe and health-promoting learning environments.

Research shows that two components, good nutrition and physical activity before, during and after the school day, are strongly correlated with positive student outcomes. For example, student participation in the U.S. Department of Agriculture's (USDA) School Breakfast Program is associated with higher grades and standardized test scores, lower absenteeism and better performance on cognitive tasks. In addition, students who are physically active do better academically. Finally, there is evidence that adequate hydration is associated with better cognitive performance.

The Friendship Academy Wellness Committee develops and evaluates the implementation of the Wellness Policy. The Wellness Committee will keep you updated with school wellness activities and initiatives. Parents are invited and encouraged to be members of this committee. Please contact the Education Director at 412-365-3800 to participate.

The Wellness Policy outlines Friendship Academy's approach to ensuring environments and opportunities for all students to practice healthy eating and physical activity behaviors throughout the school day while minimizing commercial distractions. Specifically, this policy establishes goals and procedures to ensure that:

- Students in Friendship Academy have access to healthy foods throughout the school day both through reimbursable school meals and other foods available throughout the school campus in accordance with federal and state nutrition standards;
- Students are provided a comprehensive nutrition program consistent with federal and state requirements that is prohibited from discriminating on the basis of race, national origin, sex, age, or disability;
- Students receive quality nutrition education that helps them develop lifelong healthy eating behaviors;
- Students have opportunities to be physically active during school;
- Friendship Academy engages in nutrition and physical activity promotion and other activities that promote student wellness;
- School staff are encouraged and supported to practice healthy nutrition and physical activity behaviors in and out of school;

- The community is engaged in supporting the work of Friendship Academy in creating continuity between school and other settings for students and staff to practice lifelong healthy habits; and
- Friendship Academy establishes and maintains an infrastructure for management, oversight, implementation, communication about and monitoring of the policy and its established goals and objectives.

The complete Friendship Wellness Policy can be viewed on our website:

<https://www.thewatsoninstitute.org/schools/friendship-academy/>

## **Breakfast and Lunch Program**

### **What is the School Breakfast and Lunch Program?**

The School Breakfast and Lunch Program receives money from the Federal government to provide breakfast and lunch in school. Schools must serve meals that meet Federal nutrition requirements. They also must offer free or reduced-price breakfasts to eligible children.

### **What types of foods are offered?**

School breakfast and lunch meals contain milk, fruit, vegetables, and protein. Breakfast is served in the classroom and lunch is served in the cafeteria. **Friendship Academy is a nut free school.**

### **Who can participate in the program & how much does it cost?**

Any child who attends a school with a Federal breakfast or lunch program can participate. Some children will be eligible for free or reduced-priced breakfast. Schools that participate in the School Breakfast and Lunch Program are required to tell families how to apply at the beginning of the school year. Families may also apply on-line at [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us). Breakfast and lunch at Friendship Academy are free even for students that do not qualify.

### **Can my child bring a lunch or outside food/snacks?**

Your child may bring a lunch from home. We ask that you only send healthy food. Friendship Academy will provide your child with milk or juice, so you do not need to pack drinks. Students may not bring soda pop or junk food to school, they will be taken as they enter the building and not returned.



## USDA Nondiscrimination Statement

**For all other FNS nutrition assistance programs, state or local agencies, and their subrecipients, must post the following Nondiscrimination Statement:**

In accordance with Federal civil rights law and U.S. Department of agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at USA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442: or
- (3) E-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

If a person reports to a supervisor, teacher or other individual on staff at The Watson Institute Friendship Academy, the person who receives the complaint will refer them to the above information on how to file a complaint, or if they are unable to complete it, the person will transcribe the complaint and submit the letter to the program Discrimination Complaint Form as noted above.

## Health Services

### What are the health services?

Nurses work at our school to ensure the good physical health of our students and to carry out health screenings required by the Department of Education. On a schedule, the Friendship Academy nurses provide vision, hearing, and dental screenings. Even though they do some of these screenings, the nurses are not substitutes for your child's primary care physician, or PCP.

Physical illnesses and accidents are assessed by our highly trained nurses. They decide what the next step should be. Often, they can treat a minor illness or injury so that your child does not miss any school. You will need to pick up your child and take him or her home and if appropriate, you will need to take your child for treatment.

If an injury or illness is too serious to handle at school, we will call you. Please be sure that you tell us your correct emergency telephone numbers. However, if it is an emergency, we will call you and call 911 to take your child to the hospital. We will do everything we can to take care of your child in an emergency.

