

MANOS

Dual Language Early Childhood & Intergenerational Learning
Educación Temprana y Entre Generaciones, en Dos Idiomas

Family Handbook: Program Policies & Procedures



Manual Familiar

English

Last Updated: August 2023

OCFS Licenses #00404338; 00086715

MANOS is a program of Partners in Learning, Inc.



MISSION:

Partners in Learning, Inc. (PIL) supports adults, children, and families of diverse cultures and languages in their efforts to learn, earn and live well in Syracuse and Onondaga County.

VISION:

PIL envisions a community connected and enriched by diverse cultural experiences.

PIL has a proven record of success in helping parents, children, and families in advancing their skills to become productive workers, entrepreneurs, consumers, and engaged citizens.

PIL's MANOS Early Childhood Education Program provides dual-language (English and Spanish) learning environments in schools and in homes for children ages birth through 5 and their parents / caregivers. Teaching teams prepare children for success in school and in life.

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Nicole Collazo Cruz, MANOS Program Coordinator

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Gabriela S. Losanova, and Chelsea Stinson, PhD

For more information, visit our website www.partnerscny.org.

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MANOS Pre-K Locations:

Seymour School
 108 Shonnard Street
 Syracuse, NY 13204
 (315) 435-4645 - Main Office

Bellevue School
 530 Stolp Street
 Syracuse, NY 13207
 (315) 435-4520 - Main Office

MANOS Program Contact Information:

MANOS at Seymour / Bellevue - (315) 667-3011, Ext. 4

Email: manos-admin@partnerscny.org

MANOS Program Schedule


Seymour: Monday – Friday: 9:15 am - 3:45 pm

Bellevue: Monday – Friday: 9:15 am - 3:45 pm

**MANOS follows the Syracuse City School District calendar.
 When the schools are closed, MANOS is closed.**

SCSD Student Calendar Digest 2023-24
 Anthony Q. Davis, Superintendent

any connect
 stay involved



AUGUST 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

21 Staff Attendance Day

FEBRUARY 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

16 School Days
 19 President's Day
 19-23 Winter Recess

SEPTEMBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

18 School Days
 4 Labor Day
 5 Staff Day (No School for Students)
 6 First Day for Students

MARCH 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/29	25	26	27	28	29	30

20 School Days
 29 Good Friday

OCTOBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

21 School Days
 9 Indigenous Peoples' Day/ Columbus Day

APRIL 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

16 School Days
 10 Staff Day (No School for Students)
 10 Eid al-Fitr
 15-17 NYS 3-8 ELA
 22-26 Spring Recess
 29 Contingency Day

NOVEMBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

17 School Days
 7 Staff Day (No School for Students)
 10 Veterans Day
 22-24 Thanksgiving Recess

MAY 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

22 School Days
 7-14 NYS 3-8 Math Assessments
 24 Contingency Day
 27 Memorial Day
 28 Contingency Day

DECEMBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/29	25	26	27	28	29	30

16 School Days
 22-29 Holiday Recess

JUNE 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23/28	24	25	26	27	28	29

16 School Days
 4, 14-26 Regents Exams
 19 Juneteenth Observance
 26 Last Day for Students (Half Day for All Schools)

JANUARY 2024						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

21 School Days
 1 Holiday Recess
 15 Dr. Martin Luther King, Jr. Day
 23-26 Regents Examinations

INCLEMENT WEATHER/CONTINGENCY DAYS
 If zero (0) inclement weather days are used, then **April 29, May 24 and May 28 become recess days.**
 If 1 is used, **May 24 & May 28 become recess days.**
 If 2 are used, **May 28 becomes a recess day.**

[MANOS Extended Day Program \(fee-based\)](#)

Monday – Friday: 8:00 am - 9:15 am & 3:45 – 4:00 pm

For more information, contact the MANOS Office at (315) 667-3011, Ext. 4.

