



Parent Handbook 2016-17

Mission Statement:

The Learning Center of Southwest Iowa will strive to facilitate the diagnosis for youth with language and math learning differences and then directly provide alternative, research-based, multi-sensory methodologies in order for them to achieve. It will do so in combination with specialized support for parents, teachers and volunteers who also work with them because we believe that literacy in language and math creates the foundation for successful, life-long learning resulting in communities with healthier, happier and more productive people. We also believe that supporting parents, both emotionally and educationally, is critical for healthy family environments, which elevates the potential for success for youth with learning differences.

The Learning Center of Southwest Iowa prides itself on the values and education your child will receive when in our facility. Our staff is continually trained to help meet the needs of all the children at TLC. We provide a curriculum, which allows our staff to incorporate age appropriate learning, activities, and discipline.

Administrative Information:

Main Center Location: 1715 W. Prairie St. Ste A in Creston, IA

Mailing Address: The Learning Center of Southwest Iowa
 1715 W. Prairie St. Suite A
 Creston, IA 50801

Phone: 641-782-3849

Fax: 641-782-3580

Website: www.tlciowa.com

Contacts:

Front Desk: TLCOfficeAssistant@gmail.com 641-782-3849

Teacher Coordinator: TheLearningCenter2014@gmail.com 641-782-3881

Development Director: DevDirector.TLC@gmail.com 641-782-3547

Office Hours of Operation:

School year: Mon-Fri from 10-1, 2:30-5:30pm, by appointment

Summer: Mon-Fri from 8am-Noon, by appointment

For an appointment please contact us at 641-782-3849. Teaching hours are set up throughout the day and evening each week.

Closed for the following Holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and the following Friday, Christmas and Christmas Eve

Severe Weather: TLC will be closed during bad weather and will follow the Creston Community School District decision to close when travel becomes hazardous. TLC will make every effort to contact parents/caregivers in an event of closure. KSIB is our announcement station of choice, you can also check our Facebook page for announcements.

Board of Directors:

Suzanne Johnston, President

Elizabeth Green, Treasurer

Jean Sheridan, Past President

Kathy Ralston

Cabrielle Rutledge

Amy Rieck

Bob Deranleau, Vice President

Julie Lang, Secretary

Amy Hook

Dave Beck

Kelli Wilson

Erica Frey

Expectations of parents/guardians:

1. Drop off and pick up students on time
2. Pay fees for services on time
3. Follow health policies
4. Contact The Learning Center if your child will not be attending on any given day, a 24-hour notice is expected.

TLC Policies:

1. We accept new students as teaching hours become available. If there are not teaching hours available, students are put on a waiting list until a spot becomes available.
2. A student must be seen at least two (2) sessions per week for at least one (1) hour per session per subject. It is highly recommended that each student is seen 3-5 times each week for at least one (1) hour per session per subject. Sources have cited that a student is likely to close a 1-year gap in a subject if they are seen 4-5 sessions each week for at least one (1) hour per session for 15 months per subject.
3. There will be a \$5 fee for every five minutes late picking up your child, without making arrangements.
4. In case of inappropriate or illegal behavior TLC reserves the right to refuse service to anyone.
5. TLC is not responsible for any accidents or mishaps that may occur while a student or adult is on site.
6. No child will be released to a person not authorized by a parent/guardian to pick up the child. We must have written or verifiable authorization for changes in this respect.
7. The State of Iowa designates the staff of The Learning Center as mandatory reporters of child abuse and neglect. They are required to report suspected cases of child abuse or neglect to the Department of Human Services for investigation. All TLC Teaching staff are required to attend the State of Iowa Department of Human Services Mandatory Abuse Training and must update this training as required by the State of Iowa.
8. 24-hour cancellation policy is as follows:
If your child is not going to be able to attend a tutoring session a 24-hour notice is required. The exception to this will be quick onset illness, bad weather, or serious family emergency such as hospitalization or death. These cancellations are to be used for emergencies or illness only. TLC may drop a student from its services if they have abused the 24-hour no call no show more than 3 times every 3 months. Your account will be billed for tutoring services that do not fall under the 24-hour cancellation policy.
9. Smoking and the use of tobacco products are prohibited on the property, we are a drug free zone.
10. A student will be considered inactive after 2 months of less than 75% attendance.
11. A student's account must be kept current at all times; all sessions are to be paid in full at the beginning of the week before services are rendered. Any account with a negative balance will receive an invoice and is to be paid immediately. If your account falls behind 3 sessions or more your student may not be seen at TLC until his/her account is brought to a positive balance.

