

2016-2017



Serendipity Center Student & Family Handbook

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WELCOME TO SERENDIPITY

Welcome to Serendipity Center! You and your student are now part of a caring school environment, whose main goal necessary is to help young people develop the skills to successfully enter the next step in their lives. This next step may include finding employment, attending college, receiving vocational training or moving back into the public school system.

The purpose of this handbook is to provide a resource for both students and parents. These policies and rules were written with the help of staff, students, and parents so that the best therapeutic school environment can be offered. Full versions of policies and procedures are available at our website www.serendipitycenter.org

We strive to make your child's experience at Serendipity a positive one and to assist our students in reaching their full potential. We are therefore committed to the following:

- Creating an environment within Serendipity that is based upon and guided by the philosophy of RE-Education
- Utilization of our Integrated Intervention Model which includes best practices such as Collaborative Problem Solving and Positive Behavioral Interventions and Supports
- Utilization of the 5 Dimensions of Teaching and Learning which includes using evidence based assessment, curriculum, and instruction to increase every child's academic achievement and promote behavioral growth

- Maintaining a team approach that includes the family
- Adhering to practices that are consistent with Special Education statutes which protect student/parent rights
- Modeling, through policies and interactions, methods of effective problem solving that rely on respectful communication and the best interests of our students

Since Serendipity's founding in 1979, we have adapted our school to meet our students ever changing needs. We work to create a safe environment so students can make academic, emotional, and behavioral growth.

As someone actively involved in the life of the student, you are always invited to offer suggestions or voice concerns regarding your child.

The Serendipity staff welcomes you and your child and looks forward to partnering with you to support your child's growth.

PREFACE

The material covered within this student handbook is intended as a method of communicating to students and parents regarding general school information, rules and procedures and is not intended to either enlarge or diminish any Board policy, or administrative regulation. Material contained herein may therefore be superseded by such Board policy, or administrative regulation.

Serendipity Center has made every effort to ensure that the information in this Family Handbook is accurate at the time of publication, but reserves the right to change the provisions in the Handbook. This includes the right to change requirements for retention and graduation, adjust fees, or change any other regulation or policy in this Handbook. Except where specific policies are required by law, the information and policies in this Handbook are for informational purposes only and do not constitute an agreement or contract between Serendipity Center and students or parents and guardians.

NOTICE OF NON-DISCRIMINATION

Serendipity Center, Inc. does not illegally discriminate against any individual with respect to employment or provision of services, programs, or activities based upon that individual's race, color, religion, sex, national origin, age, sexual orientation, political affiliation, marital status, disability, gender identity, source of income, or familial status. Additionally, Serendipity complies with Executive Order 11246, Titles VI and VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act.

Any inquiries or complaints should be directed to:
School Principal
P.O. Box 33350
Portland, OR 97202
(503) 761-7139

SERENDIPITY'S MISSION STATEMENT, CORE BELIEFS, AND CORE PRACTICES

Mission

Serendipity seeks to provide the best environment for our students to heal and become educated, productive community members.

What is a Therapeutic School?

At Serendipity, the therapeutic school is a special education program with a primary focus on emotional and behavioral growth. Our program prioritizes four pillars, academic learning (EDUCATION), progress on individual treatment goals (MENTAL HEALTH), preparing for future success (TRANSITION), and the development of life-long health practices (WELLNESS).

Core Beliefs

Serendipity embraces the philosophy of RE-Education, meaning that we prioritize identifying and building upon strengths, cultivating new skills to address areas of challenge, and approaching this work in an environment of trust and positive recognition. Our work is based upon the following core beliefs:

- Trust is essential.
- Feelings should be nurtured.
- Groups are major sources of instruction.
- Community must be experienced to be learned.
- Intelligence can be enhanced.
- Competence makes a difference, especially with schoolwork.
- Self-control can be taught.
- Physical experiences help us define ourselves.
- Now is when life is to be lived.
- Time is an ally in support of positive changes
- Ceremony and ritual give order, stability, and confidence.
- Joy should be built into each day.

Core Practices at Serendipity

Young people are placed at Serendipity for primarily behavioral, developmental, and/or mental health challenges that prevent placement in less restrictive educational settings. The primary focus of Serendipity's mission, therefore, involves emotional and behavioral growth. Serendipity has adopted specific evidence-based practices within all areas of our program in order to best support student achievement, healing, independence, and wellness.

Our Educational Model – 5 Dimensions of Teaching and Learning

At Serendipity we use assessment and evidence-based instruction to teach the Common Core and State Standards to each student at their ability level. We continuously monitor progress for each student and adapt our curriculum and instruction to improve the students' response to our educational interventions. Registered and approved by the Departments of Education in both Oregon and Washington states, Serendipity is an accredited school offering both standard and modified credits. By tailoring our curriculum and instruction to each student's individual learning needs, we are able to help our students realize success, often for the first time.

Our Treatment Modality – Milieu-based Care

The therapeutic services offered at Serendipity integrate clinically designed interventions into the structure of a school day, allowing immediate and constant access to support. Services fall into two related categories. The first includes traditional clinical and treatment planning and coordination of services. The second includes the services delivered within the milieu of a day school. Collaborative Problem Solving, Positive Behavioral Interventions & Supports, Cognitive Behavioral Approaches, and our philosophical foundation of RE-Education principles are all

part of Serendipity's Integrated Intervention model.

Our Prevention and De-escalation System – Non-Violent Crisis Intervention

All Serendipity program staff are certified in Non-Violent Crisis Intervention through the Crisis Prevention Institute. When used with Collaborative Problem Solving, this practice helps us offer alternatives to all students that encourage de-escalation and positive resolutions. Put into action, some of what you will see is staff modeling calmness in tone and movement, time and space allowed for the expression of feelings, and the protection and safety of everyone.

GENERAL RIGHTS AND RESPONSIBILITIES

A student has the right to:

- A free and appropriate public education in the least restrictive environment to address the student's needs and support the student's progress on established goals as determined by your student's team.
- Be treated with respect and courtesy.
- Have the laws of confidentiality respected and followed.
- Equal educational opportunity and freedom from discrimination.
- Participate in goal setting and treatment planning.

