



FRIENDSHIP

P E D I A T R I C S E R V I C E S



Welcome to Friendship Pediatric Services and Friendship Pediatric Therapies Clinic. Within this book, you will find an explanation of available services, policies, parent responsibilities and our philosophy of meeting the needs of the children and families we serve. Our policies have been created with consideration of all children and families, regardless of race, sex, ethnic background, or religious preference.

Revised July 2026

Description and Funding of Children Services:

Early Intervention Day Treatment (EIDT) Program:

This program provides service to children six (6) weeks to five (5) years of age that demonstrate a delay in two or more developmental areas. Children that are in this program receive day habilitation services as well as needed physical, occupational, and speech therapy services. Friendship Community Care (FCC) currently has DDTCS programs in the following communities, Russellville, Bryant, Pottsville, Lowell, Marshall, Danville, & Siloam Springs. These services are funded by Medicaid, Private Insurance, and Arkansas First Connections.

Arkansas Better Chance (ABC) Program:

This program provides services to children six (6) weeks to five (5) years of age that are considered to be educationally at risk. Families must meet one of 10 criteria in order to qualify for this service. The children in this program receive service in a way that will promote their overall development and prepare them for entrance into kindergarten. FCC currently has ABC programs in the following communities Pottsville, Siloam Springs, Bryant, Marshall & West Fork. These services are funded through a state grant awarded annually to qualifying providers. **No religious service will be provided during ABC program hours (See scope of services)**

Private Pay

This program provides early childhood education to neurotypical children. This program also includes before and after care for children being served by another program listed above. These services are funded by children's parents and guardians or childcare vouchers. This service is available in most locations by may have limited availability.

Outpatient Pediatric Therapy Clinic

Outpatient Therapy Services provide outpatient Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (ST) for infants, children, and adolescents. Our therapists work closely with families to help build skills for success at home, school, and in the community. We accept Medicaid, First Connections referrals and many private insurance plans. Referrals are accepted from physicians, parent's/guardians and schools. Our team can help families understand insurance coverage, funding options and service eligibility.

A CHILD LEARNS:

Through BOOKS:

- A child learns to listen to stories.
- A child increases her attention span.
- A child increases her vocabulary.
- A child may add to previous experiences.



Through ART:

- A child enjoys sensory experiences.
- A child has opportunities to think for himself.
- A child has outlets for emotional tensions and frustrations.
- A child likes colors and experiments with them.
- A child has opportunities for social experiences.
- A child discovers interactive ways to use materials.



Through SCIENCE & NATURE:

- A child learns to appreciate beauty.
- A child enjoys sensory experiences.
- A child begins to associate themselves with the environment.



Through MUSIC:

- A child enjoys listening to music and sings along.
- A child may create his own music.



Through CHILD OUTCOMES:

Child Outcomes are skills that research indicates are important for preschool children to obtain prior to entering kindergarten. The domains within the Outcomes Framework are: Language Development, Literacy, Mathematics, Science, Creative Arts, Social/Emotional Development, Approaches to Learning and Physical Health.





Welcome to Our Smoke and Tobacco Free Campus
Our Mission: To meet the needs and improve the lives of the
children and families we serve.

Table of Contents:

- I. Scope of Services
 - a. Medical Records
 - b. Our Commitment to Your Privacy
 - c. Licensed Services
 - d. Quality Service
 - e. Requirements
- II. Pre-School Responsibilities
 - a. Attendance and Pick-up Expectations
 - b. Parent/Guardian Responsibilities
 - c. Parent/Staff Training (Licensing 300,303)
 - d. Visitation/Volunteerism (Licensing 300,304)
 - e. Staying Connected
 - f. Holidays, Birthdays, or Other Important Events
 - g. Transportation
- III. Educational Services
 - a. Personal Items and Candy
 - b. Music
 - c. Rest Time (Licensing 400,400.10)
 - d. School Activities (Licensing 400)
 - e. Dress Code
 - f. Positive Discipline (Licensing 500, 500.10)
 - g. Classroom Management Techniques: (Licensing 300, 301.10)
 - h. Understanding Your Child's Strengths and Needs
- IV. Child Safety
 - a. Safety of Your Child (Licensing 1101.3, 1101.6)
 - b. Medication (Licensing 1100, 1101)
 - c. Child Nutrition (Licensing 700)
 - d. Emergencies-Weather, Emergency Drills, & Nuclear Disasters
 - e. Immunizations (Licensing 1100, 1101)
 - f. Mandated Reporters
 - g. Solicitation
- V. Conclusion
 - a. You Are Important to Us

