



Parent Handbook

Welcome to Miracle Kids Success Academy (MKSA) and Kids Unlimited Learning Academy (KULA)! We are pleased that you and your child will be a part of our program. We realize that the best intervention is early intervention and we are committed to providing your child with loving care and guidance that is needed at each point of development. Furthermore, we realize that parents and caregivers are vital in the learning process and we are eager to partner with you to create an optimal learning atmosphere for your child.

It is **our mission** to improve the lives of children by providing the highest quality therapeutic, educational and medical services designed to each child's potential. We believe participation of family and caregivers in this process is fundamental to empower children to participate in life's activities. We are committed to the support and growth of our professional team by promoting clinical excellence through continuing education, interdisciplinary teamwork and community outreach.

At MKSA/KULA, we celebrate children one miracle at a time!

Important Numbers

Miracle Kids of Jonesboro (South Campus)	870-932-3600
Miracle Kids of Jonesboro (North Campus)	870-333-2600
Miracle Kids of Paragould	870-240-8900
Miracle Kids of Trumann	870-418-1000
Kids Unlimited of Cabot	501-941-3500
Kids Unlimited of Farmington	479-300-6400
Kids Unlimited of Fort Smith	479-638-7400
Kids Unlimited of Searcy	501-268-3400
Kids Unlimited of Springdale	479-750-1500
Division of Childcare and Early Childhood Education	501.682.8590
Arkansas Department of Human Services	501.682.8292
Court Appointed Special Advocates	866.284.8111
Child Abuse Hotline	800-482-9564
Local DDS Specialist	# on Parent Info Board

Miracle Kids Success Academy (MKSA) and Kids Unlimited Learning Academy (KULA) are open from 6:30 am - 5:30 pm. If we are helping others and unable to answer the call, please leave a message so that we may return your call.

You may also contact us through our websites (mymiraclekids.com and mykidsunlimited.com) and/or through Facebook messaging. Please be aware that responses to website and/or Facebook messaging may take longer than telecommunications.

Program Information

Our program focuses on the intellectual, physical, emotional and social development of every child.

Your child's therapy treatment plans will be determined based on the results of all evaluations along with parent/guardian input. He or she will receive their prescribed therapies throughout the week.

MKSA/KULA employs registered and licensed practical nurses. If your child has on-going medical needs, or just needs a little TLC from a playground bump, our nurses will be there to help.

Each classroom follows a daily schedule and works from age-appropriate curricula. Our infant rooms use the Frog Street curriculum. Our Director of Education created the toddler-preschool curriculum with help from the Arkansas Benchmarks and the Carolina curriculum.

If your child is two years old or older, Learning Without Tears (LWT) will be incorporated into the daily schedule. LWT helps children develop their writing skills through multi-sensory play. Children move, touch, feel and manipulate real objects as they learn the habits and skills essential for writing.

A comprehensive educational assessment will be completed and a classroom treatment plan will be created with individualized goals and objectives based off the educational assessment. The teachers will work on these goals with your child throughout the day. We welcome parent/caregiver input on daily goals. If there are areas at home that your child needs extra help with, we want to work on them. Let us know so that we can incorporate these goals into your child's treatment plan.

MKSA/KULA also uses portions of the SCERTS model in our program. SCERTS is an educational approach specifically designed for children with special needs and their families. SCERTS focuses on social communication, emotional regulation and transactional support. It recognizes the differences in children and takes into account critical individual differences across families in reference to their priorities and lifestyle.

Breakfast, lunch and an afternoon snack are served daily. We follow USDA guidelines to ensure a well-balanced diet. Meals and snacks are planned to be culturally diverse while meeting the nutritional needs of each child. Children will be encouraged to eat their meals; however, no child will be forced to eat. Due to our allergy policy, no food or drink should be sent with your child to our program. Exceptions will be made for children on special diets.

A nap/rest time is given daily. Because rest is important for a child at this age, all children are encouraged to participate in a time of rest or sleep; however, no child will be forced to sleep at this time. Please share with classroom staff anything that may help your child to rest better (example: patting, special blanket, soft music, etc.).