A parent/guardian has the right to:

- Have your child receive a free and appropriate public education in the least restrictive environment to address your child's needs and support your child's progress on established goals.
- Receive treatment services for your child's identified mental health needs through supports integrated into the school day.
- Be treated with respect and courtesy by Serendipity staff.
- Be given information about your child's educational and mental health needs and treatment.
- Participate in planning and decision making about your child's education and treatment.
- Have the laws of confidentiality respected and followed.
- Express concerns and receive a response from a Case Manager or other school official.
- Convene a meeting to address concerns.
- Notify your home school district and/or Care Coordinated Organization about any concerns you have about your child's treatment.
- Have your child receive educational services and mental health care regardless of race, color, religion, sex, national origin, sexual orientation, political affiliation, marital status, disability, and gender identity, source of income or familial status.

- In an emergency, be able to access Serendipity staff 24 hours a day/7 days a week.
- Receive written notices in an understandable form and, at your request, have those notices explained to you.

A student has the responsibility to:

- Treat Serendipity staff, other students, and school visitors and neighbors with respect and courtesy.
- Develop and practice problem-solving skills to address concerns and prevent conflict.
- Maintain at least 90% attendance.
- Follow all Serendipity Center policies and procedures outlined in this Handbook.

A parent/guardian has the responsibility to:

- Partner with home school district and Serendipity to support student growth.
- Treat Serendipity staff with respect and courtesy.
- Ask questions and notify your child's case manager, teacher, or Principal about concerns.
- Partner with Serendipity to support your child in developing and practicing problem-solving skills to address concerns and prevent conflict.
- Ensure that your child maintains at least 90% attendance.
- Assist in developing and revising your child's Individual Education Plan, Service Plan, and Behavioral Support Plan.
- Pick up or arrange for timely transportation in the event your child needs to leave school due to illness or suspension.
- Prepare with all emergency contacts a plan in the event you are unavailable to support your child in case of emergency.
- Notify school within 3 days of changes of address or phone numbers.
- If your child receives medication at school, work with the school's CMA to keep adequate supplies of medication at school.
- Sign releases so that information can be obtained and shared with involved parties including, but not limited to, other mental health providers, school personnel from other institutions, social workers, etc.

Individual Rights - OAR 309-019-0115

In addition to all applicable statutory and constitutional rights, every individual receiving services has the right to:

- 1) Choose from available services and supports, those that are consistent with the Service Plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual and that provide for the greatest degree of independence;
- 2) Be treated with dignity and respect;
- 3) Participate in the development of a written Service Plan, receive services consistent with that plan and participate in

periodic review and reassessment of service and support needs, assist in the development of the plan, and to receive a copy of the written Service Plan;

- 4) Have all services explained, including expected outcomes and possible risks;
- 5) Confidentiality, and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50.
- 6) Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - Under age 18 and lawfully married;
 - Age 16 or older and legally emancipated by the court; or
 - Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs;
- 7) Inspect their Service Record in accordance with ORS 179.505;
- 8) Refuse participation in experimentation;
- 9) Receive medication specific to the individual's diagnosed clinical needs;
- 10) Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety;
- 11) Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
- 12) Have religious freedom;
- 13) Be free from seclusion and restraint*;
- 14) Be informed at the start of services, and periodically thereafter, of the rights guaranteed by this rule;
- 15) Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented;
- 16) Have family and guardian involvement in service planning and delivery;
- 17) Make a declaration for mental health treatment, when legally an adult;
- 18) File grievances, including appealing decisions resulting from the grievance;
- 19) Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules;
- 20) Exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and
- 21) Exercise all rights described in this rule without any form of reprisal or punishment.

* *Students are free from restraint and seclusion under the conditions outlined in the Restraint and Seclusion section of this handbook.*

ASBESTOS

Serendipity Center complies with the Asbestos Hazard Emergency Response Act (AHERA) by ensuring identified buildings are inspected by accredited inspectors and that a management plan for the control of this substance is available for public inspection. Currently, none of Serendipity's buildings contain asbestos.

ATTENDANCE (Mandatory)

All students between the ages of 7 and 18, who have not completed grade 12, are required to attend school unless otherwise exempted by law. School staff will monitor each student's attendance and inform the parent/guardian and the student's district representative when there are concerns. When a student has failed to attend for 5 days in a row or is maintaining attendance below what is expected by the referring school district, a meeting will be scheduled to discuss requirements and make a plan to increase the likelihood of better attendance.

In the event, your child is unable to attend school, please call (503) 761-7139 as soon as possible.

Absence from school or class will be excused when the student's parent/guardian informs Serendipity of any of the following:

1. Illness of the student;
2. Illness of an immediate family member when the student's presence at home is necessary;
3. Emergency situations that require the student's absence.
4. Medical or dental appointments.
5. Other absences.

All students are expected to maintain a minimum of 90% attendance. This means your student needs to attend a minimum of 9 out of every 10 days. The districts that refer students to Serendipity closely monitor their students' attendance and any student who develops a pattern of absences will be subject to a team meeting.

BENEFITS & RISKS OF THERAPEUTIC SCHOOL PLACEMENT

Students referred by their school districts to Serendipity's Therapeutic School Program often have significant histories of unsuccessful placements and social/emotional/behavioral problems that have been disruptive to learning. Most students, over time, make progress in the areas of challenge that brought them to Serendipity. Every enrolled student, therefore, is working on personal skill deficits and maladaptive patterns of behavior.

While attending Serendipity, your student will most likely witness students who struggle with self-regulation, safety, and inappropriate language. It is important for all students and families to understand that Serendipity does not

condone these behaviors. Whenever possible, however, we are willing to work with our students to learn new skills with which to respond to distressing situations. It is our belief that crisis is always an opportunity for change, so our intention is to help young people work through these periods in which aggression or poor choices are at the forefront. At Serendipity, your child may be exposed to offensive language and aggressive behaviors. We encourage you to reach out to your student's Case Manager or our Principal if there are on-going concerns in this area.

CASE MANAGEMENT

Upon intake in the Therapeutic Program, all students are assigned a case manager who is a Qualified Mental Health Professional. The role of the case manager is to act as a liaison and coordinate services between school, home and the community.

