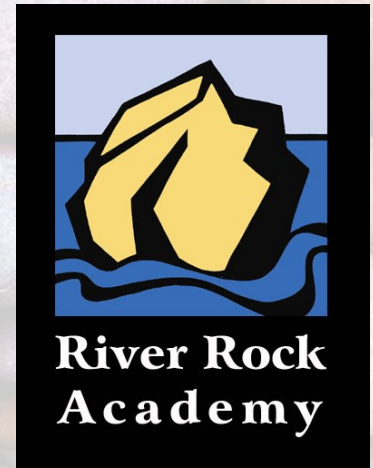


# **River Rock Academy**



## **Private Academic Licensed Elementary Program Student Handbook**

**change...effect...improve**



# Table of Contents

---



Table of Contents.....	1
Private Academic Licenses Program Description - RRA's Vision, Mission, Core Values - Norms .....	2
School Hours - Students Leaving - School Buses/Vans - Daily Point Sheets - Home Folders - Homework .....	3
Counseling - Education .....	4
Grades - Parent/Guardian Involvement .....	5
Attendance Policy .....	6
Student Responsibilities and Computer Use Agreement .....	7
Student Conduct/Responsibilities - Money and Valuables - Parent/Teacher Communication - Field Trips.....	8
Multi-Tier System of Support.....	9
Therapeutic Interventions - Search Policy - Dress Code .....	10
Safe2Say Something - Safe Crisis Management .....	11
Mandated Reporting - Lunches - Breakfast .....	12
Medication Permission .....	13
Emergency Medical Plan - Fire and Emergency Procedures - Weather and Other Announcements .....	14
River Rock Academy Complaint Process.....	15,16
Modelo Del Proceso De Queja A Nivel Local .....	17,18
Statement on Bullying Prevention.....	19
Nondiscrimination in Services.....	20
Asbestos Notification .....	21

# **Private Academic Licensed Elementary Program Description**

River Rock Academy is a Pennsylvania Department of Education approved Private Licensed Academic School providing an educational option to regular education and special education students in grades 1-6 who are identified as requiring additional behavioral support in the categories of socially and emotionally disturbed, specific learning disability, and intellectually delayed. River Rock Academy provides instruction to students in the four subject areas — math, language arts, science, and social studies. Health, physical education, art, and music are incorporated into the program as well. Students also participate in social skills classes on a daily basis. Academic instruction is focused on students reaching PA Standards and Chapter 4 requirements for grade and subject. Academic instruction is based on a students' needs and grade advancement by completing IEP goals established by each student's IEP team. Our goal is to provide a temporary placement in order to provide intensive behavior support and social skills instruction and return the students to the general education setting in their own school.

## **Vision, Mission, and Core Values**

The vision of River Rock Academy is to be the premier provider of alternative education services.

Our mission is to provide our students with the power to change, effect and improve their lives.

Our guiding core values:

- **Commitment**
- **Stewardship**
- **Integrity**
- **Excellence**

## **Norms**

The three behavioral norms of River Rock Academy guide all students and staff:

1. **No student has the right to hurt, intimidate, or ridicule another student.**
2. **Education and the classroom are sacred.**
3. **Our school is sacred and we will always protect its property and belongings.**

## **School Hours**

The school day begins at 8:00 a.m. and ends at 2:00 p.m. Teachers are at school from 7:00 a.m. until 2:30 p.m. Students who arrive late to school (after 8:00 a.m.) need to report to the office accompanied by a parent or guardian.

## **Students Leaving During School Hours**

If a student needs to be picked up early or if there is any change in the way your student goes home such as bus change, going home with someone else other than parent/guardian, etc., we MUST be given a note. Otherwise, your child will be sent home the regular way. Classes are being taught until dismissal time. If a student is checked out early they will miss instructional time. Parent/guardian must sign their student out from the office if they are picked up before the end of the day.

## **School Buses/Vans**

The bus/van driver is primarily responsible for students safety on the bus and students must cooperate with the driver at all times. Students are technically and legally still “on campus” while riding. Students will be held accountable for van behavior at school.

## **Daily Point Sheets**

Students’ behavior is monitored throughout the course of a day. Each student will be given three separate goals to work towards. The daily goal sheets are based on a 20 or 40 point total and will be sent home daily for parents to review.

It is very important that you review these goal sheets every night as they are a direct insight as to how your student is performing and progressing at school. Please make sure to sign and return goal sheets every day. You may also communicate with us in the parent’s comments section at the bottom of the sheet.

## **Daily Home Folder**

Students bring home a folder every day. It is the parent/guardians’ responsibility to check the Home Folder each night. This folder will include homework, point sheets, classroom updates, school updates, general notes etc. Parents/guardians are asked to sign the point sheet daily and return it to school in the Home Folder. It is very important for parents/guardians to look in this folder each night, and return it the next day in the students’ backpack. The Home Folder and point sheet allow daily communication between home and school.

