

# BORNHAVA

SPECIALIZED EARLY CHILDHOOD  
CENTER OF W.N.Y., INC.

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## PARENT HANDBOOK





# **PARENT HANDBOOK**

## **INTRODUCTION**

**This handbook is developed as a reference for caregivers. The contents will describe our program, mission, vision, supports and practices we follow at our school. Please refer to this guide for answers regarding general questions you may have. Please keep in mind these guidelines will also be site dependent.**

## **RE-OPENING PLAN**

At Bornhava, our primary commitment is to the students and families we serve. Our priority must be keeping them safe. When the 2020-2021 school year begins, school will look much different than previous years due to COVID-19 and the health and safety measures that continue to evolve. Our School Reopening Plan provides clear guidance for the reopening of our Preschool Special Classes, Special Classes in an Integrated Setting and our Early Intervention Developmental Group and aligns with the regulations developed in collaboration with New York State Department of Health and the New York State Education Department.

In addition to published guidance, recommendations from Bornhava's Re-Opening subcommittees as well as caregiver and staff surveys were utilized in the formation of this re-opening plan. Areas outlined in this plan represent the myriad of considerations Bornhava will address to reopen our classrooms at all of our locations safely and to sustain their safe operation. It is important to note that our plan retains a strong focus on pre-academic instruction and developmental growth to enhance student performance and address learning loss. An emphasis on the social-emotional needs of our children is a priority and therefore have been addressed this within our plan.

To be clear, the health and safety of our students, our staff, and their families is our top priority. We have developed a plan that intends to ensure that students and employees feel comfortable and safe returning to school. Our reopening plan incorporates recommendations and guidance from the Centers for Disease Control and Prevention (CDC), the New York State Department of Health (NYSDOH), the New York State Education Department (NYSED) and the Office of Children and Family Services (OCFS). All of our partnering agencies are licensed childcare centers through OCFS, which promotes the use of NYSDOH guidelines for health and safety during the COVID-19 pandemic. They have assured Bornhava that they will follow these guidelines in their centers. Bornhava has requested copies of each agencies re-opening plan and will post each plan on our website: [www.bornhava.org](http://www.bornhava.org), when they become available.

It is possible that we may need to navigate between in-person and remote learning throughout the year due to recommendations and guidance from our partnering agencies, and stay-at-home orders from the Governor. The level of infection, the spread of the virus and response to the disease in our community will be at the forefront of decision making as we move to open our schools.

As with every plan being developed throughout New York State, our re-opening plan is fluid and will change as necessary based on guidance from the state, CDC, and NYSED and in consideration of our families and our staff. We strongly believe the services described throughout this plan are in the best interests of our children, families, staff, and community.

Bornhava remains committed to communicating all elements of this reopening plan to parents and guardians, staff, community partners and visitors. The plan is available to all stakeholders via the agency website at [www.bornhava.org](http://www.bornhava.org) and will be updated throughout the school year, as necessary, to respond to local circumstances.

## **OUR MISSION**

**Bornhava provides a home-like, loving, and play-based environment to educate and nurture young children with differing abilities and to strengthen their families. Bornhava values our commitment to excellence, support for individual growth, and dedication to building a foundation for our children's future.**

## **OUR VISION**

**Bornhava will continue to be recognized as a high quality, innovative birth to five program that uses best practices and a multi-sensory approach to support our children in leading successful lives.**

Bornhava, Specialized Early Childhood Center of Western New York, Inc., located at 25 Chateau Terrace in Amherst is a preschool and early intervention program for children birth to five years of age who have a variety of developmental disabilities. Our children may have challenges in learning, seeing, hearing, speaking, moving around their environment, adapting to sensory (light, sound, touch, taste, smell) input or interacting with adults and other children.

Bornhava is a Danish word meaning “a high-quality preschool in a homelike environment.” We opened in September 1983 with a program design based on the belief that providing as typical an environment as possible, which includes interactions with children in other early childhood centers, is key in helping our children reach their potential.

Children and families work with a multidisciplinary team of professionals to meet their individual needs. This team consists of special education teachers and assistants, speech, occupational and physical therapists, a social worker, psychologist, medical consultant and our nurse.