### Immunizations

Please review the guidelines below regarding your student's immunization requirements. If you have any questions about these guidelines as they relate to your student, please contact the nurses.

# School Immunization Regulations

**\* 2017-18 School Immunization Requirements - Please note:** the State of Pennsylvania has changed immunization requirements for school entry starting August 2017. The PA Department of Health has more information about those changes here:  
<http://www.health.pa.gov/My%20Health/Immunizations/Pages/2017---2018-School-Immunization-Requirements.aspx#>.  
ACHD is updating its regulations accordingly to comply with state law.

Key changes:

- (1) An additional dose of meningococcal vaccine for 12th graders
- (2) A fourth dose of the polio vaccine on or after a child's fourth birthday (a fourth dose is not necessary if the third dose was administered at age four years or older and at least six months after the previous dose)
- (3) A shortened provisional enrollment period (from 8 months to 5 days)
- (4) A requirement that students not fully vaccinated by the end of the provisional enrollment period submit a plan from their physician stating when they will be up to date with vaccines.

## Immunizations Required For Students In Grades K-12

- ✓ 4 doses of tetanus, diphtheria, and acellular pertussis (1 dose must have been given on or after the 4th birthday)

**Note:** If series is started after 7 years of age, only 3 doses are required.

- ✓ ~~3 doses~~ 4 doses of polio vaccine (4th dose on or after 4th birthday and at least 6 months after previous dose given) \*see above

**Note:** If series is started after 7 years of age, only 3 doses are required.

- ✓ 2 doses of measles, mumps, and rubella vaccine (MMR)
- ✓ 3 doses of hepatitis B vaccine
- ✓ 2 doses of varicella vaccine, or written statement from physician/designee indicating month and year of disease or serologic proof of immunity

## Additional Immunizations Required For Students In Grades 7-12

- ✓ 1 dose of tetanus/diphtheria/pertussis vaccine (Tdap)
- ✓ ~~1 dose~~ 2 doses of meningitis, one for entry into 7th grade and a second for entry into 12th grade. \*see above

## How do students go to the Nurses' Office?

All students must have a pass from a teacher or classroom therapist before going to the health room (unless it is an emergency).

## What about students who take medicine at school?

We do not allow any students to bring prescribed or over-the-counter medicine to school. We do this so that everyone will be safe. We do not want your child to take medicine they should not, take too much of a medicine, or to share medicine. The nurses will give out non-prescription medicine if the parent or guardian has signed a permission form when your child comes to Friendship Academy. This form needs to be completed yearly.

Some students are prescribed medications by our psychiatrists on staff at Friendship Academy. Those prescriptions will be filled through Medicine Shoppe Pharmacy and a courier service brings them to school for school administration, or they are mailed home to your address for home administration. If you would prefer to use an outside pharmacy this is something to discuss with your specific psychiatrist or one of the nurses. For any medication prescribed by an outside Doctor, a prescription signed by the prescribing doctor is needed, along with a parent signed permission slip, for the nurses to administer at school. For example: Your child is prescribed an Inhaler for asthma, you the parent may bring the inhaler into the nurses along with the prescription from the doctor who prescribed the inhaler, at that time you the parent will also sign a permission slip allowing the nurses to administer this medication. Feel free to call the nurses office with any questions regarding medications being administered at school.

## **Attendance**

State law requires that students be in school for 180 days each school year. Coming to school is very important for helping students learn and feel better.

### **What if my child misses school for a day or two?**

If your student is absent, you must send us a written excuse when your child comes back to school. The parent or guardian must write, call or email after each absence. The excused absence must be for a legitimate reason. All absences are considered unexcused unless written notice is received.

In addition, PA has enacted new state legislation regarding school attendance.

Truancy is now defined as an accrument of three (3) unexcused absences per current academic year. These absences do not need to run consecutively. Letters will be sent home after student's first unexcused absence. After the third unexcused absence, the parents/guardians will be notified and, as required by law, the school will schedule a meeting to develop and discuss an Attendance Improvement Plan in hopes of raising your student's attendance.

If a student accrues 6 or more unexcused absences per current academic year, they will be considered habitually truant.