TLC Enrollment & Registration Procedures:

The Learning Center will keep current records on file for each child. Our records include the following:

1. Confidential Enrollment Form
2. Child Identification Information
3. Exchange of Information Form
4. Financial Assistance Form, available upon request
5. Make It Happen Form, available upon request

Records will be updated annually or when the parent/guardian notifies TLC of a change.

Fees/Charges:

\$75.00 for Initial Assessment in Math per student*+

\$75.00 for Initial Assessment in Reading per student*+

\$25.00 per hour per student for Small Group Teaching Services*±+

\$35.00 per hour per student for 1-on-1 Teaching Services*±+

\$5.00 fee for every 5 minutes late picking up your child

*: Rates are subject to change with notice.

±: Financial Assistance is available upon request, please ask for an application to apply.

+: Make It Happen Scholarship Funds may be available, please ask for an application to apply.

The full session time will be charged even if students are late coming to their session or needs to leave early.

Every attempt will be made to place students in a Small Group Teaching, written requests for 1-on-1 Teaching needs to be in writing, signed and dated and filed in the student's TLC file each year.

Payment:

All fees are due before services are rendered at the beginning of each week. Each student will have his/her own account; accounts will not be split for divorced or separated parents. If paying in cash, please pay the exact amount, we do not have change available. If you pay over the amount of your tuition bill, we will credit your account. You will receive a receipt for your payment when received.

Make checks payable to: The Learning Center of Southwest Iowa

Health Policy

Any child or adult who is suffering from a fever (101 or more), a constant runny nose or children who are vomiting present a health risk to other TLC participants should not be brought to The Learning Center. As a courtesy, we kindly ask parents/guardians not to bring their children if they are ill. Please contact us immediately to let us know your child will not be attending. The child must be symptom-free for 24 hours before coming back to tutoring. If your child missed school due to an illness on the day of his/her session, please do not bring him/her to tutoring.

Expectation and Discipline Policy

The Learning Center believes all children should be treated with kindness and respect. The staff will foster cooperation by giving praise and positive reinforcement for acceptable behavior, giving children choices, making sure the group rules are simple and clearly understood by the children. Every effort will be made to handle behavior problems positively and consistently.

Expectations for children include:

1. Respect others while at TLC
2. Respect yourself while at TLC
3. Respect the property of TLC

Staff is taught to prevent behavior problems by providing a structured environment and planned activities. Spanking and other forms of physical punishment are *never* used.

Inappropriate behaviors will be dealt with in the following ways:

1. Ignore minor attention-getting behaviors such as whining
2. Redirect to more acceptable behavior
3. Time out for aggressive acts, tantrums, non-compliance and inappropriate language

Some examples of inappropriate behavior are. (This is not an all-inclusive list)

1. Hitting
2. Shoving
3. Biting
4. Inappropriate language
5. Bullying
6. Verbal abuse
7. Humiliation and/or threats
8. Disrespect

Should a child experience persistent or serious problems, a conference with parent/guardian will be called to discuss the problem and determine a plan of action. The Learning Center cannot serve children who display chronically disruptive behavior. If a child cannot adjust to the rules of TLC and behave appropriately, then the child may be discharged from services.

Communication with Parent or Guardian

Good communication between all staff and families helps us provide better service and improves the quality of learning your child receives.

1. Weekly progress updates will be emailed to parents by your student's teacher, if requested.
2. Parent/guardian and staff conference will be held upon request. Please feel free to offer suggestions, comments, and constructive criticism.
3. Any concerns or problems regarding the policies and procedures listed above should be submitted in writing to the TLC Executive Director. If a concern is not resolved, then a written submission may be sent to The Learning Center's Board of Directors.
4. TLC will not release any information on file to anyone without the parent/guardian's written permission.
5. TLC strives to communicate with parents through personal contact of phone calls, email, and occasionally sending notes home with children. We appreciate any and all feedback from parents/guardians about the TLC's policies and programs.

Media Release

TLC staff may photograph, videotape, and/or audiotape students and others participating in the program. Any or all of these forms of media may be used at the discretion of TLC for working with and promoting the program. Parents can check Yes or No to this on the Student Registration Form.

**The Learning Center of Southwest Iowa
Acknowledgement of Parent Handbook**

I, _____, the parent of
_____, have fully read and understand the policies and procedures of The Learning Center Parent Handbook. I will adhere to these policies, standards, and procedures. If I have any questions or concerns I will bring them to the attention of the TLC Director or the Board of Directors. I have gone over the expectations with my child.

Signature of Parent/Guardian

Date