[MANOS Program Components](#)

Dual Language Pre-Kindergarten

For children 3 and 4 years old who live in the Syracuse City School District area

MANOS in the Community: *Learning is for everyone...everywhere.*

La Casita Cultural Center, the Community Garden, Music and Movement with Linda

MANOS Home-Based Learning & Parent-Child+

For children 6-weeks through 5-years old and their parent or caregiver

MANOS Intergenerational Learning Circles

For parents / caregivers who would like to learn about their children's education

West Side Adult Learning Center Phone: (315) 435-4013

Adult classes: English as a New Language, Computers and Teaching Assistant Preparation

MANOS parents, families, teachers, and volunteers work together to:

- build a foundation for success in learning,
- enhance English and Spanish language skills, and
- promote positive **family learning experiences.**

[MANOS Program Employees](#)

MANOS staff are employees of Partners in Learning, Inc. Each member of the teaching team and support services is qualified and authorized to work with children according to regulations issued by the NYS Education Department and the Office of Child and Family Services.

MANOS staff complete a variety of professional development trainings each year, including a full week of training on Partners in Learning, Inc. (PIL) and MANOS policies and procedures, the Office of Children and Family Services (OCFS) protocols, Syracuse City School District (SCSD) policies and procedures, and early learning best practices. MANOS staff also complete between 15 – 30 hours of additional professional development during each academic year on a variety of topics, as recommended by OCFS, SCSD, Child Care Solutions, NEAYC, and NYAEYC.

For more information on the MANOS team, please visit us online: partnerscny.org, or contact the MANOS Office at (315) 667-3011, Ext. 4.

MANOS children learn through play . . .



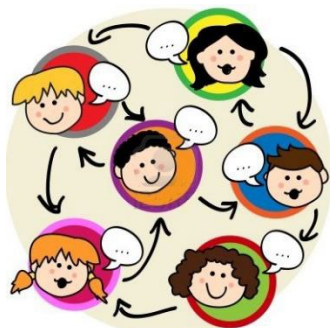
music la música



movement el movimiento



creativity la creatividad



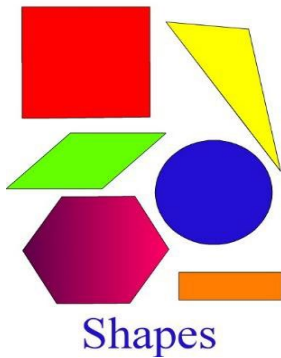
language el lenguaje



reading la lectura



writing la escritura



Shapes

math las matemáticas



science las ciencias



friends las amistades



learning together . . . aprendiendo juntos

SAMPLE -- MANOS Daily Schedule -- SAMPLE

Three-year old – Example

9:05 - 9:15 am	Welcome, Sign-In,
9:15 - 9:30	Breakfast / Conversation / Hygiene
9:30 – 9:40	Bathroom and Hygiene
9:40 - 9:50	Circle / Group <i>Share feelings, experiences, stories, and songs</i>
9:50 - 11:15	Interest Areas & Small Groups
11:15 - 11:30	Story Time
11:30 - 11:45	Gross Motor Play & Music & Movement
11:45 - 12:00 pm	Clean-up and Hygiene
12:00 - 12:30	Lunch & Conversation
12:30 - 1:15	Rest/ Active minds/ Quiet Bodies
1:15 - 1:25	Bathroom and Hygiene
1:25 – 2:35	Interest Areas & Small Groups
2:35 - 2:45	Music & Movement
2:45 - 3:15	Interest Areas & Small Groups
3:15 – 3:30	Snack & Conversation
3:30 - 3:45	Dismissal - See You Tomorrow!

Four-year old - Example

9:05 - 9:15 am	Welcome, Sign-In,
9:15 - 9:30	Breakfast / Conversation / Hygiene
9:30 – 9:40	Bathroom and Hygiene
9:40 - 9:50	Circle / Group <i>Share day's objectives, feelings, stories, and songs</i>
9:50 - 11:20	Interest Areas & Small Groups
11:20 - 11:45	Gross Motor Play / Music & Movement
11:45 - 11:55	Clean-up and Hygiene
11:55 - 12:10 pm	Story Time, Circle / Large Group <i>Share feelings, experiences & songs</i>
12:10 - 12:35	Lunch & Conversation
12:35 - 12:50	Active minds/ Quiet Bodies
12:50 - 2:20	Interest Areas & Small Groups
2:20 - 2:30	Bathroom /Hygiene
2:30 - 3:00	Gross Motor Play / Music & Movement
3:00 - 3:30	Snack & Conversation, Group / Review of the Day
3:30 - 3:45	Dismissal - See You Tomorrow!

