

UCP of Central Florida

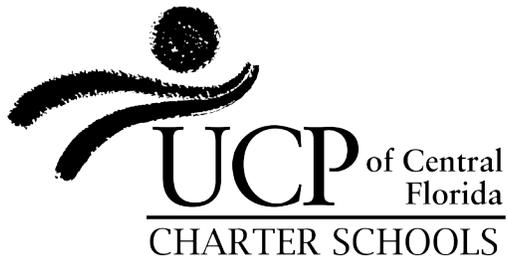


SUPPORT | EDUCATION | THERAPY

PARENT HANDBOOK

BAILES | SEMINOLE | OSCEOLA | WEST ORANGE | DOWNTOWN/BETA | TLA | PINE HILLS





We are very excited to welcome you to the UCP of Central Florida education program for the 2018-2019 school year. Together with our parents, faculty, staff and administration, we look forward to providing an excellent education for your child. To have the best school year possible, it's important that we are all familiar with each other's expectations. The Parent Handbook has been compiled to explain the UCP Education Program philosophy, guidelines and expectations of parents and families. Please read through this handbook and feel free to contact your School Administrator with any questions.

UCP Schools are committed to unlocking children's potential and helping every child live a life without limits. We believe all students should have access to a diverse and challenging academic and social curriculum. Our schools are committed to inclusion - removing barriers to student's participation and learning, acknowledging individual student needs and potential for developing a sense of community for all students.

Our team members strive to meet your child's needs with careful planning and individualized attention. Every campus has an experienced, diverse staff team looking forward to getting to know your child. We welcome feedback and suggestions for a successful school year.

Warm regards,

A handwritten signature in cursive script that reads "Dr. Ilene E. Wilkins".

Dr. Ilene E. Wilkins
President/CEO

(407) 852-3300 • ucpcf.org

UCP Education Program – Summer and School Year Sessions

UCP operates a school year and summer education program. These are two unique programs. The school year approximately follows the County School District calendar. The Summer Enrichment Program is an 8-9 week program in the summer.

What is the first day of School (School Year)?

August 10, 2018 – UCP Seminole Campus

August 13, 2018 – All UCP Orange Campuses & UCP Osceola Campus

What dates are UCP Schools closed during the School Year?

UCP follows the respective School District calendar for school closings. Most days that school is closed UCP offers an optional/additional cost “Camp Day” dependent on enough student interest/sign up.

UCP is closed for **all services** (no camp services) on all major holidays, a part of Winter Break, Spring Break and the week before school begins for staff training/classroom setup. Please check the Campus calendar for specific dates (available at ucpcharter.org) and watch for reminders in your child’s bag.

What are the school hours?

The School Day begins between 8am – 9am depending on the grade level and ends between 2pm – 3:30pm. Wednesday is early dismissal (1 Hour earlier). Each Campus offers a before/after camp program. Times vary by location and an additional fee applies.

Before/Aftercare and Camp Days

Based on student interest/enrollment, UCP offers before and after care programs. Fees vary based on the campus and times/ages. The before/aftercare program is staffed with Lead Teacher Assistants/ Paraprofessionals and is designed to be a fun and engaging program.

When the Charter School is not in session and there is enough student interest, UCP campuses offer a full day “Camp Day”. You must sign up in advance to attend a Camp Day. If there are not enough pre-registered students, Camp Day will not be offered. If your campus is closed, you can potentially attend a Camp Day at another UCP campus. Contact your School Administrator for information.

Summer Enrichment Program/Extended School Year (ESY)

UCP operates a Summer Enrichment Program each year. The Summer Enrichment Program is offered at all campuses based on the enrollment and is a private pay program.

Additionally, for students who would experience significant regression, UCP offers an Extended School Year/Summer School program. This program is usually a half day program for three weeks or a summer home program. Therapy is generally not part of ESY. ESY must be documented on the students' Individual Education Plan.

Registration Process – Summer and School Year

In January each year, parents of currently enrolled students will receive a link to pre-register for the Summer Enrichment Program as well as a web link to complete an Intent to Return for the next school year. If forms are completed by the deadline, UCP current students have first priority for these spaces and will begin the contract process. After the deadline has passed, current students are placed into the lottery with any potential new enrollees.