Your child's case manager is available to them during the school day for coaching, and behavioral counseling depending on the needs of each student. Case Managers are responsible for completing Mental Health Assessments and Service Plans on every student. They also provide clinical consultation to program staff regarding the implementation and monitoring of the mental health needs of individual students.

When indicated, Case Managers will make referrals to other service providers in the community. Case Managers attend all IEP meetings and Plan of Care meetings. For mental health emergencies, Case Managers are available after hours through Serendipity's twenty-four hour crisis phone line. Case Management is designed to support the student's school placement.

CHILD PROTECTIVE SERVICES (CPS) REPORTING

Per ORS 419b.005-419b.050, all staff at Serendipity Center are mandated by law to report suspicions of abuse and neglect. In the event a report is made, families need to understand that Serendipity staff members do not investigate, judge, believe, or disbelieve reports. It is our responsibility to relay information to those agencies and cooperate with local authorities during their investigation.

CLASSROOM PLACEMENT AND CLASS SCHEDULE

Students are assigned to classes based on the individual needs of the student, staffing and scheduling considerations. With this in mind, it is sometimes necessary to have a student change classrooms. When this decision is made outside a team meeting, the school will contact you to inform you of the change.

CLOSED CAMPUS

Serendipity maintains a "closed campus." Students may not leave during the school day without school and

parent/guardian prearranged permission. Students in the upper school may apply for open campus privileges. The parents and school team will collaborate to grant or deny off campus privileges on an individual basis.

COACHING

Individual skill building sessions are referred to as "coaching" and every student is given the opportunity to "coach" with a staff member. Should a student need more time with a staff member, they may complete a "coaching slip" requesting time. Coaching sessions typically address the goals on a student's Individual Service and Support Plan and/or Behavior Support Plan.

When a student is having a problem being successful in class or school, this "coaching" time might be used to make a plan so that the student can once again experience success.

CODE OF CONDUCT

Students are responsible for conducting themselves properly, in accordance with the policies of Serendipity Center and the lawful direction of staff. The school has authority over a student at school during the regular school day, at any school-related activity, regardless of time or location and while being transported in district-provided transportation.

The following behavior is prohibited:

1. Assault;
2. Hazing, harassment, intimidation, bullying or menacing, as prohibited by Serendipity policy;
3. Coercion;
4. Violent behavior or threats of violence or harm;
5. Disorderly conduct, including disruption of the school environment;
6. Bringing, possessing, concealing, brandishing, or using a weapon;
7. Vandalism/Malicious Mischief/Theft, including willful damage or injury to school property; or to private property during school time, or school-sponsored activities;
8. Sexual Harassment;
9. Use of tobacco, or e- or vapor cigarettes, alcohol, or drugs, including matches, lighters, and other drug paraphernalia;
10. Use or display of profane or obscene language;
11. Open defiance of a teacher's authority, including persistent failure to comply with the lawful directions of teachers or school officials;
12. Violation of home district transportation rules;
13. Violation of law, administrative regulation, school or class room rules.
14. Gang or gang related activity.

COMMUNITY BEHAVIORS

Serendipity Center leases parking and access to grounds from a neighboring church, which is part of a diverse

neighborhood of homes and businesses. Serendipity expects all students to respect the rights of our neighbors. This means we do not interfere with our neighbors' privacy by walking across their property, loitering, littering, etc.

Serendipity also expects all students to show respect to members of the church who are attending church events during the school day. As a team, we may need to develop individual plans to support students who struggle with exhibiting appropriate community behaviors.

CONFIDENTIALITY

Serendipity is committed to protecting the privacy of our students. We can and will, however, share information as permitted or required by State and/or Federal regulations. Examples of instances when we might share Personal and Health Information include, but are not limited to, uses for Treatment, Payment and Operations and Care Coordination with other agencies/individuals providing services to your child. (See our Notice of Privacy Practices included in this handbook for more detailed information.)

We may also disclose information if we believe doing so is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

Serendipity will never give your phone number or address to another student or student's parent without your permission; nor will we ever be able to give you such information about another student. This policy is for your protection and the protection of all other students and their families. A student's personal information (name, address, telephone number, social security number) will not be collected, disclosed or used for the purpose of marketing or for selling that information without prior notification, an opportunity to inspect any instrument used to collect such information and permission of the student's parent(s) or the student, if age 18 or older. Please be aware, however, that recent legislation by the Federal Government allows recruiters to get certain information from school files. Should you not want to allow such access, please inform the school in writing.

CRISIS AVAILABILITY

All students and their families have access to Serendipity's 24-hour emergency telephone service (phone # 503-241- 4509). During times of crisis, the student and/or family may call this number. The answering service will have a Serendipity staff member contact you as soon as possible. Please remember that this service is for mental health emergencies only.

DISCIPLINE AND DUE PROCESS

Both Collaborative Problem Solving and Positive Behavioral Interventions and Supports recommend that the most effective response to student misbehavior is to teach a replacement or alternative behavior. We believe that misbehavior occurs because of a lacking or lagging skill so we use explicit replacement behavior instruction to address problem behavior. In addition, we attempt to prevent

problem behavior through modifying expectations and the environment, and teaching emotion regulation and social skills. We acknowledge our students' positive behavior and willingness to learn new skills through positive consequences.

Serendipity has a range of responses for those students who violate the code of conduct or who disrupt their learning or the learning of others. These responses will be determined by the school team and will follow due process procedures including the right to appeal the school's decision. They can include: restorative practices, coaching, teaching replacement behavior, removal from the classroom, searches, loss of privileges, suspensions, expulsions, and reporting the incidents to local law enforcement agencies.

A. Drug, Alcohol, Tobacco Possession and/or Use

When staff becomes aware that a student has brought drugs or alcohol to campus and any school related activities, the student's team will provide an individualized response. The typical response is:

- Substance will be confiscated
- Incident will be documented
- Student's parent/guardian will be informed
- If applicable, student's juvenile court worker will be informed.
- Principal or Program Manager will contact our school resource officer
- The student's team will collaborate with the student around how best to prevent this behavior in the future which could include requiring the student to be searched.

B. Suspension/Expulsion

The purpose of a suspension is to give to the school team time to review and improve how we support the student's behavior. A student can be suspended from school for up to 10 days. If the problem behavior becomes a pattern of behavior, a Plan of Care (POC) and/or Individual Education Plan (IEP) meeting will be held to address, revise, and improve how we support the student through the Behavior Support Plan.