Your child will need at least one extra change of clothing (underclothing, pants, socks and shirt) marked with his or her name. Diapers and/or pull-ups should be sent as needed. Teachers will reflect this need on your child's daily sheet that is sent home. MKSA/KULA will supply wipes, formula and baby food.

We provide many activities and toys for the children. Therefore, we ask that your child not bring toys to school. We will notify you in advance when we would like special unit-related or share-toys to be brought.

If clinic space permits, we provide a summer program for school-aged children up to about 12 years of age, depending on the child's size and needs. The summer program allows for continuity of therapy services while relieving parents of trying to find summer care for their child with special needs. As with our regular day treatment program, your

child's therapy and educational treatment plans will be individualized to meet his or her needs.

Board of Directors

MKSA/KULA's Board of Directors is as follows:

- Shelly Keller, President
- Chris Maurras, Treasurer
- Marvin Maurras, Secretary

Our Staff

As an Arkansas Early Intervention Day Treatment (EIDT) provider, MKSA/KULA employs or contracts the following professionals:

- Degreed teachers
- Speech-language pathologists
- Occupational therapists
- Physical therapists
- Registered nurses and licensed practical nurses
- Psychologists
- Registered Play Therapists

All staff members, contract employees, volunteers and students receive Arkansas Child Maltreatment Central Registry Checks at hire and every two years thereafter. They also receive criminal background checks at hire and every five years thereafter. All staff and contract employees receive FBI background checks at hire and every five years thereafter.

Within 90 days of employment, all direct care staff members are trained and certified to provide CPR, unless they are deemed incapable of performing this task by a licensed medical professional.

Arrival & Departure

MKSA/KULA's hours of operation are 6:30 a.m. to 5:30 p.m. Monday through Friday.

If a child is brought into the building by a parent/guardian, we ask that the parent/guardian sign the child into the building and see that the child is under the supervision of our staff before leaving. If a child is picked up by his or her parent/guardian, we ask that the parent/guardian sign the child out of the building before leaving.

If a child is being transported to/from our center on an MKSA/KULA van, the parent/guardian must sign the child on and off the van.

For the protection of the child, a child will only be released to a parent/guardian or a person authorized by the parent/guardian to pick up the child. All authorized individuals must be at least 14 years old. If our staff does not recognize the person picking up your child, we will ask for identification and check it against the authorization form.

MKSA/KULA has no legal authority to refuse either legal parent the right to pick up a child unless we have been given a copy of a court order. If custody arrangements change at any time during your child's enrollment, MKSA/KULA must be notified immediately in writing with copies of the court order provided.

Holidays

MKSA/KULA will be closed on the following holidays:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day
6. The day after Thanksgiving
7. Christmas Eve
8. Christmas Day

When one of the above holidays falls on a Saturday, it will most likely be observed the preceding Friday. When it falls on a Sunday, it will most likely be observed on the following Monday.

MKSA/KULA may also close between Christmas Eve and New Years Day, depending on where these days fall on the calendar. We will be sure to let you know when that time is near.

Severe Weather

In the event of severe weather, we make every effort to broadcast decisions regarding closings and delayed openings on local radio and/or television stations and on MKSA/KULA Facebook pages as soon as possible.

Transportation

MKSA/KULA tries to provide transportation to each child who qualifies for our services. We ask that parents/guardians are prompt in getting their child to and from the van because each delay adds to the next, causing the later route pick-ups/drop-offs to be severely behind.

All children must be signed on and off the van by an authorized adult or adolescent who is at least 14 years old. For safety purposes no bottles, sippy cups, drinks or food is

allowed on the van. All MKSA/KULA vans have safety alarms installed by qualified mechanics.

If MKSA/KULA van routes are full at the time of your child's enrollment, Medicaid transportation is available for those with transportation needs. If you are interested in Medicaid transportation, please request information from the Patient Care Coordinator or Clinic Director.

Attendance

Regular attendance is extremely important to your child's progress. Each day missed is a lost opportunity for him or her to work on the goals and objectives listed in his or her treatment plan. Please be sure your child attends MKSA/KULA each scheduled day unless he or she is ill. Regular attendance will provide continuity in your child's development process.