## **Homework**

Homework is usually assigned Monday through Thursday to help reinforce lessons taught during classroom instruction. Please help us to increase the student’s level of responsibility and accountability by reviewing each homework assignment with your student and monitoring its return.

## **Counseling**

Students enrolled in the Private Academic Licensed elementary program will participate in daily social skills classes in which they will receive instruction on social emotional learning topics such as awareness of self and others, “Be a Buddy, not a Bully”, coping skills, managing emotions, getting along with others, respect and responsibility, self-regulation, and growth mindset.

The clinical staff will also meet individually with the student to work on successfully progressing in the program and will focus on the student’s attendance, academics, and behavior while also reinforcing topics presented during the daily social skills lessons. If intensive psychological counseling is deemed necessary, recommendations for professional services will be reviewed with the student, family, and school district.

## **Education**

The entire academic core curriculum classes at River Rock Academy are taught by PA certified or Private Academic Licensed teachers. Students will receive instruction in their four core academic classes: math, english, social studies, and science. Students will also receive instruction in social skills, physical education and electives. Teachers will provide direct instruction, computer aided instruction, and small group instruction. The major educational emphasis of River Rock Academy is to provide all students with a sound educational course of study that will allow them to make normal academic progress. Special Education Services are provided by PA certified Special Education teachers or Private Academic Licensed teachers who ensure compliance with all PA Special Education Regulations. Individual Educational Plans will be developed in conjunction with referring school districts and incorporated into the Transition Plan. The Transition Plan will be used to reintegrate youth back into the public school.

## **Grades**

Grades will reflect participation, assignments completed, and test scores. Attendance will also be weighted in grade calculation.

Students in grades 4-6 will receive mid-term grades. Students in grades 1-6 will receive marking period grades. All grades will be sent via mail on a quarterly basis to parents/guardians and home school districts. Students will receive a grade report if placed in the program for 10 or more days.

## **Parent/Guardian Involvement**

Parent/guardian involvement proves vital to the success of students. Parents/guardians are invited to be involved in:

- Periodic review meetings to review progress in the program
- Meetings to review Individual Education Plans (IEP's)
- Calls or visits to River Rock Academy
- Referrals to professional agencies
- Parental advisory board

## Attendance Policy

Attendance equates to success. Unexcused/illegal absences will be reported to the home school district. Act 16 of 2019 amends the Public-School Code to redefine the definition of compulsory school age as “the period of a child’s life from the time the child’s parent’s elect to have the child enter school and which shall be no later than 6 years of age until the child reaches 18 years of age. The term does not include a child who holds a certificate of graduation from a regularly accredited, licensed, registered or approved high school.” §24 P.S. 13-1326.

Attendance guidelines are as follows:

- If your student is absent 1 or 2 consecutive days, a written excuse note must be provided to the school office within three school days of the absence. Failure to do so will result in an unexcused/illegal absence.
- If your child is absent 3 consecutive school days a physician’s note is required to excuse the absence. The physician’s note must be on the official stationery from the physician’s office.
- If a note is not received by the school on the third day, those absences will be considered unexcused/illegal.
- After three unexcused/illegal absences or ten cumulative absences, a physician’s note will be required for every future absence. Students will be given the opportunity to make up missed work within the marking period that the absence(s) occurred.
- Students must assume the responsibility to request their work. Work that is not made up will impact final grades.
- Any student arriving after 8:00 a.m. is considered late.

If your student is absent throughout the school year:

- *2 illegal days*—A personal contact will be made to parent/guardian via phone call
- *3 illegal days*—A personal contact will be made to parent/guardian with a written notice of truancy. An Attendance Improvement Conference will be recommended.
- *4 or 5 illegal days*—An Attendance Improvement Conference will be required at which time a Student Attendance Improvement Plan will be developed and referrals to school/community-based programs will be made. Truancy citations may be filed.
- *6 illegal days*—Referrals will be made to school/community-based Attendance Improvement Programs. Referrals may be made to Children and Youth. Truancy citations will be filed.

Parent/guardian may be cited for truant student 14 years of age and under.

Parent/guardian and/or student may be cited for 15-18 years old.

Truancy fines have increased under Act#138.

River Rock Academy will be working jointly with your child’s referring home school district regarding attendance protocols and procedures.



# **Student Responsibilities and Computer Use Agreement**

Students may have access to a variety of internet resources. We encourage students to follow teacher guidelines and exhibit responsible behavior in regard to these resources. Use of the computer/internet is a privilege. Students acknowledge that all aspects of computer use are subject to monitoring and review without cause and without notice. Students understand that any conduct that is in conflict with these responsibilities is inappropriate and may result in termination of the use of River Rock Academy's computer/internet privileges. Students further acknowledge that disciplinary action may be taken, as well as possible legal action and/or financial restitution.