FTE Week (October and February)

There are two FTE Weeks throughout the school year. FTE week is the time that each Charter School student is “counted” for funding and enrollment purposes. Please assist UCP in ensuring that we receive funding for your student and that your student is formally enrolled to receive their Individual Education Plan (IEP)/Individual Family Support Plan services and future McKay eligibility (if applicable).

Fall FTE Week – October 8- 12, 2018- Student must have all paperwork/transfer meetings complete and attend at least one day during this period to be considered officially enrolled and for UCP to receive funding for the first semester.

Spring FTE Week - February 4-8, 2019- Student must have all paperwork/transfer meetings complete and attend at least one day during this period to be considered officially enrolled and for UCP to receive funding for the second semester.

Communication

UCP has several ways that we communicate essential information with our parents. You can help ensure effective communication:

- Please check your child's folder/back pack daily.
- Please read the signage that is posted on various campus doors about upcoming deadlines and important dates.
- Sign up for our monthly e-mail news at www.ucpcharter.org.
- You are responsible for notifying us immediately if you have a change of address/phone number/e-mail address.
- UCP is on Facebook and Twitter! <https://twitter.com/UCPofCFL> and <https://www.facebook.com/UCPcentralflorida>

Security in the Parking Lot and at School

To ensure that all our students and families are in the safest environment possible we need everyone to practice the following:

In the car:

- Drive with caution in the parking lot (driving 5 mph.)
- Double parking or standing in fire lanes is prohibited
- Cell phones are distracting and should be turned off when you enter the UCP parking lot and in the school building
- Look behind you and to both sides before pulling out of a parking spot.
- Keep all children in car seats and seat belts until the car is at a full stop.
- Follow designated drive patterns
- Do not leave children unattended in your car. It is against the law to leave children in cars unattended

In the school:

- Provide UCP with a pick-up list for your student: and keep it updated.
- If you are on campus longer than drop off/pick up or if you bring a visitor with you - **all** must sign in at the front desk and wear a visitor badge while on campus
- If you are volunteering in the classroom or chaperoning trips - you must be cleared through the District volunteer screener

Arrival and Drop-off

If not enrolled in before care, please plan to drop your child off at school between 15-20 minutes before the start of school so they are there for the beginning of the day's instruction.

For PreK and below, or if you have School Readiness/4C or Voluntary PreK (VPK), you must sign your child in when you arrive and out when you pick-up. If your child will be delayed or not attending, please call the Front Desk.

Illness or Absence

Please inform the campus office at (407) 852-3300 and your campus extension by 8:00 a.m. if your child is going to be late or absent. Optionally, you can e-mail the Front Desk (see insert for e-mail address and extensions of your campus).

Dismissal and Pick up

If not enrolled in after care, students need to be picked up by the end of school day by you or a person authorized by you on the Emergency Card. If no one is available to pick up the student - they will be brought to after care and charged the daily rate.

Please notify the front desk in writing if the student is to be picked up early or by someone different than usual. Also, please be sure to notify that person that they will be asked to present photo identification to a UCP staff member for confirmation of their identity. We are unable to allow any child to leave school with anyone not authorized to pick up the child unless specified by the parents. You must sign your child out when you pick up your child.

What if I am going to be late to pick up my child?

Parents must pick up their children no later than the end of school unless enrolled in after care. If the parent is unable to pick up the child by the end of school, the parent should notify the individual designated for emergency pick up.

Parents will be charged \$1 a minute for every minute beyond their extended day scheduled time. When you are late, our staff needs to stay with your child and they need to be paid extra.

DCF is required to be notified for parents who fail to pick up their student within 30 minutes of the school closing time and have made no contact with the school.

Weekly Tuition/Registration & Fee Payments

Each student (except for VPK or Charter School only) is required to pay a \$35 non-refundable registration fee. All students (except for VPK and Early Steps Only) are asked to pay a \$35 supply fee each year.

Weekly fees are due on Monday for the current week. There is a \$10 charge per day for each day you are late. Checks are made payable to UCP of Central Florida. Cash is not accepted. Personal checks are not accepted if a check has been returned to us unpaid in the past.

UCP also accepts Visa, MasterCard and American Express as well as the ability to do ACH/ checking account withdrawal. You can complete a form for automatic payments and receive a discount.

Each tuition payment is non-refundable and based on scheduled attendance regardless of the number of days the child attends school. Checks returned due to insufficient funds will carry a \$35 charge.

Please save your cancelled checks/receipts for tax purposes.

The UCP Tax ID# is: 59-0799925.