If your child is sick or an emergency arises, please notify us. If your child's absences become excessive, without adequate reasons, he or she may be discharged from the program.

Children's Dress

Your child will be active throughout the day. He or she should wear comfortable play clothes. Socks and closed-toed shoes would be the best footwear option for your child to wear daily. Sandals and flip flops slip around a lot during gross motor activities and make play on the playground more difficult. Please remember to send coats, mittens and hats once the weather turns cold. And, we may ask that you send a swimsuit during the summer for fun water days.

Water activities, sand play and occasional bathroom accidents necessitate that an extra set of clothing be kept at the clinic at all times. All extra clothing should be marked with your child's name. Clothing should include underwear, socks, pants and a shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning. Diapers and/or pull-ups should be sent as needed. Teachers will reflect this need on your child's daily sheet that is sent home.

Meals

MKSA/KULA serves a nutritious breakfast, lunch and afternoon snack each day. All meals and snacks are prepared by our Dietary Technician. We follow USDA guidelines to ensure a well-balanced diet. Meals and snacks are planned to be culturally diverse while meeting the nutritional needs of each child. Children will be encouraged to eat their meals; however, no child will be forced to eat. Due to our allergy policy, no food or drink should be sent with your child. Exceptions will be made for children on special diets.

Infant Bottles & Feeding

MKSA/KULA will provide baby formula and baby food. Bottles prepared at home are not allowed due to Health Department regulations. We have an ample supply of bottles. If there is a specific bottle you would like us to use with your child, please inform us and we will work with you to ensure use of such bottles. Microwaves will not be used for heating bottles, due to the danger of uneven heating.

Breast milk is encouraged. Should you choose, please send it in a sealed container labeled with your child's name and the date and time the milk was expressed. We encourage you to share any specific information that may be beneficial to your baby during feeding time, such as feeding schedules, positioning preferences and other likes/dislikes.

Arkansas Child Care Licensing regulations prohibit propping babies up with bottles at any time. Children will always be held when being fed a bottle. When it is time for your child to transition from bottles to baby foods and from baby foods to solids, our staff will work closely with you. Children under the age of two will not be fed foods that may cause choking, such as, but not limited to, hard candy, hot dogs, nuts or popcorn.

Allergies & Special Diets

Please let us know of any dietary restrictions or accommodations that should be made due to religious and/or cultural beliefs so that we may meet those needs.

Any allergies or special medical diets should be reported to the Nurse and/or Patient Care Coordinator upon enrollment or immediately upon diagnosis. With any special dietary changes, a doctor's prescription will be required before these changes may be made.

Diapering & Toilet Training

MKSA/KULA does not provide diapers or pull-ups for our patients. Diapers and pull-ups must be provided by parents/guardians. Please label all bags of diapers or pull-ups with your child's name.

Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers and snaps are difficult for small children to manage – especially in a hurry!

Behavior Guidance/Discipline

The goal of guidance techniques in our program is to help children develop safe and appropriate ways of interacting with others and the environment. Young children are working toward independence, cooperation and self-control. They learn by experimenting, testing limits and experiencing the consequences of their behaviors. They need to learn the rules of getting along in a group, their boundaries and problem solving through positive guidance. The behavior guidance techniques used by our staff will center on positive reinforcement, positive role modeling by adults, intervention techniques and redirection.

When behavior problems arise, we will look at our routines, the environment and the individual needs of the child to help the child overcome the behavior. Some techniques used by our staff are:

- Positive redirection: Redirecting unacceptable behavior to an acceptable alternative
- Problem solving: Helping children identify their needs, feeling, causes, alternatives and choices, and discussing the problem with the child
- Modeling: Children copy what they see and hear. Our staff will use soft and calm voices.
- Limit setting: It is important for children to clearly understand their boundaries. We will use simple and understandable rules and reinforce good behavior.
- Time out: This is a time away from the group to allow the child a cool down time to gain self-control. It is never a punishment. The length of time a child is placed in time out shall not exceed one minute per year of the child's age.
- Intentional ignoring: Unacceptable behavior is ignored, especially if it seems the child engages in the behavior to gain attention. Behavior which could result in injury to self or others is never ignored.