If the child is habitually truant (accumulates six unexcused absences):

- Habitually truant child under fifteen years of age. The school must refer the child to either: (1) refer the child to a school-based or community-based attendance improvement program or (2) the county CYS for services or possible disposition as a dependent child under the Juvenile Act. Additionally, the school may file a citation against the parent of a habitually truant child under fifteen in a magisterial district court.
- Habitually truant child fifteen years of age and older: If a habitually truant child is fifteen or older, the school must either: (1) refer the child to a school-based or community-based attendance improvement program or (2) file a citation against the student or parent in a magisterial district court. If these steps are not effective the school may refer the child to the count CYS agency for possible disposition as a dependent child.

### **What about early dismissals?**

If your child needs to leave school early, you must send us a signed note telling us why your child needs to leave early and what time you will pick up your child. Be sure to give us a phone number where we can call you to check on the early dismissal. Students may not write their own excuses.

No persons other than people identified on the emergency contact list may pick up your child. Written permission must be provided. You must come into the visitor's entrance to sign your student out. There is parking available in the rear of the building. Please do not park in the front of the building along Negley Avenue.

## **Transportation**

Students usually come to Friendship Academy and go home on school buses provided by their home school districts. Transportation is a service that is contracted by the school district. Friendship Academy does not operate or control the vehicles that transport students.

If a specific behavior is unsafe or inappropriate, Friendship Academy staff will work with the parent and school district to take corrective action. See the section on *Bus Rules of Conduct*.

### **What if my child's bus does not come on time?**

If you have a problem with your child's bus, you should call your **home school district's transportation department**. Although Friendship Academy is not directly

accountable for student's behavior on the buses, we work closely with the school district, bus company, and you to resolve transportation problems.

### **May my child drive or ride with another student?**

Students may not travel to and from school in personal cars that belong to other students or their families. Students have to travel in the bus or van that the school district provides. Students may not drive to school.

### **What if my family moves?**

If your family moves, please let Friendship Academy know and let your home school district know. Your bus route will change then. If you have moved to a new district you will need to register your child in that district.

## **Safety**

Many students attend Friendship Academy because of difficulty managing their behavior and emotions. We want you to know that your child's staff has received specialized training to deal with situations that may be dangerous for your child or others.

### **What kind of training does the staff get?**

Each year our staff has training in Comprehensive Crisis Management. This training teaches us how to calm your child with words. Staff learn to listen to children, to help them solve problems, and to show children how to handle problems in a safer, calmer way. This training also teaches us how to move your child safely to a better space if needed. We can share some of these ideas with you, too.

### **How can I help my child manage their emotions?**

Each year, we will develop a safety plan and write a crisis plan for your child. Your social worker, you, and your child will discuss the situations that lead your child into a crisis. You can also talk about what helps to reassure or calm your child when he or she is upset. The social worker will also want to find out what works for you and your child at home and in the neighborhood. This information will help us write a plan just for you and your child. In therapy, the social worker will also focus on appropriate behaviors and help your child learn new ways to deal with stress and anger.

### **Restrictive Procedures**

A restrictive procedure is what we call any staff intervention that limits or restricts a student's ability to move or act. Physical restraints fall under this category. As

required by state laws, Friendship Academy has a policy and procedures for restraints. We use restraints as a last resort, and only when we believe it is best for the safety of your child and others.

### **When and how do you use restraint?**

It is the policy of Friendship Academy that physical restraint is justified only in situations of emergency. We use restraint only as a last resort when there is imminent danger of bodily harm to the student or others and when all other attempts to help the student calm down have failed. Simply stated, “imminent danger” means if staff does not act immediately someone may be seriously injured. The following procedures are utilized during a physical restraint.

- A staff member requests authorization for a physical restraint from the qualified Crisis Supervisor or designee.
- When the situation poses imminent danger, the restraint can be started without prior authorization. The Crisis Supervisor should be notified as soon as possible.
- If the restraint lasts longer than ten minutes, a nurse must be called to monitor the student’s vital signs.
- A Restraint Report is completed. It tells what happened when the child got upset, what we tried to calm the child, and a summary of the debriefing.
- Parents are notified by phone.
- It is your right as a parent to have an Individualized Education Plan (IEP) meeting to discuss the incident, the current Positive Behavior Support Plan and interventions. This IEP meeting should be conducted within 10 days of the restraint. A letter will be sent to your home for you to sign and indicate input; either you are interested in holding an IEP or you do not feel an IEP is necessary at this time and are not interested in holding an IEP meeting.