Attendance Policy

Good attendance and being on time allows your child to fully benefit from our education programs. UCP requires a minimum of 75% attendance for its PreK and Below Program. If your child is unable to maintain this, they may be dismissed.

For students in Kindergarten and above, regular attendance is compulsory as provided in Section 1003.21, Florida Statutes. If your Kindergarten and above student has a pattern of non-attendance, we are required to file a petition of truancy with the court as provided in Section 1003.27, Florida Statutes.

Open Door Policy

Parents are welcome to visit or observe the program. As visitors in our classrooms, please be respectful of what is happening and keep your conversations with the staff at a minimum. Be aware of your child's needs and ability to separate from you. Please let your School Administrator know 24 hours in advance if you would like to spend time in your child's classroom. Also remember if you are in the classroom more than 10 hours a month you need to be screened through the District volunteer screening program (which is a multi-step process).

Smoke Free Policy

UCP Campuses are smoke free. This includes the parking lot and other outdoor areas. No smoking is allowed in any of these areas as well as any area inside the building.

Curriculum

UCP utilizes a number of different curriculums for our education programs. These include:

Infants/Toddlers:	Creative Curriculum
Pre-School/Pre-K:	Beyond Centers and Circle Time
K - 5th Grade:	IReady/ Core Connections/ Guided Reading/ Accelerated Reading /Go Math
Middle/High School:	Unique Learning System Attainment/Teaching to Standards

Therapy – Physical, Speech and Occupational Therapy

Individual and Group Speech, Occupational and Physical therapies are offered at all campuses for students if part of a child's Individual Family Support Plan or Individual Education Plan (educationally relevant services). UCP LEA (for Orange County Schools) and the School District (Osceola and Seminole County Schools) are responsible for evaluating and making recommendations for services/ frequencies.

Additional therapy services are also available by utilizing your medical insurance or self pay option. Please contact your campus Therapy Program Manager for information regarding an evaluation for your child.

Therapists will provide monthly progress reports for each student. Charter School Only therapy notes are provided as part of the 9-week report card. If you would like to schedule a time to speak with your child's therapist, please speak with the Therapy Program Manager to schedule a time that is convenient for you and the therapist.

Mental Health Services

UCP Charter Schools do not specialize in students with significant behavior needs. However, there are times that students may need additional behavior support at school. UCP has a team of behavior specialists and a behavior technician at each campus to support students and staff. Social Skills training is also infused in all classes in order to focus on the social emotional development through the holistic approach to teaching and learning. UCP also has a partnership with Breakthrough Behavior to offer on-site ABA Behavior Services using Medicaid, Commercial Insurance or private pay. www.breakthroughbehavior.com.

UCP Charter Schools also will be offering support services such as counseling using a multi-tiered approach based on student needs.

Assessment and Testing

UCP conducts different assessments to assist teachers in identifying appropriate learning goals for each student, to monitor progress and to meet State Department of Education Requirements. Some of these assessments include:

Battelle (BDI2) Screening: PreK and Below - On-Going

VPK Pre-and Post Assessment: PreK Students - Beginning and End of the Year

Florida Kindergarten Readiness (FLKRS): Kindergarten Students

DRA/ STAR Reading and Go Math Benchmark Testing: Reading, Writing, Math and Science 3rd - 5th Grade; throughout the year; IReady

Florida Standards Assessment Test (FSA): 4th - 10th Grade (11th & 12th Grade Retakes) Writing | 3rd - 8th Grade FSA ELA/ Language Arts and Math

Next Generation Sunshine State Standards (NGSSS): US History, Civics, and Biology

Next Generation Sunshine State Standards (NGSSS): 5th - 8th Grade Science

FSA EOC: Algebra 1, Geometry, and Algebra 1 Retakes

Florida Standards Alternate Assessment (FSAA): 3rd-12th Grade ESE Students who do not take FSA -- TBD

Access for English Language Learners 2.0 (ELL's): For all students in the ELL Program

SAT: 10th - 12th Grade

Classroom Notes/Progress Reports and Report Cards

Students in the PreK and below program will receive a short weekly note about their activities of the day as well as quarterly progress reports. Students in K-12th grade will receive quarterly progress reports and report cards.

Parent conferences are scheduled twice a year to review your child's progress.