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## EARLY INTERVENTION PROGRAM (EIP)

Bornhava is an approved Early Intervention Program evaluation site and provides the following E.I.P. services:

1. Evaluations
2. Basic/Enhanced Group
3. Home and Community based individual/collateral visits
4. Facility based individual/collateral visits
5. Family/caregiver support groups
6. Men's Forum
7. Women Caregivers' Group

Bornhava's program places a strong emphasis on the involvement of the whole family as you are an integral part of our Early Intervention Program. Our infant program provides a unique combination of home visits by a certified special education teacher or therapist (*please note: due to health and safety conditions caused by the pandemic, each County has issued guidance specific to that particular County regarding home visits\**), and the opportunity for groups at the center. Each child's schedule is determined by the team, including family, teacher and therapists, once the services that most appropriately meet each child's needs are identified.

Bornhava's E.I.P. is funded primarily by the New York State Dept. of Health, and by Erie or Niagara County Department of Health.

*\*Due to the Covid-19 pandemic, services must be delivered in accordance with emergency health guidance established by NYS Department of Health. Specific methodology will be determined in conjunction with your Early Intervention team including your Ongoing Service Coordinator and Local County Health Officials.*

Please know we would love to have your child stay with us when he or she transitions to preschool, but Bornhava cannot guarantee that will happen. When your child turns 3 years old, your school district becomes involved in planning for your child. As you transition from Early Intervention, we will meet with you to prepare for this change. An evaluation of your child must be completed and your school district's Committee on Preschool Special Education (CPSE) will meet with you and staff from Bornhava annually to discuss continued programming for your child. Bornhava will be involved with you during this CPSE transition process and beyond if your child is placed with us for preschool services.

## **PRESCHOOL (3 & 4 YEAR OLDS)**

Each class at Bornhava Preschool (3 & 4-year olds) consists of 8 or 12 children with a special education teacher and three assistants. Speech, occupational and physical therapists, as well as counseling supports as needed, are also in each classroom as determined by each child's Individualized Education Plan (IEP.) The main educational goals for each child are specific to the child's areas in need of development. These may be related to learning to solve developmentally appropriate tasks, communicating, moving around the environment, using a variety of objects to develop hand and hand/eye coordination, improving understanding and tolerance of sensory input, and developing relationships with others.

Parents, teachers, and appropriate therapists participate in the implementation of the IEP for each child that is developed by the Committee on Preschool Special Education (CPSE) of your child's school district. It notes your child's strengths and areas to develop. It is done annually, reviewed quarterly and updated as your child grows and make progress toward his/her goals. Our multidisciplinary teams schedule biweekly meetings to discuss your child's needs and strengths in order to make appropriate adjustments related to each child's IEP goals.

An early childhood curriculum is followed with an emphasis on developmentally appropriate independence and growth in all skill areas. The curriculum is presented through individual instruction, free play, and small and large group instruction. Each of these times allows for interaction within the classroom environment with peers and with adults. During free play, the children are able to choose and regulate a variety of activities and during group times they initiate and cooperate in a wide range of ways. In every activity, the goal is to have each child realize how valuable they are and how significant their contribution is.

Bornhava is funded by the Erie County, Niagara County and Genesee County Departments of Health, the New York State Education Department, Leaves and Dreams Annual Campaign, our annual auction, support of community foundations, Federal Grants, and private donations.

## **INTEGRATION & INCLUSION**

Bornhava is extremely fortunate to have five (5) Special Classes in an Integrated Setting (S.C.I.S.) at 4 sites in the community. We have inclusion programs at Amherst Community Church Child Care Center on Washington

Highway, at the Buffalo State Child Care Center on Elmwood Avenue, at Lockport Academy Head Start on N. Adam St. in Lockport and two classrooms at Infant of Prague (IOP) CAO Head Start on Cleveland Drive in Cheektowaga. Practices and procedures followed at these sites may vary from those followed at our center-based program. Families are encouraged to speak directly with their child's treatment team.

These classes provide unique opportunities for our children to interact with a variety of peers. There is a higher ratio of adults to children in these classrooms than in other childcare centers. Therefore, all children receive more individual attention. All of the therapy services that are provided at our Chateau location are also provided in the integrated classrooms with carryover of skills and peer interactions being a primary goal.