### **Fire Drills and Alarms**

To protect the welfare and safety of all students, we have one unannounced fire drill every month. This is required by county and state laws and rules. Students must follow the exit routes displayed in each room and leave the building in a quiet and orderly way. Tampering with fire and safety equipment, such as fire alarms, fire extinguishers, and evacuation signs is against the law. If your child violates the law and tampers with fire and safety equipment, the Fire Marshall will get involved, and may prosecute your child.

## **Police**

The administration exercises broad discretionary authority to conduct investigations and ensure the safety of all students and staff. Friendship Academy staff may be assisted by the following:

- Zone 5 Police;
- K-9 agencies; and
- Any others as seen appropriate by the administration.

On those occasions when it is necessary for police officers representing the federal, state, or local governments to interview or apprehend students during school hours, it is the responsibility of the school to represent and safeguard the rights and interests of the students in attendance.

## **What happens if the police are involved with my child?**

Any time the police are involved with a student at Friendship Academy, the parent/guardians will be notified by the student's social worker or an administrator.

## **Safety Screening**

Friendship Academy uses safety screening like schools, office buildings, amusement parks, and airports now use. We do this to be sure that our school is safe for every person.

## **How are students scanned?**

When students come inside, they must pass through a safety screening. The screening is done by trained staff members who use a walk-through detector and hand-held metal detector wands. These wands detect any metal objects. All students are asked to show any metal objects they have. Students are then scanned from front to back and side to side with the hand wand passing slowly over them to detect any other metal objects present. In addition, the staff may check students' pockets and ankle areas physically or visually. Students may be asked to remove their coats, outside sweaters, hats, and shoes for a closer check.

Students who arrive late (or come back to the school after they leave) must wait in the lobby to be scanned. Students refusing to be scanned will not be permitted to stay in the building. If your child refuses a scan, you will have to pick him or her up at school. No book bags or purses should be brought to school. Small, handheld clutches only are permitted for personal items.



If students have items that are not permitted in the school (cell phones, other electronic devices, etc.), they give them to staff until the end of the school day. If the item is a weapon or something illegal, staff will take it and not return it. If it is not legal, we may turn it over to the police.

### **Searches of Students and Student Lockers**

Students are protected by US laws, including the Fourth Amendment. Yet, they are subject to reasonable searches and seizures by school officials. Drugs and weapons are not allowed in schools, according to laws (Drug-Free Schools and Communities Act of 1986, Federal Gun-Free Schools Act of 1994 and Pennsylvania Act 26 of 1995). These laws are for the welfare and safety of students.

### **What do you search?**

School staff may conduct a search of a student and his/her belongings when there is reasonable suspicion that the student is in possession of contraband. For this policy, contraband includes drugs, alcohol, weapons, or other materials possessed by a student in violation of federal, state, local law or school policy. Such a search shall consist of a pat down and search of outer garments, book bags, purses or any other personal possessions of the student. The search shall be conducted by a designated school official of the same sex in the presence of another member of the school staff. All contraband found during searches by school officials will be seized and used as evidence against the student in disciplinary proceedings.

### **Do you search lockers?**

Friendship Academy owns all student lockers. The lockers are subject to search at any time by school officials. A search of a particular locker may be conducted when there is reasonable suspicion that the locker contains contraband. Prior to the search, the student assigned to the locker will be notified and given an opportunity to be present. However, where school officials have a reasonable suspicion that the locker contains materials that may pose a threat to the welfare and safety of students, the locker may be searched without prior notice. Any contraband found in a locker will be considered in the possession of the student assigned to the locker.

### **What about police dogs?**

Friendship Academy reserves the right to enhance the welfare and safety of students by the use of dogs trained in the detection of narcotics and explosives. These searches may be unannounced. At all times, the dogs will be supervised by trained police. These searches will be confined to public areas (hallways, cafeteria, restrooms, gymnasium, library, and parking lots) which are the property of Friendship Academy. Dogs will not search any students.

### **Use of Video Videotape**

Friendship Academy has video cameras throughout its facility including entrances, hallways, and classrooms. For Safety Video-Videotape Surveillance is monitored during all school hours. Video cameras may be used for clinical supervision and teaching/training purposes within the school, to help train other therapist/therapy students/teachers; and to allow parents to observe classroom during instructional time.

Video-videotape surveillance is used to provide protection from outside intruders, to protect staff and students while at the school, and to investigate staff and students.