Discipline shall be individualized and consistent for each child. It shall be appropriate to the child's level of understanding and be directed toward teaching acceptable behavior, appropriate interaction and self-control.

Children will not be subject to physical punishment, punished or shamed for accidents, denied food or rest, or forced to eat or sleep. No child shall be subjected to any form of corporal punishment, including rough handling, shaking, slapping, kicking or spanking. Children shall not be subjected to any form of emotional abuse, including name calling, shaming or using language that threatens, humiliates or frightens the child.

Video Surveillance

We have very high expectations of our staff and a very effective way to oversee them interacting with your child is with the use of video surveillance. MKSA/KULA uses video surveillance in each treatment room and in most, if not all, therapy and playground

areas. The video monitor is in the Director's office. In order to protect the privacy of all children served, we do not allow parents online access to the surveillance.

We know that nothing matters more than the safety, security and health of your child. We hope that it brings you piece of mind knowing that we have an extra pair of eyes monitoring him or her throughout the day.

Biting

MKSA/KULA will not suspend or discharge patients due to biting. Additionally, patient privacy laws prohibit us from releasing the name of patients who have bitten to anyone other than his or her own parent or guardian. For children with a developmental age of 12 to 24 months, biting is a normal behavior. If you have concerns regarding biting, please contact the Clinic Director, Nurse or Patient Care Coordinator to discuss your concerns.

Conferences

Because our team of professionals all work on-site, we have many opportunities to share valuable information regarding your child's treatment with one another. However, we also schedule team conferences twice a year and welcome you to join us. This meeting will allow you to hear about your child's progress and goals and it will allow you to provide input to the whole team. It will also help to establish consistency between the home and MKSA/KULA.

Team conferences may also be scheduled upon parent request. If you would like to schedule one, please contact our Patient Care Coordinator or Clinic Director.

Parent Involvement

Involved parents only help in the success of children. To help you stay informed, please visit our Parent Information Board located near the front entry. Here you will find important safety recall information, monthly menus, information about upcoming programs and activities and contact information for the local DDS specialist.

MKSA/KULA encourages parents to attend therapy with their children. We believe the participation of family and caregivers in the therapy process is fundamental to empower children to perform and participate in life's activities. If you are interested in participating in your child's therapy, please let his or her therapist know a week in advance so a time can be established for you.

Check with your child's classroom teacher one week in advance if you want to sponsor a party for your child's birthday with non-food treats or party favors. Due to our allergy policy, no outside food or drink is allowed to be brought to MKSA/KULA.

We have a parent resource area supplied with books, pamphlets and articles on parenting and child development. If you are looking for something specific that is not located in the resources we have, please let us know and we will try to find what you are looking for.

We love posting pictures of our daily activities and viewing your comments on Facebook and Instagram. If you have trouble finding these or any of our social media sites, you can find direct links to them if you scroll to the bottom of our websites (mymiraclekids.com and mykidsunlimited.com).

Immunization Records:

All children who attend childcare programs in Arkansas are required by law to be fully vaccinated. An immunization waiver must be completed for those who wish to file an exemption to this law.

MKSA/KULA is required to maintain current immunization records for all enrolled children. We will notify you when your child's immunizations are due and give you time to get them updated. If the child's immunizations are not updated within an acceptable time, he or she will not be allowed to return to MKSA/KULA until documentation is provided that his or her immunizations are current.

Medications

MKSA/KULA employs registered and licensed practical nurses. Our regulating agency requires that all medications given at MKSA/KULA be given by these licensed medical personnel. All medications must be in the original container and must be properly labeled. Before any medications are given at MKSA/KULA, parents/guardians must sign a consent form.

All modified diets, tube feedings, breathing treatments and other specialized medical treatments must be ordered by a physician and a copy of the prescription must be provided to MKSA/KULA.