UCP Team Members

Each campus has two administrators on campus: School Administrator and Therapy Program Manager. The School Administrator is responsible for the classrooms/education program. The Therapy Program Manager is responsible for the therapy program operations of the campus. Some campuses have a co-School Administrator or Assistant School Administrator.

Based on full enrollment, each classroom is staffed with a Teacher, a Lead Teacher Assistant and a Teacher Assistant. Some of our elementary schools utilize a co-teacher model.

The minimum qualifications are below (most of our staff exceeds these qualifications):

Teacher - (except Infant Room) - Highly qualified - BA or higher with certification in either Birth to PreK, PreK -3rd Grade or Elementary Education and Exceptional Education.

Lead Teacher Assistant - Associate Degree/ (Equivalent college credits with Education credits), Child Development Associate (CDA) or for K-12th grade paraprofessional - passing the Parapro test.

Teacher Assistant - High School Diploma with minimum of 1 year experience working with children.

All staff are fingerprinted and pass a Level II background check, as well as have reference checks, drug test, basic orientation and on-going professional development.

Class Size and Staff/Student Ratio

Age/Grade	Staff Ratio	Unit/Group Size
Infants/Toddlers	1 adult per 4 students	8-12 students
Pre-School/Pre-K	1 adult per 5/6 students	14-18 students
K-5th Grade	1 adult per 6/7 students	16-22 students
6th-12th Grade	1 adult per 3-8 students	9-18 students

UCP Volunteers/Foster Grandparents/Workforce Interns

UCP has several types of volunteers who participate and assist in our program.

-Foster Grandparents are retired individuals who lend a loving hand in some of our units/classrooms.

-Workforce Interns are young people, ages 16-21 years, who are here to learn skills and gain experience.

-We also have **General UCP volunteers** including college and high school students. Additionally, we may have high school or college students completing observations, research or doing projects for classes.

-All on-going volunteers/interns/foster grandparents are required to pass a background screening and are not allowed to be alone with any of our children.

Charter School Board of Directors

As a tuition-free public Charter School, UCP of Central Florida is required to have an all-volunteer Board of Directors.

UCP's volunteer Charter School Board of Directors provides feedback and suggestions to assist in the success of the Charter School programs of UCP of Central Florida. Some of the basic responsibilities include:

- School Improvement
 - Health and Safety
 - Facilities
 - Curriculum
 - Staffing
 - Related Services (nursing, therapy)
- Charter School Finances
- Public Awareness/Marketing of School
- Parent Involvement/Volunteering
- Legislative Education
- Special Projects

The Charter School board seeks to represent the diverse Charter Schools it serves with representation from parents from each of the UCP Charter School campuses. Additionally, members of the community with education and programmatic expertise are invited to participate. If you are interested in becoming a member, please let your School Administrator know. Charter School Board of Directors meetings are open to the public and dates are posted on campus and on our web site.

LEA/ Accreditation

UCP Orange County Campuses are its own LEA (Local Education Agency). UCP Charter Schools are accredited through AdvancED (formerly SACS) as a system of schools.

Parent Teacher Association (PTA)/Parent Teacher Organization

UCP Schools have or are in the process of forming a Parent Teacher Association (PTA) or Parent Teacher Organization (PTO). The PTA/PTO is collaborative partnership between the administration, teachers, and parents. They plan special programs, fundraising events, and help guide the direction of our school. If you are interested in becoming involved, please contact your School Administrator.

Just 10 – Parent Volunteer Program

Studies show that children are more successful when their parents are involved in their child's educational pursuits. At UCP of Central Florida, we value the role parents play in the development of our students. We are a team working together to help your child grow developmentally, academically, emotionally and physically.

That's why we have developed a program called Just 10 that requires parents to dedicate ten hours a year to volunteering time at UCP. There are endless opportunities to contribute time to your child's classroom, school or UCP in general. Volunteer opportunities can include helping in the classroom, preparing materials for the teacher, assisting with office work, helping out with fundraising events or being a member of the PTA or the Charter School Board of Directors.

On-going on Campus volunteers needs to be cleared through the District volunteer program which is a multi-step process. Please discuss the Just 10 program with your School Administrator/Teacher for more info.

Lunch and Snack

UCP Schools participate in the free and reduced lunch program for students who are in the VPK and Charter School programs. Several of our Schools are CEP eligible which means all students at that school receive breakfast and lunch for free. Other students can purchase lunch. Forms and fees are available at your campus. If your child is enrolled in after care, please send an afternoon snack.