Upon intake parents are provided a consent/authorization to use and disclose video-videotape. This consent/authorization is limited to only the use for education. Parents have the right to revoke this consent/authorization for educational purposes at any time by submitting such a request in writing. Refusal to consent to the use video/audio taping will not interfere with Client's treatment or education in any manner.

## **Rules of Conduct**

### **Assault**

An intentional and serious assault, or attempted assault by a student to any person, including but not limited to teachers, employees, or other students may result in the following actions:

- Lose privileges in the behavior support system.
- Parent notified
- In-School Supervised study
- Out-of-school suspension
- Police report filed
- Arrest

### **AWOL (Leaving the building without permission)**

Students who leave the building without permission put themselves in danger. Students returning from AWOL status may put others in the building in danger because they may bring into school something unsafe. As a result, every student returning from AWOL must go through the scan and empty and/or show what is in their pockets, purses and backpacks before being going to class or getting on a school bus. Remember, our job is to keep your child safe.

If your child leaves the building without staff permission, they will lose privileges in the behavior support system. If they continue to leave without permission, we will call you in for a meeting to problem solve. Parents are contacted by phone when their child is AWOL.

### **Bus Rules of Conduct**

To maintain a high standard of safety, students must follow these rules and any other rules set by the bus company or by the school district sending the bus:

- Enter and exit the bus from the front entrance only (Do not open emergency door except for a bus emergency).
- Keep aisles clear, bus clean, and free from damage
- Remain in seats facing forward when the bus is moving.
- Do not bully, make threats, assault, or swear at the driver or others on the bus.
- Do not throw, spit, kick, hang out, or shout from windows.

Students reported for breaking the bus rules will be subject to the following corrective actions:

- Lose privileges
- Warning to student
- Parent notified
- Conference at Friendship Academy with parent, student and staff of the school district and bus company
- Temporary loss of bus riding privilege
- Other school disciplinary action
- Citation to Magistrate
- File criminal report

### **Cafeteria Rules:**

- Use appropriate table manners and language.
- Keep voice level at a sensible range. No shouting, swearing, screaming, or fighting.
- Put all trays, utensils, containers, and papers in the trashcans.
- Food items must remain in the designated eating areas.
- Do not throw anything, make a mess with food or containers, touch, or take other people's food or drink.
- Arrive and Dismiss when the bell rings during assigned lunch period.

### **Cafeteria and Meals in Classrooms**

Students who follow the cafeteria rules and demonstrate appropriate mealtime behavior may eat in the cafeteria. Inappropriate behaviors may result in the following actions:

- Warning to student
- Lose of privileges
- Parent notification
- Parent conference
- Meals in supervised study room

### **Cell phones and other electronic devices or non-school items**

We urge parents to have students leave electronic devices at home as these items get lost or broken and are a distraction in the classroom. In general, these items include:

- Cell Phones
- iPods/Mp3 players
- iPads/Tablets

Therefore, students may not have these items during the school day. This includes field trips outside of the building. If students bring these items to school, we will place them in a safe container with the student's name. Classroom staff will keep the items until the end of the day and return them when the student is ready to go home. Students are responsible for adhering to this procedure.

If a student uses a cell phone to record and humiliate another student either on the bus or on school grounds, they will lose the privilege of bringing a cell phone to school. This includes postings of mean spirited images on Facebook or mocking other students by replaying recorded events.

**First Violation:** The student will not be allowed to bring cell phone or electronic items to school for **two weeks** under any circumstance.

**Second Violation:** The student will not be allowed to bring cell phone or electronic items to school for **one month** under any circumstance. Parents will be expected to come to school for a conference with the Education Director and Clinical Director.

If a student goes Absent without Leave (AWOL) during the school day items will be held until the end of the next school day. Electronics not given back on the day of an

AWOL will be returned the following school day provided the student does not go AWOL again – unless a parent picks up the electronics.

**The act of taking other students items when they are being returned to the classrooms at the end of the day is considered theft and will be handled as such.**

**What if my child needs to call me or I need to reach my child?**

If parents need to get in touch with their child during the day, they should contact the student's social worker or learning community program supervisor. If a student needs to contact their parent/guardian the social worker will assist them with this call from their office.

**Computer Use**

Computers at Friendship Academy are for students to use for schoolwork. Tampering with, vandalism to, or unauthorized use of computers or other electronic equipment (printers, cabling, drives, monitors, keyboards, mice, VCR'S, televisions, etc.) or software or associated documentation is prohibited. This includes inappropriate use of the Internet, network, and e-mail on school computers. Violations by students may constitute violations of the Pennsylvania Crimes Code or other statutes, subjecting violators to serious criminal prosecution. This policy is intended to be at least as broad and encompassing as Section 3933 of the Crimes Code (as of January 1995).