What are Interest Areas?

Each interest area is set up in the classroom with specific materials that encourage children to explore, engage and exchange ideas. These learning centers foster social emotional growth in conjunction with cognitive development. The learning centers

include: reading/library, writing, art, dramatic play, block building, sensory, math, manipulative play, science & nature, and technology.

Screen Time (TV, DVD, Computer)

15 minutes or less daily. Only used for music, movement, and learning.

MANOS Policies & Procedures

Registration

MANOS follows the registration procedures of the Syracuse City School District. Parents / caregivers must complete and submit all necessary enrollment forms using the SCSD online registration system **before** your child's first day of school, including the following:

1. MANOS-SCSD Application (in person at the MANOS office)
2. Authorization to pick-up child
3. Proof of address (where your child lives)
4. Copy of child's birth certificate
5. Immunization record
6. Copy of physical exam received within one year of scheduled start date (or copy of an appointment letter or card with date of appointment)
7. Release of information and media access form
8. Field trip form
9. Allergy and sunscreen form
10. Authorization to Administer OTC Medications / Prescribed Medications
11. Consent for Medical Treatment of Minors Form
12. Lead Poison Notification Form
13. Authorized Pick-up Form
14. Emergency contact information form

Wait List

MANOS classrooms are only able to hold 16 – 18 children, depending on the amount of square footage and the number of available teachers, teacher assistants and teacher aides. Once school starts, it is common for families to have moved or other circumstances arise where a child is unable to attend the MANOS program. As such, MANOS accepts applications from 23 – 24 children. When enrollment has reached its capacity, MANOS will place a limited number of additional applications on a Wait List.

Parents must complete a full MANOS SCSD Application in order to be placed on a Wait List.

MANOS will notify families as openings become available, on a first come basis.

Assignment

MANOS will send a letter to families at least one full week prior to the start of school to provide them with important information, including the location of the child's classroom, the name of the child's teacher, the date and time of Parent Orientation, and other important information regarding attendance and supplies.

Orientation

MANOS typically facilitates Orientation sessions for families prior to the first day of school (day-time session(s) and evening session(s)). It is mandatory for at least one authorized person to represent the enrolled child. The purpose of Orientation is to review the Family Handbook and all program-related policies and procedures.

Arrivals

1. Please bring your child to their designated entrance. Children at Seymour should enter through the Pre-K door. Children at Bellevue should enter through the Pre-K door.
2. Please notify the MANOS Office if your child is going to be absent or late by calling (315) 667-3011, Ext. 4. Send an excuse with the child the day following any absence.
3. Upon late arrival to school, please access the building and go directly to the MANOS Office / classroom and if necessary, get a pass to go to the classroom. Please help your child to take off any gloves, jacket, boots, etc. and put them in their designated locker. Please enter the classroom, sign in, and share any information that might help the teaching team ensure your child has a fantastic day. A 'goodbye' kiss, hug, handshake, or other gesture is welcome.

Departures

1. Please do not enter the building to pick up your child at the end of the day. Teachers at Seymour will walk children to the Pre-K door at dismissal time. Teachers at Bellevue will walk children to the Pre-K door at dismissal time.
2. Authorized Persons must sign documentation to pick-up children every day. Only "Authorized Persons" may pick-up children. There are no exceptions to this rule. Authorized Persons include the child's legal guardian(s) and any other person authorized by said guardian(s) on the MANOS Authorized Persons Form in effect at the time of pick-up. Legal guardian(s) may authorize other individuals 18 years old or older to pick-up their child by completing a form in the MANOS office and providing a copy of a photo id for the person.
3. If it is necessary to pick-up your child early, please access the building and go directly to the Main Office to get a pass to go to the MANOS classroom. You must sign documentation to pick-up your child early. Only authorized individuals 18 and older may pick-up a child.
4. If you do not pick-up your child at dismissal time, MANOS staff will call the child's emergency contacts. If there is no contact with a parent / caregiver, or no pre-arranged Extended Day care, MANOS staff will call the police to secure assistance.

Chronic Absences / Tardiness

1. If your child is absent 25% of program days or more in any month, the MANOS Coordinator will request a meeting with parents to determine a PLAN OF ACTION.
2. If your child is absent 50% of program days or more in any month, the MANOS Coordinator may remove your child from the program to allow for another child to participate.
3. If your child is chronically late, the MANOS Coordinator will request a meeting with parents to determine a PLAN OF ACTION.