## **The following procedures will ensure effective classes during distance education:**

- Microphones should be positioned nearby the student. Leave microphones on mute when not speaking.
- Recording, including photographing, screen capture, or other copying methods, of chat exchanges is prohibited.
- Assume a camera is always on and the teacher or staff can see you.
- Avoid distractions, engaging in other activities, and allowing unauthorized persons from viewing classroom activities to protect the privacy and learning of other students.
- Notify the teacher at the start of the class or by chat if you need to be excused.
- Handouts and materials will be provided to you by your teacher.
- When applicable for class, it is your responsibility to have materials as provided.
- Whenever possible, work will be emailed or submitted online.
- Teachers will give alternatives for contacting him/her for assistance.
- As a parent/guardian managing the distance education experience for your student, please contact your student's teacher for resources or difficulty accessing email, Teams, Zoom, Google Classroom, or Rethink Ed.

Remember to protect you and your student's privacy, River Rock Academy will never ask for personal emails, passwords, or personal financial information by email, chat, or video conferencing.

## **Student Behavior:**

- Each student is expected to review and sign/affirm the Student Responsibilities and Expected Behaviors Agreement located in the Intake Packet.
- River Rock Academy Student Handbook guidelines remain in effect through distance education. Violations of appropriate behavior or conduct will result in further discussion of the student's access to distance education tools.
- Inappropriate language or gestures will not be tolerated on video, chat, or any other technology platform used for distance education.
- Cyberbullying of teachers or other students will not be tolerated.
- Sharing of other student information from remote learning is prohibited and a violation of individual privacy laws.

## **Student Conduct and Responsibilities**

Every student at River Rock Academy is expected to show courtesy and respect to each other and to all staff members and visitors. Each student is to see that their own behavior is acceptable and appropriate at all times. All students share in the responsibility to develop a school climate that is respectful, tolerant of individual differences, and conducive to learning.

## **Money and Valuables**

Money and valuables should not be brought to school. School staff is not responsible for any lost or stolen items. Understanding that the van ride can be long and tedious, and an electronic device can make the ride more enjoyable, items may be permitted by the van driver and the child's parents. If students choose to bring such items to school, they are to be turned in to the teacher in the morning and will be returned at dismissal. Students are not permitted to bring more than \$10.00 a day.

## **Parent /Teacher Communication**

We will keep in touch with you throughout the year in a variety of ways:

- Home Folders: Includes work, point sheets, and important notes.
- Daily Point Sheet: Provides details regarding school behavior.
- Occasional notes and updates in the daily folder as needed.
- Phone: We can be reached during the day at number listed on the last page of the handbook. Please leave a message which we will return as soon as possible.
- Email: Send us a note or email as needed and we will respond as soon as possible.

## **Field Trips**

As part of our MTSS system of support, field trips occur occasionally throughout the year. Field trips may be experiences that are in alignment with curriculum instruction, enhance the student's learning opportunities, and/or provide exposure to community resources and activities. Participation in activities on and off campus are often contingent on student behavioral points. A parent's permission form will be sent home for each field trip.

# **Multi-Tier System of Support**

At River Rock Academy, Multi-Tiered System of Support (MTSS), is the comprehensive framework of support designed to assist all students in achieving success academically, behaviorally, and in their social-emotional development. Universal screening tools and assessments determine which tier of support and interventions are most appropriate for the student.

## **River Rock Academy Components of MTSS**

### **Multiple Levels of Social-Emotional, Behavioral, and Academic Support**

TIER 1 – Tier 1 practices and systems establish a foundation of regular, proactive support while preventing unwanted behaviors. Academically, students are exposed to a high quality standards-based core curriculum. River Rock Academy provides these universal supports to all students, schoolwide.

TIER 2 – Tier 2 practices and systems support students who are at risk for developing more serious problem behaviors before those behaviors start. These supports help students develop the skills they need to benefit from core programs at the school. Academically and behaviorally, students who struggle are supported with research-based interventions, small group, and one-on-one instruction.

TIER 3 – At Tier 3, students receive more intensive, individualized support to improve their behavioral and academic outcomes. At this level, River Rock Academy, heavily utilizes data and other formal assessments to determine a student's need. Evaluation services and outside agencies will also commence.

### **Schoolwide Positive Approach to Behavioral Expectations (PBIS)**

Positive Behavioral Interventions and Supports is an evidence-based three-tiered framework to improve and integrate all the data, systems, and practices affecting student outcomes every day. PBIS creates schools where all students succeed.