### **COMMUNICATION WITH THE TEAM**

Bornhava places a strong emphasis on family involvement. Family and staff communicate in a variety of ways. Teachers and staff will contact you to let you know what your child experienced that day and information about your child that will help you in talking to your child about their day in school. Parent's responses are an excellent help to staff as they come to know and work with your child. Families are encouraged to connect with their teaching team. Be aware that your team is not allowed to leave the classroom or respond to you while the children are present. Someone from the team will attempt to contact you as soon as possible, during their work hours. Please note that they may not be able to reply until the next day. All information that is shared with the team may be documented in writing, printed, or copied to become part of a child's file when necessary. **We ask that all parents/caregivers communicate directly with the school, rather than through messages given to transportation providers such as the bus driver or bus aides.**

### **"WOW MOMs!" A WOMEN CAREGIVERS' GROUP**

This group is open to all women who care for a child with special needs. This group gives women caregivers the opportunity to discuss the challenges and successes they have experienced in raising a child with developmental disabilities. The group is facilitated by the Bornhava Social Worker (a LCSW). More information will be shared in the near future. Please look for the flyers to be sent home with your children. You may also complete the email consent form to be added to the WOW MOM's email list.



## MEN'S FORUM

Male caregivers can talk with each other about the challenges and successes they have experienced in raising a child with developmental disabilities. Coordinated by a licensed psychologist, additional details will be shared regarding meeting dates and format.

## MEDICAL GUIDELINES

One of the primary concerns at Bornhava is maintaining the health of our children. At Bornhava, we service many children with various diagnoses. Many are medically fragile, and a simple illness can quickly turn into a major illness. For the safety of all students in our programs, we must adhere to the following procedures.

### **Daily Health Screening**

Prior to entering Bornhava, individuals must complete a health screening questionnaire. This questionnaire is accessible through the Bornhava website at [www.bornhava.org](http://www.bornhava.org). Staff should complete this screening prior to arriving at work and noting completion on the sign-in sheet upon arrival. Paper copies of the questionnaire for visitors will be available in the vestibule. Staff will be required to monitor their own temperatures prior to arrival on campus and throughout the day. Anyone whose symptoms response changes from a NO to YES during the day, must contact the nurse immediately and await further instruction.

Before your child is able to attend program, a one-time attestation form is required to be on file for your child. The attestation form is an agreement that the parent/guardian will self-monitor the child for symptoms and exposure to COVID-19 DAILY, **prior** to arriving at program. This questionnaire is accessible through the Bornhava website at [www.bornhava.org](http://www.bornhava.org). While parents/caregivers are strongly encouraged to monitor for temperatures and symptoms prior to leaving home, children will be screened at arrival for temperatures. Children will be signed in and accounted for as without fever/symptoms and able to attend school through attendance log.

Visitors (very limited) will have their temperatures taken upon arrival. All staff and visitors must sign in and out of the building at the front desk each time they enter and exit the building. For multiple individuals entering the building simultaneously, they will be required to stand at the marked out locations on the floor, maintaining social distance until they can be signed in and screened. Corridors will be created where individuals can enter the facility when in-person screening is utilized. Markings (whether in tape or otherwise) will be

placed on the ground or in the corridor to indicate six (6) foot lengths to provide for greater social distancing for individuals while in line. Should a person answer “yes” to any of the screening questions, specific procedures will be followed. You may reference the *Suspected or Confirmed COVID-19* Case section of the re-opening plan for additional guidance.

**Illnesses requiring immediate exclusion from program:**

- **Fever of 100.0 degrees or above. (Until fever free for 72 hours without medication)**
- Diarrhea (may return 24 hours after symptoms subside)
- Vomiting (may return 24 hours after symptoms subside)
- An undiagnosed rash (must have a doctor note to return to school if rash remains)
- Signs of Conjunctivitis (Pink Eye)
- Constant coughing
- If your child is expressing signs of not feeling well (cold symptoms, decreased energy level, not being able to or wanting to participate in activities, etc.) you will be expected to pick up your child and monitor for new symptoms of illness.

Please note, if your child is being treated for Strep Throat, Conjunctivitis (Pink Eye), or Impetigo the child will need to stay home from school until 24 hours after starting the antibiotic. A doctor’s note will be needed upon return.

We ask that if your child is ill in the evening that he/she remain home the following day or until free of symptoms or cleared by the physician to return to school. **If your child is absent for medical reasons, unrelated to COVID-19, for three (3) or more days, you must provide a note from a physician explaining the absence before your child returns to school.** When deciding whether or not your child is too ill to come to school, please consider two factors. First, if your child is contagious, please keep your child at home for the sake of both your child and the other children in the program. Secondly, if your child will be restricted from activities, in most cases, please keep your child at home until fully recovered. We realize that there will be exceptions to this, and we urge you to talk with us in these instances.