Sick Days

Your child should stay home when they experience vomiting, fever, diarrhea or a severe cough, or other symptoms of public health concerns (COVID-19). Your child must stay home for a minimum of 24 hours post-recovery from a fever and diarrhea (without medication).

Your child should stay home whenever they have a contagious illness, such as conjunctivitis (pink eye), flu, COVID-19, or another transmittable illness. Parents must provide teachers with a written doctor's note stating that your child is able to return to school. The note needs to provide the dates of illness and clearly state the child is safe to return to school.

Your child should stay home if they have head lice until it is treated and cleared. Please avoid using home remedies such as vinegar as they do not work.

MANOS teachers will send children home in the event they are deemed to be too ill to be in school. MANOS will contact the child's Emergency Contact to pick-up the child as soon as possible.

Illnesses

In the event your child becomes ill during the school day, MANOS Teachers will bring the child to the school nurse to provide any necessary urgent care. In the event your child becomes ill during the school day, MANOS Teachers will take the following steps:

- Take the child to the designated nurse and follow the nurse's advice.
- Contact the parent / legal guardian or authorized emergency contact.
- Complete a 'Daily Observation Form' explaining the situation to parent/caregiver.

Medications

MANOS staff does not administer daily medications, though may administer certain OTC or periodic medications consistent with documentation completed by parents / caregivers. Parents / caregivers may work with the school nurse to facilitate administration of daily medications. Trained staff can administer epinephrine auto injectors. (EPI pen). MANOS staff will maintain a record of any instances of medication administration.

Inclement Weather

MANOS uses the Syracuse City School District (SCSD) policies and procedures relating to inclement weather. In the event weather presents a danger to children, SCSD will close

schools by way of announcements on public radio and tv stations and websites. Whenever Seymour and / or Bellevue schools are closed, MANOS is closed as well.

School Calendar

MANOS uses the SCSD Recess and Superintendent Day schedule as indicated on page 4. Whenever SCSD schools are closed for Recess, MANOS is closed as well.

Dress Code

Children will paint, create and play while participating in MANOS. Please dress your child in comfortable clothes and **closed-toe** shoes or sneakers (no flip flops or sandals). Please be certain that it will be ok for clothes to get messy.

Your child should **not** wear hoop earrings, necklaces, bracelets, etc.

Please check the weather forecast and dress your child in a raincoat, hat, gloves and / or boots if needed.

Children **must** bring a change of clothing, just in case! Please label your child's clothing bag with their first and last name and place the bag in their locker. Whenever the clothing is used, please replace it with clean clothing the next day.

Toilet Training

Toilet training is a big step in a child's development! Prior to attending MANOS, children must successfully toilet train at home for at least three weeks. Good communication between parents and teachers is very important for a successful transition from diapers to toilet.

If children are in the process of toilet training, parents should please use pull-ups or training pants. Parents should also provide wipes and extra pull-ups in a bag labeled with child's first and last name.

Wellness Policy

MANOS has the following practices in place to support the optimal growth and development of young children and to support the health of our families and staff. MANOS recognizes that children need opportunities to build healthy habits in the places they live, learn, and play. This policy applies to all staff, families, and children in our program. MANOS communicates this policy with families during Orientation (or sooner, upon enrollment) annually. Staff receive this policy when hired and are responsible for following all policy statements.

Physical Activity: MANOS provides environments and opportunities for children to participate in physical activity opportunities that are age appropriate and fund.

- MANOS facilitates at least 120 minutes of active playtime each day, including 60 minutes of structured (teacher-led) physical activity, and 60 minutes of unstructured (active play) time.
- MANOS teachers lead and participate in active play, such as games and activities, during indoor and outdoor time set aside for physical activity.

- MANOS teachers interact with children and model fun ways to move and play in both structured and unstructured physical activities, using available open space and equipment.

Nutrition: MANOS supports healthy eating habits and follows the below practices relating to meals, snacks, beverages, and the eating environment.