Please note that packed lunches from home cannot be refrigerated or heated while at school, so please pack your child's lunch accordingly. Please list any known food allergies on the Emergency Card.

UCP are NUT FREE schools. Items containing nuts or nut ingredients will not be served and students are not allowed to bring items containing these ingredients. If you do send lunches/snacks – please keep it healthy! Bite-sized pieces of fruit, graham crackers, Goldfish, celery sticks all work well for snacks. Candy, cookies, cakes, and soda are strongly discouraged because of their high sugar content.

Field Trips/Program Events

We will have Special Program Events/on-campus field trips at each campus throughout the year. This could be a puppet show, a special science demonstration or a dance performance.

For our K-12th grade students (and some PreK classes), we will have off-campus field trips. These field trips will allow students to experience many different activities outside of school. Children are usually transported by bus and are closely supervised by school staff. The costs of the field trip and transportation are additional. Every effort has been made to keep these costs as low as possible. Information will be provided on the field trip schedule and costs.

A parent must sign a permission slip for each field trip for your child to participate. If you do not want your child to participate on a field trip, they can remain on site and participate in on-campus activities.

UCP Fundraising

As a non-profit agency operating a Charter School, UCP receives less funding than other public schools. To make up the difference as well as enhance our programs, we do various kinds of fundraising including grant writing, individual and corporate donations and special events. Our special events include:

“Unlocking Children’s Potential/Faces Behind the Miracles” – Annual Fundraising Breakfast. This is a one hour free Breakfast event and will be held on Friday, October 19, 2018. Individuals are asked to host a table - inviting 8-10 friends/colleagues to learn more about UCP and hopefully donate. We need Table Captains!

“Evening at the Palace” – Annual Gala Event – This is an upscale event held each year. We present three awards (Corporate, Individual and Legislative Award) as well as conduct a silent auction. The event is usually hosted by actress Cheryl Hines (whose nephew attended one of our campuses). The night before is our Poker at the Palace event – a celebrity Texas Hold ‘em Poker Tournament. Dan Akyroyd will be headlining Gala 2019 on March 30, 2019.

We welcome and encourage your support of these events. Please contact Asma Addarrat, Sr. Director of Development at aaddarrat@ucpcf.org or 407-852-3369 to get involved!

Lost & Found

We try to ensure that each student goes home with all of their own possessions and only theirs! If your child returns home and you find you are missing something or have something which does not belong to you, please call with a description of the item(s) so we can try and locate or forward extra items you may have. We cannot be responsible for any items that get lost or broken at school. Items will be discarded after 30 days.

What to Bring/Wear to School

Your child should be dressed comfortably to play, learn and have fun! Please send your child in closed toe shoes/sneakers and shorts/t-shirts (uniform if K and above.)

If your child is PreK age and below, please send a sheet and blanket for nap time. If your child is not completely potty trained, please send a supply of diapers and wipes.

Children enrolled in infant/toddler program may have additional supply needs (i.e. bibs, formula, etc.). All children should have at least one complete change of clothes in case they get dirty or have an accident.

Please label your child’s belongings with their first and last names.

What not to Bring

Please do not bring the following items to school:

- Jewelry
- Gum
- Weapons including toy weapons
- Electronic Games
- Cell Phones, CD players, iPods, etc.
- Other toys from home unless requested by teacher/therapist

If any of these items are brought to school against our advice and are lost, we cannot be responsible for reimbursement.

Discipline Policy

UCP follows the School District discipline policy and procedures. A complete copy is available on the website at www.ucpcharter.org. In the case of serious disciplinary problems, a child may be removed immediately by parents from premises for the remainder of the day. A serious disciplinary problem exists when a child inflicts significant physical harm on themselves or other children, or physically abuses staff.

Other serious incidents including emotional harm, disrespect to other people's property or otherwise refuses or proves unable to conform to the rules and guidelines of the program which will result in a conference with parents.

Positive behavioral supports will be put in place to ensure the safety and well-being of children at all times. If a child has a chronic behavior problem, the staff will work with the child and the parents using positive methods of discipline that encourage self-control, self-esteem and cooperation.

We reserve the right to suspend and/or withdraw any child who is unable to consistently conform to the rules and guidelines of the program and interrupts the ability of other children to learn.

What may cause my child's enrollment to be terminated?