### **On-going Data Collection and Continual Assessment**

Struggling learners are provided with interventions at increasing levels of intensity to accelerate their rate of learning. These services may be provided by a variety of personnel, including general education teachers, special educators, and specialists. Progress is closely monitored to assess both the learning rate and level of performance of individual students.

### **Professional Learning and Shared Ownership**

Staff at River Rock Academy are career learners who share a commitment to excellence. In partnership with PaTTAN (Pennsylvania Training and Technical Assistance Network), our educators are fully immersed in the MTSS Framework of Learning. We share an organizational philosophy that begins with our Core MTSS Team who support the campus level teams that consist of administration, teachers, and specialists.

### **Family Engagement**

River Rock Academy endeavors to maintain continual open lines of communication with the families of our students. Regularly made positive phone calls and emails, in addition to the newsletter and other methods of outreach, are utilized to create an open and continual imparting of student progress.

## **Therapeutic Interventions**

Infractions of the rules of conduct/major rule violations will result in staff intervention.

The intervention may begin on any of the following levels:

- Non-verbal
- Verbal
- Loss of privileges
- In-school suspension
- Success contract
- Therapeutic time-out
- Safe Crisis Management
- Out-of-school suspension
- Police intervention

## **Search Policy**

The safety of our students is paramount at River Rock Academy. Therefore, searches may occur to ensure our school is safe and drug-free. If vaping paraphernalia is found it may be tested by River Rock Academy to determine the contents of the vape prior to contacting the police.

## **Dress Code**

- All students are expected to practice good daily hygiene.
- Hats and bandanas will be removed upon entering the building.
- Pants should be worn at the waist with no boxers or underwear showing. Shorts/skirts and shirts/tops should not be tight, too short, or transparent. Midriffs should be covered at all times. Tank tops are not permitted at anytime.
- Jewelry/apparel depicting or alluding to drugs, alcohol, tobacco, Satan, intimidation or discrimination towards race or gender, gangs, or vulgarities are not permitted.
- Pajamas and slippers are not permitted.
- Appropriate footwear is expected.

Staff will use their discretion to make judgments about the dress code.

## **Safe2Say Something (S2SS)**

Safe2SaySomething (S2SS) is designed to help staff and students recognize risk factors and signals of those who may be a threat to themselves or others. From a student perspective, S2SS teaches students to treat every warning sign seriously and to act quickly to get help by talking to a trusted adult and/or by reporting it anonymously to the Pennsylvania S2SS Crisis Center via telephone, mobile device, or website.

The program is based on the following three-step system:

1. An anonymous tip is submitted via one of the following options:  
Website: [safe2saypa.org](http://safe2saypa.org) OR Tip Line: 1-844-SAF2SAY OR Mobile App
2. All calls and tips are received by the 24/7 S2SS Crisis Center. An S2SS Crisis Center analyst receives and reviews tip information. The tip is triaged and categorized as either life safety or non-life safety. The tip is then sent to school officials and law enforcement/911 call center (as needed) via text, email, and/or phone call.
3. School officials and law enforcement intervene and/or offer assistance. School officials and law enforcement (as needed) investigate, assess, and intervene with reported at-risk individuals. School officials report their outcomes into the Safe2SaySomething platform and close out the tip, ensuring accountability for every tip submitted. Specific questions relative to the S2SS program may be directed to River Rock Academy's Coordinator of Safe2SaySomething, Jarelle Smoker, at [Jarelle.Smoker@riverrockacademy.com](mailto:Jarelle.Smoker@riverrockacademy.com).

## **Safe Crisis Management**

River Rock Academy attempts to manage physical aggression and/or violence safely. Non-physical intervention is always preferred. Physical intervention is used as a last resort to maintain a safe environment. Safe Crisis Management should be a rare occurrence, however, it is important that students and parents are knowledgeable on the philosophy. If the student is behaving in a manner that may become a danger to themselves and/or others, Safe Crisis Management techniques may be utilized to assure safety of the student and/or that of others. In addition, in order to ensure a safe program, students must be in their assigned area. If students refuse to go to an assigned area, they will eventually be escorted (this is after staff have attempted other interventions to resolve the issue).

All River Rock Academy staff members are trained in Safe Crisis Management and receive SCM training from a JKM Training certified instructor.

## **Mandated Reporting**

All River Rock staff members are mandated reporters through the State of Pennsylvania. We are required by law to report all cases of alleged child abuse without prejudice. In the case of a specific allegation of child abuse our staff members will report said abuse to the PA ChildLine.

## **Lunches**

Lunch is available for purchase from the local school district, with a reduced rate cost for qualifying students. Students will be notified of the cost at the beginning of the school year. This will also be communicated to students who enter the program throughout the school year. Free lunch is also available to qualifying students. Parents/guardians must complete the school lunch application form to be considered for a free or reduced rate lunch. Students are permitted to pack a lunch. No opened drink container or glass containers are allowed in school. Water and juice containers (100% juice) in packed lunches must be sealed and consumed at lunch time only. Students MAY NOT sell their lunches to other students. In the event that the student is tardy past 9:00 a.m., a lunch cannot be ordered.