Expulsion from Serendipity is limited to the most serious offenses such as bringing weapons or drugs to school. Expulsions will typically not exceed 45 school days and will include an "Alternative Placement" during those 45 days. The Alternative Placement could be for the student to remain at Serendipity.

Parents will always be informed via mail regarding suspension and expulsion. Every attempt will be made to contact the parent by phone as well. Students and parents always have the right to express their concerns with the school's response to the student's behavior. There is a formal appeal process.

C. Discipline of Students with Disabilities

When a student with a disability engages in problem behavior that may warrant a suspension of more than 10 days or an expulsion, a meeting will be held called a “Manifestation Determination”. The purpose of a Manifestation Determination is to determine if the behavior is a manifestation or result of the student’s disability. If the behavior is not determined to be a result of the student’s disability then an appropriate consequence will be selected including suspension more than 10 days or expulsion. If the behavior is determined to be a result of the student’s disability, then the school may not suspend the student for more than 10 days or expel the student.

A student with a disability may be removed from their current placement to an appropriate interim alternative placement for no more than 45 days for violations of the code of conduct such as bringing a weapon or drugs to school. The referring district may request an expedited due process hearing to obtain a hearing officer’s order to remove the student to an appropriate interim placement if the student is exhibiting injurious behavior. Injurious behavior is defined as behavior that is substantially likely to result in injury to the student or to others.

DRESS CODE

Serendipity believes students can learn to express themselves appropriately through their clothing. However, students may be directed to change their dress or grooming if it violates the outlined expectations for appropriate dress at school.

Students clothing may not include pictures or words about violence, profanity, gangs, drugs, alcohol, sex, death, or tobacco.

Students must refrain from wearing clothing that is sexually suggestive. Students may not wear attire that is derogatory nor disrupts their learning or the learning of others.

DRILLS - FIRE, EARTHQUAKE AND OTHER EMERGENCY DRILLS

Instruction on fire, earthquake, and other emergency drills for students shall be conducted at regularly scheduled intervals throughout the school year.

In order to prevent disruption during these regularly scheduled drills, the students will be taught and will be given opportunities to practice expected and appropriate during these drills.

EMERGENCY SCHOOL CLOSING INFORMATION

In case of hazardous or emergency conditions, the Principal may alter transportation schedules, as are appropriate to the particular condition. Such alterations include the closure of Serendipity, or the early dismissal of students. Serendipity will not release a student until a parent/guardian is contacted, or unless there is written

permission on file to release the student without having first to contact a parent/guardian.

Serendipity is located in East County, which often gets the brunt of storm systems moving through the state. If you are not suffering from adverse weather conditions in your area, do not assume that Serendipity is also free from weather problems. Be aware of the following, should adverse weather move into the area.

Serendipity does not have late openings, as some other schools do. This is not possible for us, as we have students transported from up to 23 different school districts.

Serendipity is a member of the Flash Alert Newswire. Serendipity relays all pertinent information to them regarding school closure. The Newswire then transmits this information to all radio and television stations in the tri-county area. Our answering service can provide information about whether or not the school will be open. This information will not be given to the answering service until approximately 6:30 am. The number is 503-241-4509.

Please use your best judgment when deciding whether or not to send your child to school. If you do not think it is safe in your area, or if you have any other safety concerns, please excuse your child from school that day. You can call and leave a message on our voice mail (before 8:00 a.m.) or talk to the school’s receptionist after 8:00 a.m.

Serendipity’s main office number is 503-761-7139. You will receive a letter in November about inclement weather details and school closure.

ENROLLMENT FORMS

Enrollment forms are necessary for Serendipity to serve your students. Your student will not be allowed to attend until all enrollment forms are completed. Please let your Case Manager know if you need replacement forms or assistance in completing them.

EXTENDED SCHOOL YEAR (ESY)

Serendipity Center may offer a summer program for some students who meet criteria for admission. The summer program is designed to provide for the maintenance of a students’ previously learned skills on specific IEP objectives. If a student shows significant regression on IEP goals following time away from school (such as Winter or Summer Break) he/she/they may be eligible to attend ESY. The student’s IEP team, including parents, will make the decision regarding eligibility.

FEES, FINES AND CHARGES

For students placed at Serendipity by their school districts, there is no tuition cost to their families for services provided. Serendipity will provide all needed school supplies and materials.

FIELD TRIPS

Field trips may be scheduled for educational, cultural, or other extracurricular purposes. All students are considered to be “in school” while participating in school-sponsored field trips. This means students are subject to the school’s student conduct rules during any of these activities. On the enrollment forms you have indicated whether or not you give permission for any school trips your child may take throughout the year. If you have indicated your approval for field trips during the course of the year, you will be notified before each trip is taken with information regarding the destination, the times for departing and returning to the school building, etc.

GRADES (REPORTS TO STUDENT & PARENTS)

Written reports of student progress and attendance in the form of both grade reports and IEP progress reports shall be issued to parents at least four times a year.

Grades will be based on participation and work completion at the student’s ability level. Progress reports will be based on assessments and observations designed to measure how much progress the student has made on their Annual Goals from their Individual Education Plans.

Upper School: High School (9-12)

Letter grades will be used for high school (modified and standard) credited courses. The high school grading scale is as follows:

HIGH SCHOOL GRADING SCALE:

LETTER GRADE	%	GRADE POINT AVERAGE
A+	97-100	4.0
A	93-96	4.0
A-	90-92	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	65-66	1.0
D-	60-64	0.7
I	50-59	0.0
NG	0-49	0.0

Incomplete (I): Should the student complete at least 50% of their work, the student will receive an Incomplete and have 1 quarter to complete work in order to receive credit with a minimum of 60% of work completed.

No Grade (NG): Student did not complete enough work to receive a grade/credit. If the student does not complete at least 60% of their work, the student will not receive a grade nor credit for that course during that quarter.

Lower School: Elementary & Middle School (K-8)

Students earn grades in lower school. Credits toward high school graduation are issued only for student in 9-12th grades. The lower school grading scale is as follows:

- 4 Exceeding expectations 80-100%
- 3 Meeting expectations 60-79%
- 2 Approaching meeting expectations 40-59%
- 1 Not meeting expectations 20-39%
- NG: No grade 0-19%

No Grade (NG): Student did not complete enough work to receive a grade. If the student does not complete at least 20% of their work, the student will not receive a grade for that course during that quarter.