Student violators will be subject to discipline. This may include any of these:

- Lose privileges
- Lose of computer use privilege
- Parent notified.
- Parent conference at Friendship Academy
- In-School Supervised Study/ Other school disciplinary action
- Criminal charges filed

\*\*All violators will be held responsible for restitution of any damage to hardware, equipment, software, and documentation, and for any direct consequential damages.

**Dress Code:**

We believe that a clean-cut and respectful image reduces distractions and promotes learning. In addition, we believe that school uniforms promote a sense of pride in our school and solidarity between students. And while the school may designate

non-uniform days, such decisions will be made by the Directors. Dress requirements for these days will be sent to parents in advance.

NOTE: Items that meet the school dress code items are available at local retailers such as Target, Kmart, Kohl's, Sears, Wal-Mart, and JCPenney's.

### **Uniform Policy**

#### A. Shirt Styles

- Polo-style solid short or long sleeve shirts in **Dark Blue or White**.
- **Dark Blue or White sweatshirts (with the hood down), sweaters or sweater vests are acceptable.**
- Shirt should fit appropriately and not be more than one size larger than the student's body size.
- No logos, designs, or pictures on shirts unless school logo
- No bare waists, midriffs, bare backs, and/or low necklines permitted

#### B. Pants

- Solid tan-colored khaki (preferred color and style but not mandatory)
- No low-rise, bagging, sagging or dragging
- No tight leggings or pants that are revealing

#### C. Walking Shorts/Skorts/Skirts

- Solid tan-colored khaki (preferred color and style but not mandatory)
- No low-rise, bagging, sagging or dragging
- No boxers or running shorts

### **Consequences**

All students at Friendship Academy are expected to comply with the Dress Code. Noncompliance may result in, but not be limited to, the following:

#### **1st Offense:**

- Student will receive a verbal reminder. Additionally written notification and a copy of our Dress Code will be sent home to parents/guardians.
- If available, students will be required to wear a clean uniform shirt from the reserve closet at the school, unless a parent/guardian brings a shirt from

home. The student is expected to return the uniform to the school office at the end of the school day.

### **2nd Consecutive Offense:**

- Parents/ Guardians will be called **by the Case Manager** to discuss the Dress Code and problem-solve strategies to aid the family in complying.
- Parents/ guardians will be asked to bring an appropriate change of clothes. If they are unable to do so, students will be required to wear a clean shirt from the reserve closet at the school, if such a uniform is available.

### **3rd Consecutive Offense:**

- At the discretion of the Program Supervisors and Directors.

In school, students may NOT wear jewelry that has words, signs, pictures or any combination thereof appearing on said jewelry advocates or promotes sexual activity or violence, or the use of alcohol or drugs or demeans or degrades another because of race, sex, religious persuasion, national origin, handicap or disability. This rule applies during regular school hours and at any school-sponsored event whether on or off school grounds. Here are some examples of what students may NOT wear:

- Messages or pictures that use or promote swear words, obscenities, alcoholic beverages, drugs, violence, sex, crimes, discrimination, or racism
- Gang-related clothing or symbols.
- Chains, and spiked collars/bracelets
- Sleepwear or slippers.

### **Drug and Alcohol Procedures**

A student shall not knowingly possess, use, transmit, or be under the influence of any intoxicant of any kind. This is a drug-free school; any amount of an illegal drug is unacceptable. Drugs include, but not limited to:

- alcohol,
- amphetamines,
- barbiturates,
- any form of cocaine,
- hallucinogens,
- designer drugs

- marijuana
- narcotics

The possession of drug-related paraphernalia (example; rolling papers, roach clips, hemostats, pipes, or other related devices) also constitutes a violation of this rule. Use of a drug as authorized by a medical prescription from a registered physician for the student for whom it is prescribed shall not be considered a violation of this rule.