Health

Arkansas Child Care Licensing requires that a child be temporarily excluded from the facility if:

- a. The child has a sudden change in behavior, such as:
 - lethargy or lack of responsiveness
 - unexplained irritability or persistent crying
 - difficulty breathing
 - a quickly spreading rash
- b. The child has a fever over 101 degrees/oral, 100/axillary (or equivalent method), paired with pain, behavior changes or other symptoms of illness:

- An infant younger than two months with any increased temperature shall get urgent medical attention, within an hour.
 - An infant younger than six months with any increased temperature shall be medically evaluated.
- c. The child has diarrhea exceeding two or more stools above normal for that child and is not related to a change in diet or medication. Or, if the child's diarrhea cannot be contained in the diaper or if it is causing soiled clothing in children who are toilet trained.
 - d. The child's mucus or stools contain blood (unless the blood is caused by hard stools),
 - e. The child has two or more episodes of vomiting in the previous 24 hours.
 - f. The child has abdominal pain which lasts more than two hours,
 - g. The child has mouth sores with drooling,
 - h. The child has a rash with fever or a change in behavior,
 - i. The child has conjunctivitis or "pink eye" with white, yellow or green eye discharge and red ("bloodshot") eyes paired with:
 - fever,
 - eye pain,
 - redness and/or swelling of the skin around the eyes, or
 - if more than one child in the program has symptoms
 - j. The child has head lice (the child can return to MKSA/KULA after the head lice is treated),
 - k. The child has active tuberculosis (the child can return to MKSA/KULA when his or her physician states that he or she is on appropriate therapy and can return to clinic),
 - l. The child has impetigo (the child can return once treatment has been started),
 - m. The child has strep throat (the child can return 24 hours after antibiotic treatment has been started),
 - n. The child has Chicken Pox (the child can return when all lesions have crusted - usually 6 days after the rash appears),
 - o. The child has Rubella (the child can return six days after the onset of rash),
 - p. The child whooping cough (the child can return after five days of antibiotic treatment),
 - q. The child has mumps (the child can return five days after the onset of his or her glands swelling),
 - r. The child has measles (the child can return four days after the onset of rash),
 - s. The child has Hepatitis A (the child can return one week after the onset of illness or as directed by the health department).

Sick children should be picked up as soon as possible and within 90 minutes of being informed of the sickness. If your child is hospitalized a copy of the discharge paperwork from the hospital must be given to the nurse before your child will be allowed to return.

All parents/guardians will be notified of contagious illness as soon as possible.

Any child who is injured will receive attention from our nurse. We will notify parents/guardians of all injuries. In the case of emergency, your child will be taken to the hospital and we will notify you immediately.

Safety

MKSA/KULA is committed to providing a safe and healthy environment for children, employees and guests. We strive to meet the standards, laws and regulations that apply to health care facilities including, but not limited to, lighted fire exits, fire suppression equipment, first aid kits, evacuation cribs for infants and evacuation routes and maps posted throughout the clinic. MKSA/KULA practices tornado and fire drills monthly and earthquake drills quarterly.

Reasons for Dismissal

Your child may be discharged from our program due to one of the following reasons:

- Your child tests out of the program. MKSA/KULA is an Arkansas Medicaid Early Intervention Day Treatment (EIDT) program. Children must qualify for the program by exhibiting developmental delays and/or medical needs. Upon re-evaluation, after receiving treatment, your child may no longer qualify for EIDT services. In this event, we will provide you with as much notice as possible and we will work to create a transition plan for your child.
- Your child's Medicaid is inactive. When we are notified that your child's Medicaid has become inactive for any reason, we will notify the parent/guardian immediately. (The parent should have already been contacted by Medicaid and/or DHS, informing them of the issue or requesting information in order for the Medicaid to stay active.) The parent has one week from the date of notification by MKSA/KULA to get written confirmation from DHS that the necessary steps have been taken to get the child's Medicaid re-activated.
- Your child's Primary Care Physician will not authorize further treatment or evaluation.
- Your child is excessively absent. Regular attendance is extremely important to your child's progress. Each day missed is a lost opportunity for him or her to work on the goals and objectives listed in his or her treatment plan. Please be sure your child attends MKSA/KULA each scheduled day unless he or she is ill.
- Your child's immunizations are not up to date.