I. Scope of Services

Services for children with disabilities, as well as their “typically developing peer” include: infant, toddler, and pre-kindergarten classrooms, integrated classroom based and outpatient speech, occupational, and physical therapy services, early intervention audiology, and parent training opportunities.

“To assure that no religious activity is paid or subsidized by public funds or occurs in any manner suggesting governmental endorsement of any religion or message:

- (a) ABC funds must be used exclusively to support allowable ABC program costs incurred to provide non-religious instruction and activities during the ABC day; and**
- (b) No religious activity may occur during any ABC day regardless of the source of funds used to support the activity.”**

a. Medical Records

Friendship Pediatric Services maintains the privacy of your child's health information as protected by the law. As a parent, you are entitled to view your child's medical records at any time. Please call to make a viewing appointment with our Medical Records Specialist. Please refer to the copy of parent rights provided to you at enrollment and conferences for more information about your rights as it relates to your child.

b. Our Commitment to Your Privacy

Our agency is dedicated to maintaining the privacy of your individually identifiable health information as protected by the law, including the Health Information Portability and Accountability Act (HIPAA). In conducting our business, we will create records regarding your child and the treatment and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We are also required by law to provide you with this notice of our legal duties and the privacy practices that we maintain in our agency concerning your Protected Health Information (PHI). By federal and state law, we must follow the terms of the notice of privacy practices that we have in effect at the time. By law children with AIDS/HIV related conditions cannot be disclosed to employees or any other personnel in the company. This information is contained in a booklet entitled “Notice of Privacy Practices” which is available on request. There are examples listing the limited ways in which we may disclose Protected Health Information (PHI). If you have any questions or wish to request a copy of this booklet please contact the Privacy Officer for Friendship Community Care, Inc. by the following address or phone numbers: ***FCC Compliance Office, P.O. Drawer 2109, Russellville, AR 72811-2109 (479) 967-2322 ext. 4290, (800) 461-1793 ext. 4290 or compliance@fccare.org for investigative purposes.*** Our licensing compliance reports are available for you to review at any time.

c. Licensed Services

All services provided by Friendship Community Care, including preschool and therapy services, are monitored and licensed by regulatory agencies to assure compliance with state and federal requirements. Upon enrollment, your child may be subject to interviews by licensing staff, child maltreatment investigators and/or law enforcement officials for the purpose of determining licensing compliance.

d. Quality Service

Our commitment to you is to provide quality services for your child and family at all times. The philosophy of our classrooms focuses on professionals working together to meet the needs and improve the lives of the children we serve. You will notice the teachers, therapists, and direct care professionals will be

actively involved with all of the children. By meeting and planning together, we will be able to meet all the needs of your child in all levels of development. If you have a concern or consumer grievance, regarding our services please call the "Quality Assurance Hotline" at (800)-461-1793 ext. 4290 or email compliance@fccare.org. Your call may be made anonymously.

e. Requirements

There are different requirements for each program offered at Friendship Pediatric Services, but day programs require emergency data, general permission forms, shot records, and a lunch application. All enrollment forms and lunch applications are updated yearly, but the emergency data must be updated as needed. Copies of shot records must be provided each time that immunizations are given. Parents must also notify our office if their child loses his/her Health Insurance Funding. This notification must occur as soon as you receive the information. **Failure to adhere to these requirements will result in loss EIDT services.**

II. Pre-School Responsibilities

Children that are not signed up for extended care and are at the center outside of their program hours will be charged a daily drop-in rate. Each parent will be charged a late fee of \$1.00 per each minute that their child is at the center after closing.

a. Attendance and Pick-Up Expectations

We want every child to have a successful experience in our program. Regular attendance helps children learn, build routines, and get the most from our services.