If your child has received medication prior to coming to school, for example Tylenol, Motrin, or Benadryl, please contact the nurse or teacher to advise as to why the medication was given. If your child is being provided an antibiotic for any medical reason, please let the nurse or teacher know as some side effects of antibiotics can look like new illnesses.

In the event your child exhibits symptoms of illness requiring exclusion, arrangements for the child to be picked up will happen immediately. **The steps of this process can be found on the “sick child pick-up agreement form.”** The process is additionally listed below.

If a child becomes sick during the day, we expect the parent/guardian to arrange for the child to be picked up within **45 minutes**. Your child will be brought down to the nurse’s office and be provided with an area where the child can comfortably wait until being picked up.

The nurse or designated staff member will call the parent/guardian listed on the child release form. (It is very important we have the most up to date numbers on that form, including a work phone number, if applicable. If any changes occur, please contact Bornhava as soon as possible). If we are unable to reach the parent/guardian within 15 minutes, we will then call the emergency contacts also listed on the same child release form. (Make sure that the emergency contacts have a means of transportation to pick up your ill child. Please call Bornhava if names or phone numbers of emergency contacts change.)

### **Sick children will not be transported on the bus!**

If you are not able to bring your sick child home within 2 hours of our contacting you, further action may need to be taken. This may include: a call to Child Protective Services, or a call to the Amherst Police Department.

If you have any questions or concerns regarding these medical guidelines, please contact our school nurse at 839-1655.

### **PROCEDURE FOR ADMINISTERING MEDICATION**

In the event that a child at Bornhava needs to have medication administered during school hours, for example, (Tylenol, Asthma medication, epi pen, Benadryl, etc.) the following procedure will be followed:

1. A written medication consent form completed by a doctor must be completed (please contact the school nurse for the form)
2. The parent will then review the doctor orders, sign, and date the form which will be effective for 6 months.
3. The medication must be brought into the school nurse in the original container. No medication will be transported on the bus
4. If medication/treatment changes, a new medication consent form will need to be completed.

Medication being administered to a child will be done so by the LPN or RN of the school, a medication administration trained (MAT) staff member, or in emergency situations a staff member trained on administration of emergency medications as listed on your child's individual health care plan.

If your child needs an over-the-counter cream or lotion, for example, diaper rash cream, a Non - Medication Consent form will need to be completed by the parent/guardian only. All staff members are able to apply an over-the-counter cream or lotion. Please contact the school nurse if you are in need of this form. The form will remain in effect for 6 months.

## **ABSENCES FROM SCHOOL**

If your child will be absent or late to school, please call the school office 839-1655 and your child's bus company:

First Student: Bailey terminal 821-0647 or North Tonawanda terminal 694-7281 or VMC (Niagara County) 264-4090 or for the Lockport Academy **only**, terminal 861-8981 in the morning when your child is ill or will be absent.

A note explaining the reason for your child's absence is required to be written by the parent/guardian when your child returns to school. **If the child has been absent for 3 or more consecutive days, a note from a doctor is needed before returning to school.** If your child is hospitalized, please secure a note from the attending physicians listing any restrictions.

Children who have been out of school for a prolonged period (one week or more) may benefit from returning to school for ½ day sessions for the first 1-2 days back.

## **LEAD SCREENING REGULATIONS**

New York State Health Regulations require written documentation that your child has had lead screening completed. Bornhava will obtain from the parent/guardian this written documentation within 3 months of the student's admission. If lead screening is not completed or documentation is not received, Bornhava will give the parent/guardian written information on lead poisoning and refer the student to the primary care physician. Written documentation of the above will be kept in the student's record under medical and/or parent contact.

## **GENERAL PROGRAM INFORMATION**

### **CLOTHING and FACE COVERINGS**

We ask that children dress comfortably and wear clothing that is washable. Due to art, mealtime, and generally fun activities, we cannot guarantee that clothes will come home spotless! For safety purposes, we request that your child wear rubber soled sneakers or shoes to school.