GRADUATION REQUIREMENTS

In order to receive a **standard** or **modified** diploma from **Serendipity Center**, a student must successfully complete **24 units of credit**. The state of Oregon requires all students to complete a certain series of courses.

*Senior students who are unable to satisfy the specific requirements for Diplomas as listed below can be eligible to receive a **Certificate of Completion** and participate in the regular graduation ceremonies.*

OREGON STANDARD & EXTENDED DIPLOMA CREDIT REQUIREMENTS:

Subject Areas	STANDARD Coursework at grade level with or without accommodations	MODIFIED Coursework at ability level with modifications	EXTENDED Coursework at ability level for students who are unable to meet modified diploma standards
Language Arts	4	3	2
Mathematics	3 algebra I and above	2	2
Science	3	2	2
Social Science	3	2	3
Physical Education	1	1	1
Fine Arts ... career, tech ed & 2nd language	3	1	1
Health	1	1	1
Electives	6	12	0
Total Required	24	24	12

Additionally for Standard & Modified, all students must:

- 1) Develop an education plan and build an education profile;
- 2) Build a collection of evidence, or include evidence in existing collections, to demonstrate extended application as defined in OAR 581-022-0102;
- 3) Demonstrate career-related knowledge and skills as defined in OAR 581-022-1130
- 4) Participate in career-related learning experiences as outlined in the student's education plan.

NOTE: *There may be some limitations regarding college and military opportunities for students not earning a standard diploma—this varies among specific institutions so you should check requirements with the specific program of future interest.*

GRIEVANCES

It is the goal of Serendipity staff to listen to all concerns brought forward by students and family members, and to resolve these concerns in ways that are satisfactory to all parties. Serendipity is committed to the following:

- 1) Maintaining an environment that is inclusive of families.
- 2) Adhering to practices that are consistent with Special Education statutes protecting parent/student rights and the practices specified in our contractual arrangements with the CCO's.
- 3) Modeling, through our policies and interactions, methods of effective conflict resolution that rely upon respectful communication and creative options.

Parents are informed of our policies and commitments in this area in the following ways:

- 1) Student/parent handbook contains the Rights and Responsibilities of families. The handbook welcomes parent to schedule visits to our program. Conferences to review progress or discuss concerns are quickly scheduled at the parent's request.
- 2) The Member Concern/Complaint procedures, along with Concern/Complaint forms, are posted in each of the conference rooms.

Complaints/concerns are handled in the following manner:

- 1) The Principal, Treatment Director (or their designee) is notified of concern by the Case Manager or teacher. A meeting is called. Invited to this meeting are the parents, district representative, Serendipity case managers, Serendipity administrator, county or other agency Case Manager (if one exists), and other members of the child's service team. Concerns are discussed and a plan to address the concerns is designed. This plan is documented on the IEP Review form that is added to the IEP and initialed by all participants.

- 2) Serendipity's Treatment Director maintains a file of concerns/complaints that have been documented using the process discussed above. The Treatment Director submits a monthly complaint log.
- 3) Should the concern not be resolved in the meeting or by the plan made to address the concern, parents are reminded of the option to inform their CCO of the problem and will be given assistance, if needed, in completing this procedure. At this point, the school district representative may also offer information and assistance in activating problem solving/due process procedure in accordance with district policy.

A student or parent who has a concern involving a Serendipity staff member or policy should inform their Case Manager or Serendipity's Principal. A student and/or parent with a complaint regarding possible discrimination of a student on the basis of sex should contact Serendipity's Principal. If the concern is not addressed to the satisfaction of the student and/or parent/guardian, grievance forms are available in our conference rooms or by request. A grievance form activates a process of investigation, documentation, and attempted resolution.

In investigating concerns or complaints, confidentiality will be maintained to the extent possible. The educational assignments or study environment of the student shall not be adversely affected as a result of the good faith reporting of concerns.

HARASSMENT

Serendipity Center has a duty to maintain an educational environment that is free from harassment. Harassment can take the form of words, signs, offensive jokes, cartoons, pictures, posters, pranks, intimidation physical contacts, and physical violence. Harassment can be sexual in nature, but it is not limited to that area. All observations and complaints regarding harassment will be promptly investigated with remedial action initiated for those offenses deemed to be a form of harassment. Serendipity will be proactive in educating its student population about harassment, as well as communicating its "no tolerance" policy.

Sexual harassment by staff, students, board members, school volunteers, parents, school visitors, service contractors or others engaged in Serendipity business is strictly prohibited. This includes school facilities, school premises and non-school property, or if the student or employee is at any school-sponsored, school-approved or school-related activity or function, such as field trips, events or transportation where students are under the control of the school or where the employee is engaged in school business. Sexual harassment of students means unwelcome sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:

- 1) The conduct or communication has the purpose or effect of demanding sexual favors in exchange for benefits.
- 2) Submission to or rejection of the conduct or communication is used as the basis for educational decisions affecting a student or employment or assignment of staff.
- 3) The conduct or communication is so severe, persistent or pervasive that it has the purpose or effect of unreasonably interfering with a student's educational performance or with an employee's ability to perform his/her job; or creates an intimidating, offensive or hostile educational or working environment.

HATE GROUPS

Serendipity will not tolerate behaviors that advocate hatred, intolerance, and/or discrimination towards others. These behaviors are prohibited by law and are inconsistent with the values Serendipity promotes.

HEALTH EDUCATION

Comprehensive Human Sexuality Plan

Per OAR 581-022-1440 and in order to promote positive and safe sexual behaviors and skills, all students in the Upper School will receive at least 1 semester of health per year until they have fulfilled their graduation requirements and address human sexuality at least annually thereafter and all students in the Lower School will receive at least 1 quarter of health per year.

State law does allow you to remove your student from comprehensive sexual health education if you desire. Before comprehensive sexual health education is delivered to your student, we will send you a permission slip. If you do not want your student to participate in the comprehensive sexual health instructional program, please indicate this on the permission slip.