Attendance Policy: Children are expected to attend at least 80% of each month, week and scheduled day to maintain their place in our program.

Your child is expected to attend the full program day and arrive and leave on time. If your child is frequently dropped off late or picked up late, we will schedule a meeting with you to discuss the situation and work together on a solution. If the problem continues after the meeting, the Center may begin the process of dismissing your child from the program.

It is the parent or guardian's responsibility to pick up their child when the scheduled program day ends. If a child is not picked up as scheduled, the Center may be required to report the incident to the Department of Human Services as child abandonment.

We understand that children may occasionally miss school because of illness. Exceptions to this attendance policy may be made from illness and a doctor's note may be requested to verify the absence.

Please call the Center if your child will be absent or arrive late. If your child is absent and we have not been notified, staff will contact you or your emergency contacts to ensure your child's safety and determine the reason for the absence.

Our goal is to partner with families to support consistent attendance and timely transportation so every child can be safe, successful and fully participate in the program.

b. Parent/Guardian Responsibilities

We have an open-door policy and invite parents/guardians to come to their child's classroom and participate or observe the activities of our classrooms at any time.

1. Ensure children are clean and have eaten a nutritious breakfast before coming to school. *Children will learn better when their basic needs are met.*
2. Ensure children are free of contagious conditions (i.e. pink eye, fever, head lice, flue, COVID-19 etc.) before sending them to school each day. **It is difficult to ensure a safe, germ-free environment for children and staff if children with contagious conditions are sent to school.**
3. Provide children each day with an extra set of season appropriate clothing labeled with the child's name in case of accidents. If your child wears diapers, please make sure your child has enough diapers and diaper wipes each day. **If your child runs out of diapers or does not have a set of clothing, you may be called to bring diapers or clothes to school immediately.**
4. Provide items requested on the classroom supply list. **ABC children are excluded from this requirement. ABC grant covers this.** Our children participate in many creative experiences throughout the year. The items listed on the school supply list help keep our classrooms stocked for the entire year. If you have any questions or concerns regarding your child's list, please speak to his/her teacher.

c. Parent/Staff Training

Throughout the year, we will offer many opportunities for training our staff and parents. Please note the training dates listed on your calendars and watch for flyers that will be sent home with your children. **We are scheduled for early dismissal one day each month in order to train our staff to better serve you (please check your annual calendar for the early out day).** Training provides parents and staff with the most current information regarding educational issues, health related issues, positive parenting skills, and behavior management strategies. We also feel that it is important for families to participate in training opportunities throughout the year. Your input is invaluable to our staff. When both parents and staff are practicing positive, developmentally appropriate learning strategies with children, we can work together to build important skills, encourage growth and create a consistent supportive environment that helps each child reach their full potential.

It is important to us that you know what training the caregivers of your child attend upon hire and annually thereafter. Below is a list of the basic trainings all staff receive: Overview of DHS/DDS Services; Overview of Federal and State Laws related to serving individuals with developmental disabilities; Compliance and Grievance Procedures; First Aid/CPR; Emergency and Disaster Preparedness; Reporting Child Maltreatment; Orientation to Developmental Disabilities; Current Issues affecting individuals with developmental disabilities; Prevention of AIDS/HBV and other Bloodborne Pathogens; Community Integration; Legal Rights of Individuals with Developmental Disabilities; Parent Rights; Safety Awareness/Prevention of Workplace Violence; Cultural Competency; Professional

Conduct; Appeals Procedures for Individuals Served; Positive Behavior Guidance; Infection Control; Transportation staff receive Passenger Safety and Emergency Procedures; Vehicle Maintenance Protocols; and Defensive Driving.