Currently, a face covering, must be worn by all individuals, children (if feasible), staff, and visitors on Bornhava's property when social distancing cannot be maintained. Proper face covering includes, but is not limited to, a surgical mask, cloth mask, balaclava or bandana and must completely cover the individual's mouth and nose. A plastic face shield alone is not an acceptable face covering. All individuals may choose to utilize their own face covering, however additional face coverings will be provided by Bornhava, when needed. For children who are unable to tolerate a face covering, and have provided medical documentation from a licensed physician, including children where such covering would impair their physical or mental health are not subject to the required use of a face covering.

Bornhava will provide periodic training to children and staff on how to adequately put on, take off, clean (as applicable) and discard face coverings. Mask Breaks should occur throughout the day when individuals can be six (6) feet apart and ideally outside or at least with the windows open. Classrooms may establish a six (6) foot, mask-free zone in which children/staff may take their mask breaks. If such zones cannot be safely established, other arrangements will be made to accommodate mask breaks.

Transparent face coverings provide access to visual cues for communication purposes. These will be considered as an alternative for our students, children who are deaf/hard of hearing, language/speech delayed, and their teachers and therapists.

### **LUNCH AND SNACK**

If your child attends program at 25 Chateau Terrace (center-based) you are asked to provide a monthly snack and a daily lunch. Preferred snack items include foods that are individually packaged. These packages will be shared with the class and should be sent in on a monthly basis. Lunch is sent in daily and should include a variety of handheld foods and those that require utensils. Meals will be served with a choice of milk or water. A list of snack and lunch

suggestions will be provided by your classroom team. Keep in mind that Bornhava is a PEANUT AND TREE NUT RESTRICTED center.

## **BIRTHDAY TREATS**

Due to the current national emergency circumstances, please check with your child's teacher about procedures for each specific site concerning birthday treats.

## **KEEPING INFORMATION CURRENT**

Before each school year begins, all Bornhava parents are asked to complete an Enrollment or Re-enrollment Forms Packet. **Please notify us of any changes regarding address and phone number(s), health information, etc. as soon as possible.** For children who travel to and from school by bus they must have a Child Release Authorization & Student Identification card (including a photo) which is a form included in the packet.

## **FIELD TRIPS**

During this national emergency, field trips are temporarily put on hold. Typically, each year Bornhava goes on several field trips to various places of interest. Integrated classrooms also have field trips. These trips are always planned to complement areas being taught in the classroom and provide valuable learning experiences for the children. You will be notified of field trips being planned and when possible, we hope you will join us. A Field Trip Permission Slip is sent home for a legal guardian signature before each trip. Please sign and return the form to your child's teacher. If Bornhava does not receive a signed permission slip, your child cannot attend school or go on the field trip that day.

## **LEAVING BORNHAVA**

As each child prepares to leave Bornhava, our staff will work with your family and school district to help determine the best placement for your child. We can visit schools with you, communicate with various staff at the schools, and review necessary procedures. School district personnel visit Bornhava to help them in establishing curriculum and services necessary for your child when they enter their program. Once your child is enrolled in the new program, Bornhava is available for communicating with you and the staff to ensure a positive transition into the new school as needed. Western New York is fortunate to have many excellent schools providing programs for children with special needs.



After graduation, we hope to maintain contact with your family. Contact with and services to alumni and their families are an important part of Bornhava's program.



**GRADUATION DAY**

## **BEHAVIOR MANAGEMENT**

At Bornhava we focus on “catching a child doing the right thing” and giving praise and attention that is meaningful to the child.

Through open play, and individual and group activities, we teach our children:

- a) positive interactions with others
- b) appropriate language and communication
- c) problem solving skills
- d) self-help skills
- e) pre-academic skills

When giving directions or expectations for an activity, we attempt to keep our words short, simple, and POSITIVE. We use phrases such as:

“use nice hands” instead of “don’t hit”  
“use your walking feet” versus “no running”  
“draw on the paper” instead of “stop drawing on the table!”

We attempt to accentuate the positive whenever possible. Ex. “Look how nice JJ is sitting and listening to the story!”

We speak to children in a calm, kind voice – modeling the tone of voice we would like to hear from them.

Behaviors that are followed by praise and attention will be more likely to be repeated or continued.

Behaviors that are followed by a calm, consistent response (“hands down” or “blocks are for building”) or when appropriate, planned ignoring to prevent reinforcing, will most likely decrease in frequency.

Redirecting a child’s attention to a different activity that is positive is also a technique used by our classroom staff.