## **Breakfast**

Breakfast is available for purchase each morning. Breakfast price is subject to change. The breakfast is provided by the local school district. Request forms for free and reduced breakfast and lunch are available through your child's campus and returned to the local school district for approval.

## **Medication Permission**

In order for River Rock Academy to administer any over the counter or prescription medication, these rules must be followed:

- Before receiving any over-the-counter medications or prescription medications from River Rock Academy, the parent/guardian must have completed River Rock Academy's medication paperwork and have a prescription from the ordering physician. Both physician and parent/guardian signatures are needed before any medications will be given. If one or any of the signatures are missing, medications will not be given.
- Verbal consent for over-the-counter medications, such as Tylenol or cough drops, will not be permitted.
- If the signatures are missing and the parent/guardian feels their student needs this medication, the parent/guardian may bring the medication in and administer the medication at that time.
- To ensure the safety of the student, over-the-counter medications will only be given between 11:00 a.m. until 12:30 p.m. This reduces the occurrence of medication errors. This is due to staff being unable to verify what medication might have been taken at home.
- Medication may be administered at River Rock Academy when absolutely necessary.
- Students may not transport or bring in medications under any circumstances. Parent/guardian or delegated adult is responsible for bringing medications to school.

## **Emergency Medical Plan**

An emergency is an incident where the student in question needs immediate medical attention. When possible, River Rock Academy staff will contact the parent/guardian so the student can be taken to the family physician. Following is the protocol that River Rock Academy staff would utilize in the event of a medical emergency:

- Injured student will be separated from the group as necessary.
- Staff member(s) will call for Emergency Medical Services if needed.
- Staff member(s) will apply appropriate First Aid and/or CPR/AED as needed.
- If the student requires immediate hospitalization, he/she will be transported by an ambulance or River Rock Academy staff. Students will be transported to the nearest hospital.
- If contact cannot be made with the parent/guardian, River Rock Academy staff will utilize the Consent for Medical Treatment form to obtain proper medical treatment.
- If contact cannot be made with the parent/guardian, and hospitalization is required, River Rock Academy staff will stay with the child until either the child is released from the hospital or the parent/guardian arrives.

## **Fire and Emergency Procedures**

River Rock Academy regularly holds emergency fire drills and provides instruction to the students on the procedures. Students are to remain quiet throughout the entire drill and follow all staff directives.

## **Extreme Weather and Other Announcements**

During poor weather conditions, please watch for the River Rock Academy announcement for the appropriate campus decision on the television stations WGAL Channel 8 or WFMZ-TV Channel 69. You can also go to [www.wgal.com](http://www.wgal.com) or [www.wfmz.com](http://www.wfmz.com).

In addition, River Rock Academy will notify your family via a recording on our school messenger system in the event of delays, early dismissals, closings, or other school related announcements. If, for whatever reason, you choose not to be included in the school messenger system, please contact your Campus Director.



# River Rock Academy Complaint Process

Dear (Complainant):

Thank you for contacting RIVER ROCK ACADEMY and providing us with the opportunity to assist you in this matter. The following is a process designed to address complaints and concerns regarding any aspect of our programs, including placement and exiting decisions, the quality of academic instruction, the provision or omission of language assistance services, and services to students with disabilities to include reasonable modifications. This process is referred to as the “Complaint Process” throughout this document.

Individuals having complaints and concerns regarding River Rock Academy are required to seek resolution via the relevant School District rather than elevating concerns to the Pennsylvania Department of Education (PDE) in the first instance. The filing of a complaint via the Complaint Process does not limit any other rights or remedies under federal and state law. This means, for example, that a parent may still file a separate due process complaint concerning his or her child’s Individualized Education Program (“IEP”) as provided pursuant to the Individuals with Disabilities Education Act (“IDEA”).

School districts will ensure that parents and students who are limited in (or have no) English proficiency (known as Limited English Proficiency or “LEP”) are provided translation and interpretation services to participate in the Complaint Process. If you need translation and interpretation services to access this document or the Complaint Process, please contact Brandon Hoff or Ryan Wall.

## **Filing a Complaint with the School District**

Any individual or organization may submit a written complaint using the Complaint Form found at <https://www.riverrockacademy.net>. The form must be completed and sent to the relevant School District.

The complaint must include:

1. The facts on which the statement is based;
2. All relevant documents and supporting information;
3. A proposed resolution to the problem to the extent known and available to the complainant at the time the complaint is filed; and
4. The contact information for the complainant.