d. Visitation/Volunteerism

Friendship Pediatric Services extends a welcome to visitors who wish to observe classes and/or therapy sessions. For parents/guardians we ask that you schedule visits/observations with your child's teacher, as your child may be distracted by your presence. We do ask that when dropping off or picking up your child that you be considerate of the staff and other children and do not detain our employees or keep them from attending to the needs of the other children. Any parents, grandparents, or guardians that are interested in volunteering their time may contact the classroom teacher. Activities that require volunteer assistance are: creating classroom materials, making books, organizing, coloring, cutting out and copying teaching materials. Our children benefit greatly from our volunteers' time and effort!

e. Staying Connected

We believe that families and staff work best as a team. We encourage you to talk with your child each day about what they learned, the friends they played with and the activities they enjoyed.

Soon, all of our locations will begin using ProCare, a new communication system that will help families stay connected and informed. Through ProCare's digital engagement features, you will be able to receive updates, messages, photos, reminders, and important program information right on your phone or other device.

We will continue to share important information announcements and newsletters, and more information about ProCare will be provided before it is launched. We look forward to using this new tool to strengthen communication between families and staff and support each child's success.

f. Holidays, Birthdays, or Other Important Events

The ABC program will close for the following breaks; Thanksgiving, Christmas, Spring Break, and Summer Break. (refer to ABC school calendar for other dates of closings).

All other programs operate year-round. EIDT and therapy services are closed in observance of 6 major holidays: Labor Day, Thanksgiving (and the day after), Christmas Day, New Year's Day, Memorial Day, and Independence Day (July 4th).

Birthdays are a very important part of a preschool child's life. If you would like to send store bought treats for your child's birthday, you may. Parties during snack time may be arranged with your child's teacher. Please do not send balloons, as they are a choking hazard for preschool children.

g. Transportation

Based on Arkansas State Law, children that are younger than 6 years old or weigh less than 60 pounds must be placed in an approved car seat. Due to this law, we cannot put your child in a car that does not have a car seat. For children in the DD program, transportation will be provided to families that have no means of transportation and meet the qualifying regulations. If your child needs transportation you may ask the front desk for a transportation packet. Once the packet is completed, you will be asked to come to a conference to document your needs. At that point, your child will be placed on the waiting list. When the child can be

placed on a bus, we will contact you. Children should never be wrapped up in a blanket, thick coats or other bulky garments before being strapped into a restraint system. Please note that medications of any kind may NOT be transported on the bus at any time. You must deliver medications to the school directly.

III. Educational Services

a. Personal Items and Candy

Please do not allow your child to bring toys, gum, or candy to school unless requested by your child's teacher for a special event or activity. We provide many toys for your child to play with during the school day, and we cannot take responsibility for lost or broken toys. You may be asked to share items from home related to a topic of study during the year. If your child brings an item from home, please label it with your child's name so it can be returned home when the study is completed.

b. Music

We are proud to implement music throughout the year. Our staff will incorporate fine motor and gross motor skills, language skills, dramatic play, and of course, fun into music. Your child will learn an array of songs and dances as the year progresses. Please encourage your child to share songs with you at home.

c. Rest Time

Rest time is an important part of a preschooler's day and necessary for our infants and toddlers. While state regulations require a period of rest, children are not forced to sleep. If you have any questions regarding rest time, please speak to your child's teacher.

d. School Activities

We will sponsor after school activities during the school year for families to enjoy. Your child will love to show off his/her new skills at activities such as Open House, our Christmas program, and Spring/Graduation programs. We hope that you will show your support by attending your child's programs.

e. Dress Code

Please send your child to school wearing play clothes. Playing outside is crucial part of your child's development. **Socks and shoes are required. Shoes must be covered toe and heel with a rubber sole such as tennis shoes, hiking boots, etc.** Please do not send your child in high heels, sandals, jellies, or flip flops, even in the summer months. The children will be playing outside all year round so please send a jacket during cool weather. Please label each item with your child's name.

f. Positive Discipline

All students will be provided with a safe environment in which to learn. Physical punishment or verbal abuse is not allowed in our program. Our program does not utilize Time Out as a means of discipline. Children may not participate in activities that will harm other children or equipment in the center or on the buses.