A child's enrollment may be terminated if:

- His/her behavior is chronically disruptive or poses a danger to himself/herself, to others or to the school.
- He/she is picked up after their scheduled pick up time more than once a month or does not meet our attendance guidelines.
- His/her tuition is not paid (for students in tuition programs.)

If our school is not able to meet your child's needs, his/her enrollment will be terminated after meeting with the child's parents to discuss other program options that might better meet the child's individual needs.

Medical Forms – Physical/Immunization

Section 65C-22.00(2), F.A.C, requires a current physical examination (Form 3040) and immunization record (Form 680 or 681) within 30 days of your child's enrollment (start date). Students may have a religious exception for immunization as allowed under Florida Statute 1003.22.

Under what conditions should I keep my child home?

Parents may not send a child to the program if they have the following symptoms:

- Sore throat
- Headache
- Diarrhea x 2 (must be 24 hrs. free to return)
- Fever of 100° F oral or auxiliary (must be 24 hours free to return)
- Rash, open or oozing sore
- Red eye(s): itchy, crusty, purulent discharge
- Balding area of scalp
- Nausea
- Vomiting x 2 (24 hours free to return)
- Cough (excessive)
- Runny nose (heavy green, excessive green/yellow nasal mucus)

A written physician note may be required for re-admission to school depending upon illness.

Illness Policy

Children who develop any of the above conditions while at school will be sent home. A team member will notify the parent of a child's illness. If a parent cannot be reached, the child's emergency contact will be notified to pick up the child. It is expected that the child will be picked up as soon as possible. Until the parent arrives the child will be excluded from activities with other children and will rest quietly under the supervision of a staff member.

Please do not send your child to school when you know he or she is ill. It is better to be overcautious than to risk exposing the rest of the children and staff.

How will an accident or medical emergency be handled if it occurs?

If an accident or medical emergency occurs, the staff member in charge will: Administer the necessary first aid immediately, call an ambulance if the student's injury requires emergency room treatment, call the parent or emergency contact (if the parent cannot be reached), and stay with the student at the hospital until the parent or emergency contact arrives. An Incident Report will be completed within 24 hours.

Should there be any changes to your emergency contact numbers, please notify the Front desk in writing so we can update your child's file.

Parent's Authorization

On the "Acknowledgements and Authorizations" form, parents must sign the parent authorization. This permits us to secure appropriate medical treatment for your child should this be needed, and we are unable to contact you immediately.

Medication

- Licensed health care provider and parent permission is required before prescription medication will be administered.
- Parents may choose to administer medication to their child.
- Prescription medication must be in the original pharmacy labeled container and must include the student's name, the name of the medication, dose and the time that is to be administered.
- Over-the-counter medications can only be accepted in a **new and sealed container AND** only administered by trained staff, with a physician's order. The container must be labeled with the student's name, age/weight/specific dose, the date of receipt, and signed by classroom staff.
- Over-the-counter medications cannot be given for more than **three consecutive days**, unless otherwise prescribed for an extended period by a physician.
- Each medication must be documented on a separate **Medication Authorization Form** (required before medication administration.)
- A new authorization form **must be completed** at the beginning of each school year or enrichment program.
- Topical medications require a **written physician's order**.
- Herbal and vitamin therapy require a **physician's order**.

Please let UCP know immediately if your child has any allergy.

Pet Friendly

UCP has pet-friendly campuses with service/ therapy animals. All pets are required to be up to date in their shots and have proper documentation in place.

Fire and Emergency Drills

UCP conducts monthly fire and/or emergency drills. These are required and are documented. We are required to have them at different times (even during lunch and nap) to prepare for all kinds of emergencies.

Emergency Closures

If a UCP Campus needs to close due to an emergency (i.e. hurricane), we will post the information on our web site and voice mail if possible. Additionally, we will call each family using our automatic calling system. Please make sure we have your updated contact information.

Reporting to Department of Children and Families

To ensure the well being of the children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse to the Department of Children and Families and to cooperate in any investigation. All UCP staff are mandated reporters by law and may be subject to criminal penalties if we fail to report such possible harm. UCP team members are required by law to report any suspected abuse or neglect of children in their care to DCF.