The consequences of a student found in violation of this rule shall include:

- Confiscation of the drugs
- In-School Supervised Study
- Notification of parent or guardian
- Referral for a drug and alcohol assessment
- Compliance with recommendations from drug and alcohol assessment
- Notification of police
- Other school disciplinary action

### **What happens if a student is suspected of using drugs or alcohol?**

The student will be taken to a private area to conduct a search of his/her belongings. The support staff will escort the student to the nurse's office for a wellness check. The wellness check is simply a gathering of data. No determination of drug/alcohol use will be made at this time. If the student is not medically stable, medical protocol will be implemented. If the student is stable and there is a suspicion that the student is under the influence, the nurse will call the student's home, talk to the parent and inform them that their child arrived to school appearing to be under the influence (of whatever substance is suspected). The parent will be offered a prescription for a urine drug screen to be given to the student here or at an outside laboratory. The student will return to their Learning Community where the supervisor will return the student to their classroom unless on a case by case basis it is determined otherwise. Then the social worker will work with the family and student to arrange for a drug and alcohol assessment through either Pyramid or another outside agency.

### **Fighting**

A student shall not engage in physical violence, aggression, or confrontation to settle disputes or resolve conflicts. The consequences for fighting may include:

- Lose privileges
- Time out



- School Community Service
- In-School Supervised Study
- Parent notification
- Mediation
- Other school disciplinary action

### **Gambling**

Students may not gamble by playing cards, dice, games of chance or other games deemed inappropriate by school staff. This rule applies to all areas of the building, surrounding school property, and school buses. The following consequences may occur for students determined to be in violation of the no gambling rule:

- Lose privileges
- Warning/reprimand
- Confiscate items used to gamble
- School Community Service
- In-School Supervised Study
- Parent notification
- Restorative Dialogue
- Mediation
- Parent conference

### **Harassment and Bullying**

At Friendship Academy, all students and employees should enjoy learning and working environment free from all forms of discrimination. Harassment is defined as intimidation or abusive behavior toward a student or staff member. This includes verbal acts and name-calling, as well as nonverbal behavior, such as graphic and written statements, or conduct that is physically threatening, harmful, or humiliating. Harassment includes sexual harassment and is defined as any unwelcome sexual advance, request for sexual favors, or verbal, visual, or physical contact of a sexual nature.

At Friendship Academy we have adopted the Olweus Bullying Prevention Program. In everyday language, “bullying is when someone repeatedly and on purpose says or does mean and hurtful things to another person who has a hard time defending himself or herself.” Staff and students are trained in recognizing bullying behavior and students are trained in what do to if they are the victim of a bully.

We will investigate all allegations of harassment and bullying confidentially. If it is determined that an individual engaged in harassment or bullying, he or she shall be subject to appropriate disciplinary action. For students, this may include:

- Lose privileges
- Warning to student
- Conference with school officials
- School Community Service
- In-School Supervised Study
- Parent notification
- Parent conference at school
- Other school disciplinary action
- File police report

### **What if I think my child is being bullied?**

If you think your child is being bullied, please call the school and let your social worker or administrator know. We will investigate the problem and get back to you. We cannot stop bullying if we do not know about it, so tell your child to report any bullying to us.

### **Smoking and Tobacco Use**

Under state law, students may not use or have cigarettes, other tobacco products, lighters, or matches on school grounds. Act 128 of 2000 requires school districts to prohibit the use of tobacco by persons in school buildings, school buses, and on school property. Act 145 of 1996 permits school authorities to prosecute students for possession or use of tobacco. After all, using tobacco is dangerous for our health.

Tobacco includes a lighted or unlighted cigarette, cigar, pipe, or other smoking product and smokeless tobacco product in any form. Smokeless tobacco product shall include, but not limited to, any chewing tobacco, snuff, or similar product that is used, chewed, sniffed, or ingested.

The following actions may occur for violations of the smoking policy:

- Lose privileges
- Confiscate the tobacco product, lighter and matches
- Notify parent
- Referral to program/class to stop smoking
- Citation to magistrate or fine.

## **Threats**

A threat is a statement about intending to harm or cause pain to someone or his or her property. Threats can happen through talking, writing, or using computers. Students may not threaten other students, school staff, or bus personnel. Any student who hears or reads a threat must report it to a school staff member right away.

Students who break this rule may face these actions:

- Lose privileges
- Conference/Reprimand
- School Community Service
- In-School Supervised Study
- Parent notification
- Parent conference
- Other school disciplinary action
- Citation issued to Magistrate
- Police report filed

## **What if I think someone threatened my child?**

Friendship Academy takes threats seriously. We will investigate any threat carefully. Call and talk to your social worker or the Program Supervisor right away if you believe that your child was threatened.