Comprehensive Plan for Alcohol and Drug Abuse Prevention

Per OARs 581-022-0413, 581-022-1210, 581-021-0110, 333-015-0040 and in order to promote positive and safe behaviors and skills to prevent alcohol and drug abuse, we provide all students in the Upper School with at least one semester of health per year until they have fulfilled their graduation requirements and address drug and alcohol prevention at least annually thereafter and all students in the Lower School will receive at least 1 quarter of health per year.

HOMEWORK

Homework is assigned to provide students an opportunity to practice independently what has been presented in class, to improve the learning processes, to aid in the mastery of skills and to create and stimulate interest. Whatever the task, the experience is intended to be

complementary to the classroom process and course completion.

ILLNESSES, INFECTIONS AND COMMUNICABLE DISEASES

Per ORS 333-019-0010, students are not allowed to come to school until the school receives a written statement from a local health officer or a licensed physician including but not limited to the following diseases: diphtheria, hepatitis A, measles, mumps, pertussis (Whooping Cough), rubella, Salmonella enterica serotype Typhi infection, Shiga-toxigenic Escherichia coli (STEC) infection, shigellosis, tuberculosis disease, typhoid fever, open or draining skin lesions infected with Staphylococcus aureus or Streptococcus pyogenes, and any illness accompanied by diarrhea or vomiting.

In addition, students should be excluded from school if they exhibit:

- Fever greater than 100.5;
- Vomiting;
- Stiff neck or headache with fever;
- Any rash with or without fever;
- Jaundice (yellow color of skin or eyes);
- Diarrhea (3 watery or loose stools in one day with or without fever);
- Skin lesions that are "weepy" (fluid or pus-filled);
- Colored drainage from eyes;
- Brown/green drainage from nose with fever of greater than 100.5 F;
- Difficulty breathing or shortness of breath; serious, sustained cough;
- Symptoms or complaints that prevent the student from participating in their usual school activities, such as persistent cough, with or without presence of fever, or student requires more care that the school staff can safely provide.

Only a licensed health care provider can determine a diagnosis and/or prescribe treatment and provide instructions regarding the student's return to school.

For the following diseases the student must be excluded until the following criteria is met:

- **Chickenpox:** Exclude until chickenpox lesions have crusted or dried with no further drainage (minimum of 5 days after rash appears).
- **Head Lice:** Readmit with statement from parent/guardian that recognized initial treatment has begun.
- **Impetigo** (Staph skin infection)/MRSA: May attend with licensed health care provider permission, or when lesions are dry and crusted with no drainage.
- **Pink Eye** (conjunctivitis): May attend with licensed health care provider /school nurse permission or symptoms are gone.

- **Ringworm:** May attend with licensed health care provider or school nurse permission or when symptoms are gone.
- **Scabies:** May attend with licensed health care provider/school nurse permission.
- **Shingles (Herpes Zoster):** May attend with licensed health care provider permission and if lesions can be covered with dressing or when lesions are scabbed/dried.
- **Strep Throat (Scarlet Fever, streptococcal infections):** May attend with licensed health care provider/school nurse permission.

Blood-Borne Infections: Hepatitis B virus (HBV), hepatitis C virus (HCV) or Human Immunodeficiency Virus (HIV – the virus that causes the Acquired Immunodeficiency Syndrome [AIDS])

Although HIV (Human Immunodeficiency Virus), AIDS (Acquired Immune Deficiency Syndrome), and HBV (Hepatitis B Virus), are serious illnesses, the risk of contracting the disease in school is extremely low and generally limited to situations where non-intact skin or mouth, eye or other mucous membranes would be exposed to blood or any body fluids contaminated with blood from an infected person.

Since any risk is serious, however, Serendipity Center requires that staff and students approach infection control using standard precautions. That is, each student and staff member is to assume all direct contact with human blood and body fluids is regarded as known to be infectious for HIV, AIDS, HBV and/or other infectious diseases.

HIV, HBV, AIDS – Students

As a general rule, a student six years of age or older infected with HIV or HBV, and who does not present special risks to others in an educational setting is entitled to remain in a regular classroom setting and is eligible for all rights, privileges and services as provided by law and Board policy. Serendipity Center recognizes that a student (parent/guardian) has no obligation to report an HIV or HBV condition diagnosis to the school.

“Special risk” students means those students infected with HBV or HIV whose health-care provider has reasonable grounds to believe they present special risk to other students or adults in an educational setting. Such special risks include, but are not limited to, a student’s ongoing history of biting others.

If the school is informed, it is also prohibited by law from releasing information unless the infected person or parent gives permission for such release. If a student (parent/guardian) wishes to divulge such information and continues attending school, the school will meet with the infected individual or representative to develop appropriate procedures.

Parents of an HIV student five years of age or younger, or any other HIV student deemed special risk by the student’s health-care provider, as well as parents of any student with AIDS, are required to notify the Principal or other designated staff member of the student’s infection in order for the student to be granted permission to be screened or to continue to attend school. Failure to do so will result in an order by the Oregon Department of Human Services, Health Services, or local health department excluding the student from school, or the parent may voluntarily withdraw the student from school. In either case, the student’s team will be convened to determine placement options.

Students who complain of illness and do not appear to meet the above criteria will be handled on an individual basis. Often, this will involve allowing the student to call home and inform the parent/guardians of physical complaints. Unless a pattern of excessive absences results, parents/ guardians may decide on the response to complaints.

Parents with questions should contact the school nurse or CMA.

Emergency Medical Treatment

A student who becomes ill or is injured at school must notify his/her teacher or another staff member as soon as possible. In the case of illness or injury, the school shall attempt to notify parents according to information provided on emergency forms and submitted by parents to the school. Parents are encouraged to update this information as often as necessary.

If the student is too ill to remain in school, the student will be released to the student’s parents/guardian or to another person as directed by parents/guardians on the student’s emergency form. School staff may administer emergency or minor first aid, if possible. The school will contact emergency medical personnel, if necessary, and will attempt to notify the student’s parents whenever the student has been transported for treatment.

IMMUNIZATIONS

A student must be fully immunized against certain diseases or must present a certificate or statement that, for medical or religious reasons, the student should not be immunized. Proof of immunization may be personal records from a licensed physician or public health clinic.