Concerns/Grievances

UCP believes that a basic principle of sound relations provides a clear and open channel for the expression of grievances by clients/parents/guardians. You should attempt to resolve all concerns at the lowest possible level (with the teacher or therapist, and then the School Administrator or Therapy Program Manager.). If a concern has not been resolved satisfactorily, the student /parent/ guardian should express their complaint to the Senior Director of Operations. If, within 72 hours, no action has been taken or the action taken is not satisfactory, the complaint should be submitted, in writing, to the CEO. The CEO will review the complaint and attempt to resolve the issue within 10 days. If a satisfactory solution has not been found the client/parent/guardian may make an appointment to meet with the CEO and the Chairman of the Charter School Board of Directors who will arbitrate the matter and make the final decision.

As a reminder, UCP is a School of Choice. Additionally, in general, the respective school district does not get involved in the day to day operations of the school and concerns/grievances should be addressed at the school/agency level.

Code of Civility

The education and care of a child happens only through partnership, and among partners must be the child, the agency and staff, the parent(s) or guardian(s), and the community. Partnership is an active state that includes sharing responsibilities, meaningful communication and welcomed participation.

When people who are working together agree, the partnership runs smoothly. But no two people will always agree and that can make partnership difficult. The partnership is most powerful – as children are educated to reach their potential – when we agree on how to disagree. We must be civil in our discourse.

Civility is often described by its absence. We hear of harmful actions such as road rage, physical confrontation, ethnic stereotypes and slurs. But civility is not just an absence of harm. It is the affirmation of what is best about each of us individually and collectively. It is more than saying “please” and “thank you.” It is reflecting our respect for others in our behavior, regardless of whether we know or like them. It also is not simply being politically correct and is not to be used to stifle criticism or comment. It is being truthful and kind and is each of us taking responsibility for our own actions rather than blaming others.

As we communicate with each other, we need to remember that we are working together to benefit the children of this community.

UCP of Central Florida requires that as we communicate, students, UCP faculty and staff, parents, guardians and all other members of the community shall:

Code of Civility Continued:

1) Treat each other with courtesy and respect at all times. This means:

- a) We listen carefully and respectfully as others express opinions that may be different from ours.
- b) We share our opinions and concerns without loud or offensive language, gestures or profanity.

2) Treat each other with kindness. This means that:

- a) We treat each other as we would like to be treated.
- b) We do not threaten or cause physical or bodily harm to another.
- c) We do not threaten or cause damage to the property of another.
- d) We do not bully, belittle or tease another and we do not allow others to do so in our presence.
- e) We do not demean and are not abusive or obscene in any of our communications.

3) Take responsibility for our own actions. This means that:

- a) We share information honestly.
- b) We refrain from displays of temper.
- c) We do not disrupt or attempt to interfere with the operation of a classroom or any other work or public area of a school facility.

4) Cooperate with one another. This means that:

- a) We obey school rules for access and visitation.
- b) We respect the legitimate obligations and time constraints we each face.
- c) We notify each other when we have information that might help reach our common goal. This will include information about safety issues, academic progress, changes that might impact a student's work or events in the community that might impact the school.
- d) We respond when asked for assistance.
- e) We understand that we do not always get our way.

NOTES:

Our Locations

East Orlando/Bailes Campus

12702 Science Drive, Orlando FL 32826

Kissimmee/Osceola Campus

1820 Armstrong Blvd. Kissimmee, FL 34741

Transitional Learning Academy

3305 S. Orange Avenue, Orlando, FL 32806

Lake Mary/Seminole Campus

756 N. Sun Drive, Lake Mary , FL 32746

Downtown/BETA Campus

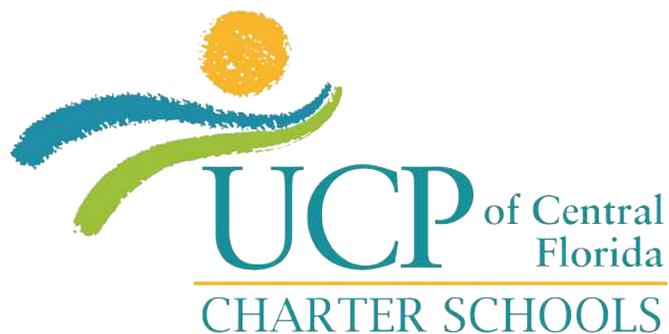
4680 Lake Underhill Road, Orlando, Florida 32807

Pine Hills Campus

5800 Golf Club Parkway, Orlando, FL 32808

Winter Garden/West Orange Campus

1297 Winter Garden Vineland Road, Suite 110
Winter Garden, FL 34787



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