All relevant documents must be forwarded to River Rock Academy at 2124 Ambassador Circle, Lancaster, PA 17603, or faxed to 717-517-7932, or emailed to Brandon Hoff at [Brandon.Hoff@riverrockacademy.com](mailto:Brandon.Hoff@riverrockacademy.com) or Ryan Wall at [Ryan.Wall@riverrockacademy.com](mailto:Ryan.Wall@riverrockacademy.com)

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. Programs and LEAs will work with complainants to ensure that the requested information is as complete as possible.

The Staff Member in charge of this process shall be impartial and River Rock Academy will ensure that the Staff Member handling the investigation is not the subject of the complaint. The Staff Member in charge of this process may interview any individual who is said to have knowledge of the allegations. As part of the investigation, the Staff Member may require the Program and/or School District to respond to the allegations and may contact the complainant. The Staff Member may consider any relevant evidence as part of the investigation and outcome.

If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and the School District and take no further action. If the complainant is not satisfied with the decision, the Staff Member may provide the State Complaint Process information to the complainant. If the Staff Member concludes an investigation and makes a finding of noncompliance, the Staff Member will notify the complainant, the School District as applicable and direct corrective action to address the noncompliance.

The Staff Member will make a good faith effort to perform the actions outlined above in accordance with the following timeline: (1) investigate within 30 days of a determination that an investigation is appropriate, and (2) determine compliance or noncompliance within 30 days of the conclusion of an investigation. Depending upon the nature of the allegations and the investigation, the Staff Member may take additional time for these steps and will notify the complainant if additional time is needed. Regardless of the aforementioned timelines, the Staff Member will expedite its investigation and corrective action for allegations involving the health, safety, and welfare of students or for other good cause shown.

The Staff Member will review the actions taken to address any noncompliance. If the Staff Member determines that River Rock Academy addressed the noncompliance, the matter will be closed. If the Staff Member determines that River Rock Academy failed to address the noncompliance, the Staff Member will report to an Administrator for appropriate enforcement action.

The Staff Member will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact Brandon Hoff or Ryan Wall at 717-208-3349. If the complainant disagrees with the School District's conclusions, he or she may file a complaint with PDE.

---

<sup>1</sup>While the term "School District" is used throughout, this document pertains to charter schools as well as school districts placing students in PAL Programs.

# MODELO DEL PROCESO DE QUEJA A NIVEL LOCAL

Estimado(a) (Complainant):

Gracias por ponerse en contacto con River Rock Academy y por brindarnos la oportunidad de ayudarlo con este asunto. El siguiente proceso está diseñado para abordar las quejas e inquietudes relacionadas con cualquier aspecto de los programas incluyendo las decisiones de colocación y salida, la calidad de la instrucción académica, la provisión u omisión de servicios de asistencia lingüística y los servicios para estudiantes con discapacidades para incluir modificaciones razonables. Este proceso se denomina “proceso de queja” en este documento.

Los individuos que tienen quejas e inquietudes con respecto al programa River Rock Academy deben buscar una resolución a través del distrito escolar relevante en lugar de presentar sus inquietudes al PDE como primera medida. Presentar una queja a través del proceso de queja no limita ningún otro derecho ni remedio bajo la ley federal y estatal. Esto significa, por ejemplo, que un padre puede presentar una queja del proceso legal debido por separado con relación al programa de educación individualizado (IEP, por sus siglas en inglés) de su niño conforme a la Ley de Educación para Individuos con Discapacidades (IDEA, por sus siglas en inglés).

Los distritos escolares se asegurarán de que los padres y estudiantes que no hablen inglés o que tengan un nivel de inglés limitado (LEP, por sus siglas en inglés) reciban servicios de traducción e interpretación para participar en el progreso de queja. Si usted necesita servicios de traducción e interpretación para tener acceso a este documento o al proceso de queja, por favor comuníquese con Brandon Hoff o Ryan Wall.

## **Cómo presentar una queja al distrito escolar**

Cualquier individuo u organización puede presentar una queja por escrito utilizando el Formulario de Queja que se encuentra adjunto. El formulario debe ser completado y enviado al distrito escolar relevante.

La queja debe incluir lo siguiente:

1. Los hechos en los que se basa la declaración
2. Todos los documentos relevantes y la información que respalda la queja
3. Una resolución propuesta para el problema en la medida conocida y disponible para el denunciante al momento de presentar la queja
4. La información de contacto del denunciante

Todos los documentos relevantes deben ser enviados a River Rock Academy, a la siguiente dirección: 2124 Ambassador Circle, Lancaster, PA 17603, o por fax al 717-517-7932, o por correo electrónico a [Brandon.Hoff@riverrockacademy.com](mailto:Brandon.Hoff@riverrockacademy.com) o [Ryan.Wall@riverrockacademy.com](mailto:Ryan.Wall@riverrockacademy.com).