Any student not in compliance with Oregon statutes and rules related to immunization may be excluded from school until such time as he/she/they has met immunization requirements.

Parents will be notified of the reason for this exclusion.

INFECTION/DISEASE INSTRUCTION

An age-appropriate plan of instruction about infections/diseases including AIDS, HIV, HBV, and HCV has been included as an integral part of health curriculum. Any parent may request that his/her student be excused from

that portion of the instructional program required by Oregon law by contacting the principal for additional information and procedures. Students or parents with questions about the school's AIDS, HIV, HBV, and HCV health education program should contact the Principal.

INSTRUCTIONAL TECHNOLOGY

Serendipity provides instructional technology to support student learning. The following are Serendipity's expectations for student use of Serendipity's instructional technology and these expectations comply with Children's Internet Protection Act. If these expectations are not met, the student's team will collaborate with the family and student to prevent future misuse.

1. The use of computers and electronic devices such as iPads will be used solely for educational purposes
2. Staff will monitor student use including line of sight of the computer screen at all times while student is using Serendipity's instructional technology.
3. Per HIPPA, students may not access staff computers.
4. Personal devices are not to be connected to the Serendipity Center network.
5. Students must use computer ethically and legally meaning they may not:
 - a. download or install illegal software,
 - b. hack or disrupt network
 - c. download viruses or worms
 - d. circumvent our content filters
 - e. cyber bully
6. Students must maintain network integrity, students may not download music, pictures, software, images, games, videos, executable files, and access any school inappropriate content via internet or student's personal electronic devices.
7. All work saved by a student shall be saved to their personal drive.
8. Given a routine, students will transition to and from computer use as per their schedule.

LAW ENFORCEMENT

Should law enforcement officials find it necessary to question students during the school day, we will comply with their requirements. An effort will be made to notify the parent of the situation.

Parents are advised that in suspected child abuse cases, the Oregon Department of Human Services, Community Human Services, and/or law enforcement officials may exclude school personnel from the investigation procedures and may prohibit school personnel from contacting parents.

LOST AND FOUND

Any articles found in the school or on school grounds should be turned in to the school office. Unclaimed articles will be disposed of at the end of each quarter and at the end

of the school year. Loss or suspected theft of personal or school property should be reported to the school office.

LUNCH/BREAKFAST PROGRAM

Serendipity Center participates in the National School Lunch, School Breakfast, and Commodity Programs. All students enrolled at Serendipity will receive a healthy breakfast and lunch free of charge each day of the school year. There is no application process to participate in our free breakfast and lunch program.

MEDIA ACCESS TO STUDENTS

Media representatives may interview and photograph students involved in instructional programs and school activities. Parents have the option in their student Enrollment Packet to authorize a media/publicity release, giving or denying permission.

School employees may release student information only in accordance with applicable provisions of the education records law, HIPAA requirements and Board policies governing directory information and personally identifiable information.

MEDICATION DISPENSING AT SCHOOL

Serendipity has a full-time Medication Assistant who dispenses all student medication at school and is supervised by a Registered Nurse.

To assure the safe and accurate administration of your child's medication, Serendipity requires the following for ALL MEDICATION (both prescription and over-the-counter):

- A signed permission form from the parent/guardian
- A signed medication order from your physician
- Medication must be in the original container from the pharmacy (including over-the-counter medication), labeled with your child's name

Please do not send medications to school with your child. Either bring them in yourself or send them with the bus/cab driver (if district transportation policies allow) who will then deliver them directly to school staff. We will never send medication home with students. Should you have a question about medication or procedures, please call your Case Manager, who can arrange communication with the School Nurse. Please see the Appendix for the full version of Serendipity's Medication Policy.

MEETINGS

At least annually, you will be asked to attend a meeting at Serendipity. The following is a glossary of those meetings you may be asked to attend or may decide to request:

Intake Screening

The intake process for a student entering Serendipity occurs in

two installments. First, a screening is scheduled, which is attended by the parent/guardian, the school district representative, and any other members of that child's team. Educational history and current needs are discussed, as well as information shared about our program. In the second meeting, called a clinical intake, the student's Serendipity Case Manager meets with the student and parent/guardian to explore mental health needs and gain the insight and informed consent that will allow the planning of effective treatment.

Plan of Care (POC)

Plan of Care meetings are held to collaborate with family, school, and treatment teams to ensure continued progress of treatment. Usually, these meetings are used to brainstorm ideas and suggestions that might aid a student in being more successful in their placement at Serendipity.

Annual IEP Review

Annually, the student's IEP team will meet to review and update present level, goals and measurable objectives, services, and placement. Parent, district, and school team are required to attend this meeting.

IEP Review

IEP Review meetings are held to review a student's progress (or lack of progress) and to discuss specific issues that may arise during a student's placement at Serendipity. All members of the student's IEP team will be invited to the meeting.

Review of Placement

A Review of Placement meeting is held when there is a question regarding the appropriateness of a student's placement at Serendipity. This meeting brings together a student's team to discuss the Serendipity placement or placement options that may better address a student's current level of need.

PERSONAL BELONGINGS & STORAGE

Serendipity does not use lockers. Instead, other school storage areas are provided for student use. These remain under the jurisdiction of Serendipity even when assigned to an individual student. The school reserves the right to inspect all storage areas, which may be used by students. Students are encouraged to leave personal items at home and assume full responsibility for any valuables they may bring to school. School storage areas may be routinely inspected without prior notice to ensure no item which is prohibited on school premises is present, maintenance of proper sanitation, mechanical condition and safety and to reclaim school property including instructional materials.

PERSONAL ELECTRONIC DEVICES

At Serendipity, we would like to teach and promote the appropriate usage of personal electronic devices in a school setting. Personal electronic devices include, but are not limited to, cell phones, tablets/iPads, mp3 players/iPods, and laptops. Appropriate times to use personal electronic

devices are before and after school, and during break times. We may individualize plans based on student's learning needs to support their behavior and academic learning. Specific plans can be discussed with classroom staff, the Principal, or Case Managers.

It is a consistent expectation that these devices not interfere with the respectful learning environment provided to all students. Due to the confidential nature of Serendipity, we are unable to allow students to use their personal electronic devices to take pictures, video, or audio recordings of other students. If a student is observed taking a picture or making a recording, staff members will coach with the student and ask the student to delete the file. After a second occurrence, or if the student refuses to delete the recording, the student's team may need to meet. The team may decide that the student is no longer permitted to bring his/her/their device(s) to school.