- **Syracuse City School District (SCSD)** provides breakfast, lunch and a snack for all MANOS students. SCSD is committed to serving healthy meals to children. The school meal program aims to improve the diet and health of school children, help mitigate childhood obesity, model healthy eating to support the development of lifelong healthy eating patterns, and support healthy choices while accommodating cultural food preferences and special dietary needs. Menus will be posted monthly in the classrooms and in the SCSD web site.
- If your child requires a special diet, please notify the teacher and bring in a lunch box (with your child's name on it).
- If your child has any food allergies (such as milk products or peanuts), please notify the teacher and bring in a doctor's note if appropriate.
- For children that bring their lunch, they must bring it at the time of arrival in the morning. **Please do not bring food into the classroom during school hours as this can be very disruptive.** MANOS will store food at appropriate temperatures until they are eaten.
- Parents may bring in food on special occasions (birthdays, events) and should notify the teacher in advance to allow for appropriate planning. MANOS encourages families that include food in celebrations to consider fruits, vegetables, and other healthy snacks.
- MANOS encourages children to serve themselves meals and snacks with supervisions. Children also have the opportunity to help prepare the eating areas (set-up the table and clean-up after the meal).
- MANOS allows children to pace their own eating, and are not rushed to eat. MANOS provides children with adequate time to eat.
- MANOS offers water to children and models drinking water throughout the day.

Napping / Rest Time

MANOS incorporates rest time for children every day. MANOS typically provides a cot and clean sheet to each child; MANOS washes the sheets on a weekly basis. MANOS also typically encourages parents to provide a blanket or soft toy for children to use during down time. However, during times of health crisis, MANOS may alter its typical practices to discontinue the use of sheets, blankets, and other items that might not be sanitary. In these cases, MANOS will ensure all rest areas are routinely sanitized.

Behavior Management

Helping children to develop positive social and emotional skills is essential to success in learning and life! MANOS follows the Syracuse City School District (SCSD) **Second Step Program**, which is a systematic approach to teaching social emotional skills.

MANOS helps children to:

- recognize and express their feelings,
- see situations from another child's perspective (empathy),
- gain self-control and manage their emotions appropriately, and
- gain the ability to understand the consequences of their behavior.

MANOS uses strategies that are based on the children's ages and abilities. MANOS does not use "time out". Instead, MANOS uses a "*Calm Down*" Area in each classroom where a child can go to calm down, relax and regain self-control.

We are a team! You are your children's first and most important teacher.

We work together with you and your children.

Child Abuse Reporting

MANOS staff are mandated reporters and have been trained in child abuse identification. If a staff person notices any sign of abuse at any time, that staff person must alert the MANOS Coordinator and the School Nurse. Staff are required by law to document the information and alert the proper authorities.

Family Involvement

We are a team! MANOS encourages parents, grandparents, caregivers, and other family members to engage with the MANOS teaching team and administration throughout the school year. Below are ways to engage:

- | | |
|----------------------------|--------------------------------------|
| ▪ Read with children | ▪ Clean and organize the room |
| ▪ Play with children | ▪ Participate in field trips |
| ▪ Be a guest presenter | ▪ Create bulletin boards |
| ▪ Serve breakfast or lunch | ▪ Make copies for classroom learning |

MANOS Teachers will offer parents an opportunity to meet one-on-one during the Fall and Spring to review your child's progress.

MANOS plans activities for families to come together and have some fun. Visits from the Rosamond Gifford Zoo, Parent Circles, and other activities where MANOS children and their families share and take-home books, make projects and meet friends. Teachers will announce dates as they are scheduled.

[Partners in Learning, Inc. \(PIL\) offers parents, grandparents, caregivers, and other family members opportunities to learn throughout the academic year. PIL facilitates an online monthly Intergenerational Learning Circle. Each month PIL presents information on a variety of early learning best practices, including literacy, behavioral challenges, the importance of play, nutrition, self-care, navigating community resources, preventing summer slide, etc.](#)

Field Trips & Transportation

MANOS incorporates a variety of experiential teaching in its daily routines. Parents must sign a document to grant permission to teachers to take children on walks to nearby locations, such as La Casita and the Near Westside Stone Soup Garden. Parents must sign a document to grant permission to teachers to take children on field trips by bus. SCSD only allows authorized children, teachers, parents, etc. to ride on an SCSD bus. A child must take the bus both ways, or not at all. A child may ride with their parent / authorized adult with prior approval.