****Our method of discipline shall not humiliate, frighten, or physically harm children. Discipline shall be consistent, individualized, and appropriate to the child's level of understanding. Our staff will guide our students in a positive, always loving manner. We will use positive reinforcement, praise, offering choices, redirection, and finally, removal from the area/situation, to teach positive behaviors and self-control.****

If a child is unable to make positive choices consistently, and the classroom management techniques have been unsuccessful, the child's team of professionals will contact the child's parents/guardians to assist in developing an alternate disciplinary approach. This plan will ensure that all staff who work with your child are managing his/her behavior consistently.

g. Classroom Management Techniques:

1. Positive Reinforcement and Praise

- a. Catch them being good. Reward for good behavior.

2. Redirection

- a. Guide the child toward a more appropriate activity.

3. Offering Choices

- a. "If...then" statements encourage the child to make independent decisions.

4. Removal

- a. Physically take child from an activity or location.

5. Individual Behavior Plan

- a. Developed by a team of professionals and parents/guardians.
- b. Shall have parent consent.
- c. Shall be included in the IFSP/IPP/IEP as a behavior management plan.
- d. Shall be documented by staff, length of time recorded, and signed by the supervisory teacher.
- e. Shall be reviewed weekly for modifications/changes to plan.

f. Understanding Your Child's Strengths and Needs

All children requesting entrance into our preschool or therapy programs are provided with a developmental screening by a trained professional so that we may better understand your child's strengths and needs. At this time a conference will be held with parents to discuss options for placement and programming. Regularly scheduled conferences with your child's teacher and therapist (if applicable) are an integral part of each child's program. In addition, you may request a parent teacher conference at any time.

IV. Child Safety

a. Safety of Your Child

Having current emergency information is critical for your child's safety and wellbeing. We must have the name and phone number of at least two people that are willing to accept the responsibility of caring for your child, if we are unable to reach you. Please contact our office immediately if there is a change in your address or telephone number or if there is a change in your emergency contacts.

Please do not be offended if any of our staff members asks to see identification from you or the person picking up your child. This may also occur with children that ride the bus. The bus driver will only release your child to the individual listed on your emergency data form. This is done as a measure of security to ensure your children are released only to authorized people. If it should become necessary for someone to pick up your child other than those people listed on your emergency data form, you must put this request in writing and deliver it in person. Please indicate if this is an addition to your emergency data form or if it is a “one time only” change.

Whenever parents separate or divorce, we must have a copy of the court order indicating custody. Without this documentation, we cannot legally keep the non-custodial parent from taking the child from our center. If you are the child’s guardian, we will need documentation verifying guardianship. This information will be kept confidential and used only to protect the child.

b. Medication

If your child has a temperature of 100.4 or greater, has vomited or had diarrhea, please plan on keeping him/her home, as he/she may be contagious.

Prescription Medication: Prescription medications to be administered at school must be prescribed a minimum of four times daily or be time specific. Parents must sign the *Parental Request for Medication Administration* form prior to the medication being administered. Medication must be brought to school and given to the nurse or teacher. The school nurse or assigned caregiver (in the absence of the nurse) will give the medication to your child. Please note that medications of any kind may NOT be transported on the bus. You must deliver the medication to the center.

Any child requiring the use of Over the Counter (OTC) medications must have *Parental Request for Medication Administration for Children in the Daycare Setting* form completed prior to the administration of the OTC medication. Parents will be notified either by phone or in writing when their child receives an OTC medication. The OTC medication shall be administered as directed on the form and in accordance to the manufacturer’s recommendations. If the parent/guardian elects to decline the use of OTC medications, the teacher will contact the parent when the situation arises where the child can no longer participate in active programming due to illness.