## **Vandalism or Theft of School and Private Property**

Respect for the environment is an important skill for students to develop. Property destruction is an ineffective skill for dealing with anger. A student shall not intentionally cause or attempt to cause substantial damage or destruction to school or private property, or steal or attempt to steal school or private property. Valuable private property should not be brought to school. Friendship Academy assumes no responsibility for the loss or theft of such property.

Consequences for damage or theft of school property may include any of these:

- Lose privileges
- School Community Service
- In-School Supervised Study
- Parent/guardian notified
- Parents/guardians billed for costs of the damage or theft
- Citation to Magistrate
- File police report

- Other school disciplinary action

### **Weapons**

Any student found in possession of/ or transporting a weapon during school hours or activities on school property, regardless of intent, will be disciplined in accordance with the Pennsylvania Act 26 of 1995 and the Federal Gun-Free School Act. These Acts require local educational agencies to adhere to certain discipline and recording requirements in the event a student is in possession of a weapon and/ or firearm.

### **What is considered a weapon?**

The term weapon refers to any loaded or unloaded firearm, (including pellet guns, BB guns, and look alike firearms); any explosive device of any kind; any type of knife, or any other tool or instrument that is not reasonably related to education such as chains, brass knuckles, night sticks, axe handles, etc.

### **What happens if a student brings a weapon?**

If a student is in possession of an illegal or banned item(s) under this section, when such item is found on the person of the student, or under his/her control, on property being used by the school, at any school function or activity, or any school event held away from the school, or while the student is on his/her way to or from school, the student is subjected to this policy.

The consequences for students possessing, using or distributing weapons shall include:

- Confiscation of the weapon
- Immediate notification of police
- Notification of parent or guardian
- In-School Supervised Study
- Other School Disciplinary Action
- Individualized Educational Plan (IEP) will be conducted.
- 

## **Client Resolution Procedure**

(If you are not satisfied with services)

Definition:

Client/Consumer: For the purposes of the following Policies and Procedures a Client/Consumer is considered any student enrolled in the Friendship Academy

Program receiving educational or mental health services, including social work services to the parents.

**Preface:**

If the clients of Friendship Academy are not satisfied with any aspect of the services that they are receiving, they should discuss it with the social worker. Possible areas may include, but are not limited to:

- dissatisfaction with the program
- admission denial
- discharge from the program
- refusal of services
- perceived violation of rights

**Accessibility to Resolution Procedure:**

The Resolution Procedure is on the bulletin board in the lobby. The Client Resolution Procedure is included in this Student/Parent Handbook and the parents are given a copy of the Client Resolution Procedure at their intake meeting prior to admission.

**Procedure:**

1. When a concern is presented by parents to the social work staff the social work staff will attempt satisfactory resolution at their level in concert with their immediate supervisor.
2. Failing resolution at this level, the client will be asked to list the concern in written form. However, a concern may be made either orally or in writing.
3. The social work staff will assist the client in documenting oral concerns or helping the client gather their thoughts and develop them in written form.
4. A meeting is scheduled within one week (5 working days) with the client and the appropriate leadership members.
5. The client will be notified in writing of the date and time of the meeting. A meeting will be held to discuss the client's concerns at a time agreeable to the client.
6. After the meeting is held with the client, all facts will be studied and the Leadership group will make a ruling. The ruling shall include terms of the resolution and whether the decision or decisions reached by Friendship Academy are in accordance with federal, state, and local regulations as well as generally accepted tenets of sound therapeutic intervention, common courtesy and educational requirements.

7. A decision shall be made within 5 working days after the meeting. The basis of the decision is shared with the client in written form specifying any and all changes in treatment or outcome.
8. Once Friendship Academy Resolution Procedures have been exhausted, if desired, a client shall have the opportunity to take advantage of the County Review Appeals Procedure with their BSU if he/she is not satisfied with the final Agency outcome.
9. The social worker will assist the family in proceeding to the next step of the County Review Appeals and familiarize the family with necessary steps to be taken and assist them in linking with their BSU. The client will be given the name, address and telephone number of the BSU contact person who will assist them with the appeals procedure.

**Documentation:**

Friendship Academy will keep a log of all concerns that are filed by clients, the date of filing, and the person accepting the recommendations of the leadership. The Clinical Director will keep the log.

The procedure regarding the educational portion of the program of Friendship Academy is in accord with PL 94-142 due process. Procedural Safeguards are provided annually to parents. If you need a copy, contact the office staff.