La queja no será desestimada si no se proporciona toda la información en el formulario de queja. La LEA trabajará con los denunciantes para asegurarse de que la información solicitada sea completada lo más que se pueda.

El miembro del personal que está a cargo de este proceso será imparcial y el distrito escolar se asegurará de que el miembro del personal que está manejando la investigación no sea el sujeto de la queja. El miembro del personal a cargo de este proceso puede entrevistar a cualquier individuo que se sepa que tiene conocimiento de las alegaciones. Como parte de la investigación, el miembro del personal puede requerir que el Programa y/o el distrito escolar respondan a las alegaciones y puede contactar al denunciante. El miembro del personal puede considerar cualquier evidencia relevante como parte de la investigación y el resultado.

Si el miembro del personal concluye una investigación y determina que hubo cumplimiento, el miembro del personal le notificará al denunciante y al distrito escolar y no tomará ninguna otra medida. Si el denunciante no está satisfecho con la decisión, el miembro del personal le puede proporcionar información sobre el Proceso de Quejas Estatal. Si el miembro del personal concluye una investigación y determina que hubo falta de cumplimiento, el miembro del personal notificará al denunciante y al distrito escolar pertinente y dirigirá medidas correctivas para abordar la falta de cumplimiento.

El miembro del personal hará un esfuerzo de buena fe para realizar las acciones descritas anteriormente de acuerdo con el siguiente cronograma: (1) investigar dentro de 30 días después de haber hecho una determinación de que una investigación es apropiada, y (2) determinar el cumplimiento o la falta de cumplimiento dentro de 30 días después de la conclusión de una investigación. Dependiendo de la naturaleza de las acusaciones y de la investigación, el miembro del personal puede tomarse un tiempo adicional para seguir estos pasos y notificará al denunciante si se necesita tiempo adicional. Sin importar los plazos de tiempo antes mencionados, el miembro del personal acelerará su investigación y la acción correctiva para las alegaciones que tengan que ver con la salud, la seguridad y el bienestar de los estudiantes o para cualquier otra causa justa.

El miembro del personal revisará las acciones tomadas para abordar cualquier incumplimiento. Si el miembro del personal determina que el distrito escolar abordó la falta de cumplimiento, se cerrará el asunto. Si el miembro del personal determina que el distrito escolar no abordó la falta de cumplimiento, el miembro del personal reportará esto a un administrador del distrito escolar para tomar la acción de cumplimiento correspondiente.

El miembro del personal acusará de recibo todas las quejas. Para conocer el estado de una queja, por favor comuníquese con Brandon Hoff o Ryan Wall llamando al 717-208-3349. Si el denunciante no está de acuerdo con las conclusiones del distrito escolar, él/ella puede presentar una queja ante el PDE.

Aunque aquí usamos el término “distrito escolar”, este documento también atañe a las escuelas chárter y los distritos escolares que colocan a estudiantes en los programas PAL.

## Statement on Bullying Prevention

**No one should suffer in silence, but have the courage to speak out, to put an end to his/her own suffering and that of other potential targets.**

For the protection of the students and staff, River Rock Academy has created and maintained a learning atmosphere which is respectful and supportive. Providing a safe school environment where all students and staff are treated with respect and dignity, and are free from bullying, intimidation, and harassment is one of our highest priorities. This freedom is fundamental to our program and is extended to everyone without exception. This policy is not intended to prohibit expression of religious, philosophical, or political views, provided that the expression does not substantially disrupt the education environment. We expect our students to refrain from becoming involved in any kind of bullying and report to a staff member any witnessed or suspected instance of bullying to help prevent further instances.

Our school setting provides an opportunity to teach students that cooperation and respect of others are key values at River Rock Academy. Our school setting includes:

- The school building and school grounds
- School vehicles
- Any activity sponsored, supervised or sanctioned by the school
- Any virtual environment which would reach a student or students inside the school and interfere with the student(s)' education and learning

For the purpose of our school policy, bullying is defined as a hostile activity which harms or induces fear through the threat of further aggression and/or creates terror. Bullying may be premeditated or a sudden activity. It may be subtle or easy to identify, done by one person or a group. Bullying includes, but is not necessarily limited to:

- **Power Imbalance** – Occurs when a bully uses his/her physical or social power over a victim, such as offensive notes or graffiti, demeaning social media posts, texts, pictures, or emails (cyber bullying), teasing, spreading rumors, name calling
- **Intent to Harm** – The bully seeks to inflict physical or emotional harm and/or takes pleasure in this activity, such as stealing, hiding or damaging another student's property, physical violence such as hitting, pushing or spitting at another student, exclusion that is severe or persistent and interferes with a student's education and creates a threatening environment
- **Threat of Further Aggression** – The bully and the victim believe the bullying will continue.
- **Terror** – When any bullying increases, it becomes a "systematic violence or harassment used to intimidate and maintain dominance."