All of the above-mentioned tools may be effective in reaching your child’s individual objectives and are essential in the development of confidence and a positive self-image.

Teachers will work with you on specific behaviors you would like to see your child develop, increase, or decrease.

## **VISITOR RESTRICTIONS**

No outside visitors or volunteers will be allowed in the Chateau building, except related to the safety and well-being of students. Parents/guardians will not go beyond the front vestibule unless it is for the safety or well-being of their child. When essential visits are needed, visitors will have restricted access to our building. All visitors must be wearing proper face covering prior to entering any building and it must be worn at all times when a six (6) foot social distance cannot be maintained. All visitors check in with the administrative assistant, by pressing the buzzer, for temperature screening and to complete the Daily Health Screen. No visitor should enter a building unless necessary. All meetings should be held outside or via virtual meetings when possible. All visitors must sign in and out at the main entrance stating their destination for contact tracing. All visitors should be accompanied by a staff member. Should a visitor become ill while on the premises, they must

alert the staff member they are visiting to report the issue and then immediately seek medical attention.

## SCHOOL CLOSING PROCEDURE

**School closing announcements will be made on WBEN and on all local television stations. On stormy mornings or days when the weather gets worse, when school is open, Bornhava might close early. In that event, we will call you and notify you of an early dismissal. Please notify the school if your phone number, e-mail, or emergency phone number changes.**

No transportation will be required or provided when the Early Intervention or Preschool Programs are affected by a snow day, natural catastrophe, or malfunction in facility operations on any given day. If 1) the district where your child resides is closed or 2) the school district where your child's program is located is closed, **NO** transportation will be provided. **However, if Bornhava is open and transportation is cancelled, you may transport your child on your own.**



## DESCRIPTION OF ANNUAL EVENTS

**Due to the current national emergency, many of these events will be postponed.**

## **TRANSPORTATION APPRECIATION DAY**

(Chateau Location only)

Beverages and treats are set-up for the bus drivers and aides that transport our precious cargo every day! Please volunteer.

## **OPEN HOUSE**

(Check with your location)

This is a great opportunity for those who have daytime commitments to visit Bornhava in the evening. Come see your child's classroom and meet teachers and staff. Why not invite family and friends to come along?

## **FARM TRIP**

(Check with your location)

The trip to Kelkenberg Farm in Clarence is a beautiful spring trip. Enjoy a hayride, animals, and lunch on the farm.

## **BORNHAVA AUCTION**

OUR MAIN FUNDRAISER - enjoyed by all. This year we are extremely excited to announce that Bornhava's 26th Annual Auction will now be its first-ever Virtual Auction! That's right—we're going virtual! Join us online for a silent auction, raffles and more—all leading up to our live streaming event on Sunday, September 20th, 2020 at 5:30pm. This event will feature live musical entertainment, special guests, some great live auction items up for bid—and plenty of other surprises!

The theme of our auction is "The Roaring '20s" and it's going to be the bee's knees! We're looking forward to reconnecting—safely distant, but together—as we navigate the new normal. Thank you for your support—however you're able—it truly means the world to us. Visit [BornhavaAuction.com](https://BornhavaAuction.com) for complete details, and we hope to see you online!

## **STAFF RECOGNITION LUNCHEON**

A way to say thank you to everyone who contributes to your child's success.

**You will be receiving an annual events calendar  
at the beginning of the school year.**

## **WEBSITE AND FACEBOOK**

Please check out Bornhava on our website: [www.bornhava.org](http://www.bornhava.org) or on [www.facebook.com](https://www.facebook.com) to discover all the events at Bornhava. Like or share our page to help us increase community awareness of Bornhava's mission and support for our children, families, and staff.

Bornhava will only use pictures of your child with your permission.

## **ABUSE & MALTREATMENT**

At Bornhava we focus on catching a child “doing the right thing” and giving praise that is meaningful to the child. Reinforcement for appropriate behaviors is an effective tool in reaching individual objectives and the essential development of a positive self-image. Having respect for children encourages children to have respect for themselves and for others as well as fostering awareness of appropriate behaviors in and out of home, school and in the community.

If you believe that your child has been abused by a parent, guardian or relative, or by a staff member of a day care or other child-care facility, call: The New York State Child Abuse and Maltreatment Hotline at 1-800-342-3720. This hotline operates 24 hours a day, seven days a week. If you believe that your child has been sexually abused or is in immediate danger call your local police or sheriff's department.