Skilled Nursing Procedure: If your child requires any skilled nursing procedure (i.e. suction, tube feeding, respiratory treatments) please inform the school nurse/teacher. Any information you have on a technique or piece of equipment should be given to the school nurse. Please keep us informed of any changes in health status or planned surgical procedures.

c. Child Nutrition

Believing there is a strong relationship between a sound diet and learning, we provide a well-balanced lunch, as well as a morning and afternoon snack for your child. Monthly lunch menus will be listed in our parent newsletter.

If your child will be arriving late and needs a lunch ordered for them, you must call the school by 8:00 am. If you do not call by this time, you must bring your child a lunch that day that follows the USDA food guide pyramid. Please do not bring carbonated drinks, candy, chips or fast food for your child’s lunch.

If your child is on a special diet or has food allergies, you must provide us with a signed statement from your child’s doctor giving details of the special diet or listing the item/items to which your child is allergic. * If

you wish to send a food item for your child's class, please let the teacher know in advance. However, due to Health Department regulations, only commercially prepared and packaged refreshments are allowed.

d. Emergencies-Weather, Emergency Drills, & Nuclear Disaster

Snow/Ice/Cold Weather Conditions:

In the event of severe winter weather, you will receive a message from our school messenger system with information regarding closings. Friendship Pediatric Services early dismissal or school closings. In the event of severe weather, we will make every effort to keep services open for working parents. Since weather conditions differ throughout our service area, we understand that some children may not be able to attend school on snowy days. As always, please call the school by 8:00 am if your child will be absent or late so we can schedule accordingly. The ABC programs will close with public school severe weather closings.

Fire Drills:

Fire Drills are held monthly at our school. The teacher and direct care professionals will be in charge of each class. Each room has an escape route to an outside area a safe distance from the building.

Tornado Drills:

Tornado Drills are held monthly at our school. During tornado drills, each classroom moves to a designated area within the building. In the event of an actual tornado, please DO NOT come to pick up your child! This will only detract from the safety of all the children. Your child is much safer here.

e. Immunizations

According to Department of Human Services regulations, each child must have a current immunization record on file at our center. Please provide the school with a copy of your child's shot record each time a shot is administered. Failure to adhere to this regulation will result in dismissal from our center. If for some reason your child is unable to receive his/her immunization as scheduled according to age, you must provide the school with a signed statement from the doctor or health department explaining the circumstances preventing the immunization.

f. Mandated Reporters

As a provider of childcare, the law requires our personnel to immediately report ALL suspected child maltreatment, abuse, or neglect. All reports are made directly to the Child Maltreatment Hotline (1-800-482-5964). Friendship Community Care policy and procedures are followed for all reports.

g. Solicitation

Solicitation means the use of a method to unduly influence an individual served by a certified provider or his/her family or guardian to transfer from one provider to another provider. Solicitation is prohibited by all of the following: any individual acting on behalf of the individual whether it is the provider, staff member, or direct care provider. Only DDS may offer an individual provider choice.

V. Conclusion

a. You Are Important to Us

We must have your support and assistance in meeting the educational and therapeutic needs of your children. If you have an issue, complaint, or concern about services your child receives, our first concern is putting you in contact with someone who can assist you. Usually, most questions can be directed towards your child's teacher. If she/he cannot help, you may contact the Program Administrator.

Classroom Issues—Supervisory Teacher

Therapy Issues—Lead Therapist

Teacher Issues—Program Administrator

Unresolved Issues—Program Administrator

Issues that cannot be resolved at Friendship Pediatric Services may be forwarded to our administration department to Angela Traweek, CEO, as directed in our policy and procedure manual.

The Corporate Ethics and Compliance Program is intended to demonstrate in the clearest possible terms the absolute commitment of the organization to the highest standards of ethics and compliance. That commitment permeates all levels of the organization. The organization's compliance officer can be reached at the following numbers:

Toll Free: 1-800-461-1793 ext. 4290 **Hot Line:** Voicemail Extension: ext. 4290