*(Barbara Coloroso, The Bully, The Bullied & The Bystander, 2003)*

Bullying is a violation of our company norms and will not be tolerated. River Rock Academy condemns all forms of bullying. No one should be fearful of being bullied or harassed. The actions of any one person or group of individuals which threaten the health and safety of students and/or staff must be addressed promptly. Early intervention, reinforcement of a consistent message and follow-through from students, parents, staff and administration can ensure that everyone's right to learn and work in a safe environment is respected.

Information on the full River Rock Academy Bullying Prevention Policy can be provided upon request.

## Nondiscrimination in Services

While enrolled at River Rock Academy, all students maintain certain rights. These rights include:

- A child may not be discriminated against because of race, color, religious creed, disability, handicap, ancestry, sexual orientation, national origin, age, or sex.
- A child may not be abused, mistreated, threatened, harassed, or subject to corporal punishment.
- A child has the right to be treated with fairness, dignity, and respect.
- A child has the right to be informed of the rules of the facility.
- A child has the right to communicate with others by telephone subject to reasonable facility policy and written instructions from the contracting agency or court, if applicable, regarding circumstances, frequency, time, payment, and privacy.
- A child has the right to communicate and visit privately with his/her attorney and clergy.
- A child has the right to be protected from unreasonable search and seizure. River Rock Academy may conduct search and seizure procedures, subject to reasonable facility policy.
- A child has the right to practice the religion or faith of choice, or not to practice any religion or faith.
- A child has the right to rehabilitation and treatment.
- A child has the right to be free from excessive medication.
- A child may not be subjected to unusual or extreme methods of discipline which may cause psychological or physical harm to the child.
- A child has the right to clean, seasonal clothing that is age and gender appropriate.
- The child and child's family maintain the right to lodge grievance without fear of retaliation pursuant to the grievance policy listed in the student handbook.
- River Rock Academy will obtain written consent for treatment resulting from accidental injuries/illnesses.
- Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available.

Any student/client/parent/guardian who believes they have been discriminated against may file a complaint of discrimination with:

River Rock Academy, LLC.  
2124 Ambassador Circle  
Lancaster, PA 17603

Pennsylvania Human Relations Commission  
Harrisburg Regional Office  
Riverfront Office Center  
1101 South Front Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17104

Bureau of Equal Opportunity  
Central Regional Office  
Cameron and Maclay Street  
Building 56, Patton House  
P.O. Box 61260  
Harrisburg, PA 17106-1260

U.S. Dept of Health and Human Services  
Office for Civil Rights  
Suite 372, Public Ledger Bldg.  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111

## **Asbestos Notification**

This notice is to inform you that some ***River Rock Academy Campuses*** may contain asbestos material in some places throughout their respective buildings. ***River Rock Academy*** continues to manage the asbestos containing materials as per AHERA regulations. Each campus, where asbestos material is present, has a sign posted stating that asbestos material is present. A copy of each individual campuses' Asbestos Management Plan is on file at its respective school's main office. Each school adheres to the AHERA regulations by having a "Bi-annual Periodic Surveillance Check" and an "every three year onsite inspection" by a U.S. EPA Asbestos Hazard Emergency Response state-certified inspector.

Should you have any questions regarding the plan itself, please contact the specific school's main office. Please call ahead to make arrangements to view the management plan if needed. If you have any further questions or concerns regarding the asbestos notification and/or management plan, please contact Dave Neumayer, Director of Facilities and Project Management at [David.Neumayer@newstory.com](mailto:David.Neumayer@newstory.com).

# PAL Elementary Campus Locations

## **Amity Campus**

2144 Weavertown Road  
Douglassville, PA 19518  
Phone: (610) 919-0140  
Fax: (610) 919-0143

## **Shiremanstown Campus**

41 South Locust Street  
Shiremanstown, PA 17011  
Phone: (717) 763-1405  
Fax: (717) 763-1642

## **Newville Campus**

399 Roxbury Road  
Newville, PA 17241  
Phone: (717) 776-3759  
Fax: (717) 776-5467

## **Spring Grove Campus**

149 East College Avenue  
Spring Grove PA 17362  
Phone: (717) 225-1430  
Fax: (717) 225-0965

## **Red Lion Campus**

220 Country Club Road  
Red Lion, PA 17356  
Phone: (717) 244-7453  
Fax: (717) 244-7651

## **All River Rock Academy Campuses**

Classes are in session from 8:00 a.m. to 2:00 p.m.  
Office hours are 7:00 a.m. to 3:00 p.m.