## **MANDATED REPORTER**

It is important for all families to be aware of Section 413 of the New York State Social Services Law, which is applicable to several entities and professions within New York State. Under this law, all individuals affiliated with Bornhava are required to report any suspected case of abuse, maltreatment, or neglect to the appropriate authorities when they have reasonable cause to suspect that a child coming before them, in their professional or official capacity, is an abused, maltreated, or neglected child. If you have any questions concerning this, please feel free to speak with the Director.

## **CONFIDENTIALITY**

As part of Bornhava programming, information that you share with staff, as well as your child's progress in the program, will be documented. Your family's information is kept in files and stored in locked cabinets. Families have the right to review their files, but the files may not leave the Bornhava site. Information that you may share with staff may be shared with other staff within the program depending on the need to know. If a staff person working

with your family should leave the agency or be on temporary leave for any reason, another staff person will be assigned to your child and will be provided access to your information. With respect to other agencies, information shared with other agencies must be preceded by your written consent on a General Release of Information form, stating specifically what information is being exchanged. At any time, if information you share indicates a threat to the safety of yourself, your child, or anyone else, this information will not be kept confidential and outside agencies may be asked to intervene—this is for the safety of everyone, including yourself. Also, there may be a time that a court may mandate information from your file to be accessible for a hearing—in most of these cases, we need to abide by the subpoena and provide the requested information. At Bornhava, we want to ensure that all enrollees have an understanding of the reasons for the forms that are needed to be completed for initial and continued enrollment; we encourage you to ask any questions that you may have during your time with us. We follow a policy of general respect for everyone with all information that is shared. All Bornhava staff persons are required to attend to information about families with responsibility and discretion.





## **Bornhava's Corporate Compliance Program**

Bornhava has adopted a Corporate Compliance Plan and Code of Conduct and Ethics Policy and Procedure as part of its Corporate Compliance Program. The purpose of the Compliance Plan is to reduce the likelihood of improper, illegal, and unethical activities, and provide a process for effective resolution if compliance issues do occur. Bornhava's commitment to legal and ethical business practices is essential to the advancement of its mission.

Bornhava's Board of Directors upholds Bornhava's policy to conform to all applicable laws, regulations, and promotes an organizational culture to maintain the highest ethical standards. The Compliance Plan formalizes the agency's efforts to more clearly define the responsibilities of all employees and anyone affiliated with Bornhava. The plan further complies with the New York State Medicaid Inspector General Guidelines which prohibit knowingly presenting or causing a false or fraudulent claim for payment.

### ***What is Bornhava's Corporate Compliance Program About?***

The aim of the Compliance Program is to prevent and detect violations of the law and ensure that all employees and anyone affiliated with Bornhava properly and legally perform their assigned duties. The program includes monitoring to ensure false claims and statements are addressed, and audits to detect non-compliance and improve quality.

### ***Who is responsible for carrying out our Compliance Plan?***

Anyone affiliated with Bornhava plays a part in having an effective compliance program because they are the eyes and ears of Bornhava. Anyone who sees or has reason to believe that a policy, procedure, or law is not being followed is responsible to report their concern in a timely manner.

### ***How can a concern or potential violation be reported?***

A signed or anonymous written report can be made via the Compliance Mailbox located in the school office or a verbal report can be made directly to the Compliance Officer or member of the Compliance Committee at 839-1655.

### ***How does Bornhava ensure compliance with its code of conduct/ethics policy?***

Bornhava conducts training, screens employees, ensures all laws and regulations are followed for documentation and billing, investigates compliance complaints, and conducts compliance self-audits.

For additional information or guidance about Bornhava's Compliance Program, policies, and procedures along with applicable laws and regulations, please contact the Compliance Officer or any member of the Corporate Compliance Committee at 839-1655.

**SPECIALIZED EARLY CHILDHOOD  
CENTER OF W.N.Y., INC.**

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[www.Bornhava.org](http://www.Bornhava.org)

## Compliance Report Form

The purpose of this form is to collect sufficient information to properly address any compliance concerns. Additional means of reporting may also be used, including the compliance mailbox, orally or written directly to the compliance officer, an Administrator or to any compliance committee member. This report can be made anonymously.

Date: \_\_\_\_\_

Details of Report: (any pertinent information including names and dates)

[illegible]

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Signature (optional)