Safety

Safety is our first priority. MANOS Teachers take every precaution to ensure children remain safe at all times. Every classroom has a first aid kit in the event a child gets injured. All MANOS staff are CPR and OCFS Health & Safety Certified.

In the event of an emergency, MANOS Teachers will take the following steps:

- Consult with the MANOS Coordinator and/or nurse.
- Make the decision to call 911 immediately, if necessary.
- Notify the parent / legal guardian or authorized emergency contact.
- Notify the Office of Child & Family Services of a serious incident.

Emergency Preparedness

MANOS follows all of the New York State Office of Children and Family Services school age day care health and safety guidelines. MANOS follows the Syracuse City School District emergency plan for the specific building where your child attends class. MANOS conducts monthly fire drills and bi-annual shelter-in-place drills with children. MANOS Teachers practice emergency drills with the children throughout the year.

- **MANOS at Seymour School** Our relocation site is St. Lucy's gym/auditorium. Children stay at the site until parents are notified to pick them up.
- **MANOS at Bellevue School** Our relocation site is Shea School (1607 S. Geddes Street). Children stay at the site until parents are notified to pick them up.

Confidentiality

MANOS is committed to maintaining the highest standards of confidentiality for its participants. MANOS staff and volunteers who have access to personal and / or confidential records or documents must review and sign the Partners in Learning, Inc. (PIL) Confidentiality Policy and Procedure to acknowledge receipt and understanding of the organization's policies and procedures relating to confidentiality.

MANOS maintains records in paper form, on computers, and/or stored on computer disks and CD's. While employees and volunteers each has a different level of access to certain records, documents must remain confidential and stored in locked cabinets

or employee-only accessed rooms, consistent with state and federal laws, SCSD and OCFS guidelines and PIL policies and procedures.

MANOS employees and volunteers are not allowed to share the information with visitors, family members, friends, or anyone else without prior authorization from effected individuals.

MANOS will destroy any confidential record that is no longer needed or required by law consistent with state and federal laws, SCSD and OCFS guidelines and PIL policies and procedures.

MANOS will report any employee or volunteer who knowingly discloses confidential or privileged information to the appropriate government entities as required by law.

Grievances

MANOS Teachers aim to partner with parents and families to ensure children reach their full learning potential.

Whenever a teacher / MANOS Coordinator has a grievance with a MANOS participant / caregiver, the MANOS Coordinator will complete a MANOS Program Family Counseling form to provide clear direction for required corrective action. In the event appropriate efforts to facilitate corrective action are unsatisfactory, the MANOS Coordinator may expel the child / family from the MANOS Program.

Whenever a parent / caregiver has a grievance with a MANOS Teacher or other MANOS staff person, the parent / caregiver is encouraged to try to work it out with said person. In the event a parent / caregiver is unable to satisfactorily resolve a grievance:

- the parent / caregiver should contact the MANOS Coordinator to file a formal grievance in writing within 10 school days of the incident;
- the MANOS Coordinator will investigate the grievance and reach a decision within 10 school days of the grievance filing;
- if the parent / caregiver remains unsatisfied with the MANOS Coordinator decision, they may appeal the decision to the Partner in Learning, Inc. (PIL) Executive Director within 10 school days of the MANOS Coordinator's decision; and
- the PIL Executive Director shall investigate the grievance, consult with the PIL Board of Directors and render a final decision within 15 school days.

We hope for a successful year, learning together.

¡Gracias for being part of MANOS!

The English version of this document is the official, legal version.

MANOS Handbook Acknowledgment Form

I acknowledge that I have received and read the MANOS Family Handbook: Program Policies & Procedures.

I acknowledge that MANOS staff provided me with adequate opportunity to ask questions and receive clarification regarding the policies and procedures in this document.

I acknowledge that I understand its contents.

I understand that I am required to abide by, and I agree to abide by, all policies and procedures in this document, or otherwise adopted or implemented by MANOS from time to time.

I understand that MANOS may rescind, modify, change, or deviate from this handbook at any time. I understand that any such rescission, modification, change or deviation may become effective regardless of whether this handbook has been revised.

MANOS Child Name

Parent / Caregiver Signature

Date

MANOS Lead Teacher Signature

Date