Upon discharge you will receive a discharge letter that explains the reason for discharge. If you disagree with your child's discharge you have two weeks to appeal the decision.

Discharge Follow-Up

MKSA/KULA will follow-up with you approximately 180 days after your child has been discharged from our program. MKSA/KULA wants to know how your child is doing and see if there is anything else we might do for you and your child.

Confidentiality

All patient records are strictly confidential and will only be released with the expressed written consent of the parent/guardian. MKSA/KULA will release information without consent if the patient intends to harm another individual or himself or herself, if the records are subpoenaed by law or if child abuse or neglect is suspected.

Patient Rights

MKSA/KULA is committed to protecting the rights of our patients and their families. Please review the patient rights information provided to you upon admission. If you have a question concerning your rights, please contact the Director or Patient Care Coordinator.

Employee/Patient Relationships

We discourage our employees from making independent childcare arrangements with families receiving services at MKSA/KULA. However, in the event that you enter into an agreement with an MKSA/KULA employee to babysit for your family outside of the employee's normal work hours and/or outside of our program hours, it must be done away from the clinic and with the full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not as an MKSA/KULA employee. We cannot be responsible for our employees away from the clinic, outside their working hours, and will not be liable for their acts or omissions when not on our property.

Licensing Compliance Forms

MKSA/KULA will inform parents in writing when licensing compliance forms (DCC-521) are available for review. The forms will be kept on hand at MKSA/KULA for three years and may be reviewed upon request.

Child Abuse and Neglect

MKSA/KULA employees are mandated reporters by the State of Arkansas to report all suspected cases of child abuse or neglect to the proper authorities. Children may be subject to interviews by licensing staff, child maltreatment investigators and/or law enforcement officials for investigative purposes. According to state law, child interviews do not require parental notice or consent.

Tobacco Use/Smoking

MKSA/KULA is committed to the health and well-being of its patients, guests and staff members by maintaining a tobacco free environment. Smoking, including e-cigarettes, is strictly prohibited by all individuals anywhere on MKSA/KULA property or vehicles. This includes:

- All areas of the facility, regardless of whether children are in care,
- Outdoor play areas,
- Other outdoor areas when children are present,
- In any vehicle used to transport children, whether children are present in the vehicle or not.

Solicitation and Distribution

MKSA/KULA strives to provide employees and visitors with an environment that is free from unnecessary annoyances and interference. Therefore, solicitation is prohibited. Non-employees may not trespass or solicit or distribute materials anywhere on company property at any time. Employees are also prohibited from distributing written materials, handbills or any other type of literature on working time and, at all times, in "working areas," which includes all office areas.

Patient Complaint & Grievances

We welcome any complaint that a patient or a patient's legal guardian might have. If at any time you have any concerns with your child's treatment while enrolled at MKSA/KULA, please contact the Director or Patient Care Coordinator to discuss such concerns. We are committed to working with you in a positive manner regarding any complaints; however, if a complaint cannot be resolved, please use the procedures outlined below to file a complaint or grievance.

- Parent/guardian will meet with the Director to discuss the complaint within 48 hours.
- If a solution cannot be reached, the VP of Operations and/or CEO will meet with the Director and parent/guardian in order to resolve the complaint.
- The decision of the VP of Operations and CEO will be final and documented and sent to the parent/guardian in writing within one week. A copy of the decision will be placed in the patient's chart.
- These discussions will be documented on a progress note and signed by all parties present, including the parent/guardian. The documentation will be placed in the patient's chart.

Visit our websites at mymiraclekids.com and mykidsunlimited.com to learn about some of our specialized services and to find more resources. You will also find direct links to our social media pages!

Parent Handbook Initial Acknowledgment

I have received a copy of the Miracle Kids Success Academy & Kids Unlimited Learning Academy Handbook and understand the policies and procedures associated with the daily operations.

Patient Name: _____

Parent/Guardian Signature: _____

Date: _____