If your student's use of personal electronic devices becomes problematic for themselves or others, we will convene a meeting to address the problem. Some students may be required to turn in these items upon arrival to school each morning. They will be secured for the day and returned to the student at dismissal. Some students may be asked to leave devices at home.

PERSONAL HYGIENE

Personal hygiene is important at Serendipity. It promotes self-esteem in our students and allows for a comfortable learning environment. Proper hygiene needs to be attended to before your student arrives at school each day. This includes, but is not limited to; clean, fresh clothing, showered body, washed hair, and brushed teeth. Your student may be asked in a private, tactful manner to attend to those items at home if necessary. If for any reason you are having difficulty getting your child to comply with these hygiene rules, please contact your Case Manager so we can support you.

Shower and laundry facilities are available for student use, should the need arise. Serendipity also has a closet of donated clothing items in varying sizes that children may wear if it becomes necessary to launder clothing or to change clothing for some other reason.

QUALITY AND CONTINUOUS IMPROVEMENT PLAN (Q-CIP)

Serendipity strives to continuously improve our education and mental health program. Each quarter, we invite students, families, community members, and other stakeholders to participate in improving our services. At each meeting, we will identify indicators of quality, review collection and analysis of data, make recommendations based on data and stakeholder input, and monitor the progress toward continuously improving our program. Please contact the Principal, Compliance Manager, Program Manager,

Executive Director, or Treatment Director to participate in this process.

RESTRAINT AND SECLUSION

If student poses imminent danger to self or others requiring physical management and/or seclusion, parents and school district will be notified within one business day.

Physical Restraint

Serendipity's goal is to avoid utilizing physical management to control students' behavior when possible. However, if a student is demonstrating behavior that is a danger to themselves or others, Serendipity may use physical management. Staff members who work with the students are trained in Non-Violent Crisis Intervention through the Crisis Prevention Institute of Milwaukee, WI, to ensure that both the student and staff members remain safe. If possible, students are given a variety of choices to help turn negative behavior around. If the student is not able to make a positive choice, and there is a fear that the student may harm him or herself or another person, the staff members will utilize physical management.

Seclusion

The seclusion rooms are rooms that can be locked. The rooms remove all stimulation from the child's environment to allow them to regain control of their behavior. As with physical management, Serendipity does everything possible to stabilize a student and turn negative behavior around before the use of the seclusion room is implemented.

In order to keep students safe in seclusion, all objects such as shoes and belts will be removed prior to seclusion. Our staff closely monitor all students and their behavior in seclusion. Once child has regained self-control, staff and students collaborate to develop a plan to return regular scheduled activities and follow up to prevent future incidents.

Procedures for ensuring individual rights

The distinguishing difference between student rights while receiving mental health services with a QMHP and those that apply when a student is participating in the educational milieu involves the freedom from restraint/seclusion during treatment and the possibility of restraint/seclusion in response to imminent danger in the educational milieu. This distinction is operationalized at Serendipity by ensuring students are free from restraint/seclusion during individual mental health services delivered by their clinical case manager. Further, QMHPs do not participate in the implementation of restraint/seclusion while in the milieu unless an emergency situation develops and no other staff members are present.

SAFETY PLANS

Serendipity is concerned with the safety of all students. If at any time a student makes a comment about injuring

themselves, that student is encouraged develop a plan for safety with their Case Manager. The Safety Plan outlines strategies the student can use if he/she/they begins to feel unsafe. The Serendipity Crisis telephone number and other outside agency support numbers are provided, should the student need to talk with a Serendipity Qualified Mental Health Professional during non-school hours. Any time a plan for safety is discussed, the school will attempt to contact the parent/guardian, as well as other designated support people in the student's life.

SCHOOL HOURS

Monday-Thursday	8:30am - 2:15pm
Friday	8:30am - 12:45pm

In order to provide specially designed instruction to meet each of our student's unique learning needs, school staff have time designated between 7:45-8:30 to prepare and plan. Please partner with school, district, and families to ensure that students do not arrive before 8:30am so that we reduce unstructured time and support positive student behavior.

SEARCHES

Serendipity staff members may determine a search is necessary when they have reasonable information that a student may be in possession of items that could pose a danger to that student or to others around them.

Staff members will also implement search protocols calling for searches when a student enters the building or, in some cases, at random points in the day. These protocols are developed with input from parents/guardians and the referring school district in response to incidents or histories that suggest safety concerns.

Items found that are not appropriate for school may be seized and turned over to school resource officer or returned to rightful owner as appropriate

SIGN-IN AND SIGN-OUT PROCEDURES

Students arriving late must check in with the receptionist upon arrival to school. At times other than regular dismissal times, parents or other designated persons must also sign a child out before taking the student from the school grounds. If the office staff is not familiar with the person picking up the child, that individual will be asked to show picture identification and must be listed as a contact in the student record. Occasionally, a phone call to the parent/guardian may be necessary for verification and assure proper procedure.

Please be aware that if you make different arrangements for transportation for your child and that alternative transportation has not arrived at the school by the regular dismissal time, your child will be placed on his/her regular transportation.

STAFF DEVELOPMENT DAYS

Please check your school calendar periodically to determine whether or not your child will have school.

Serendipity believes in providing as many opportunities as possible to train its staff, so as to better serve our students and families.

STATEWIDE ASSESSMENTS

Every student at Serendipity is given the opportunity to participate in the State-Wide Assessments and District assessments annually, according to their Individual Education Plan (IEP). It is the responsibility of each student's IEP team to identify the accommodations and/or modifications necessary for the student to participate and the level at which they will participate. Typically, the referring school district has the responsibility of reporting the assessment results to the parents/guardians.

STUDENT EDUCATION RECORDS

Serendipity maintains records related to the education and mental health treatment of enrolled students. We comply with a variety of regulations designed to protect the privacy of student information. The Family Educational Rights and Privacy Act (FERPA) and the Protection of Pupil Rights Amendment (PPRA) are policies that address a student's educational records. The Health Insurance Portability and Accountability Act (HIPAA) addresses the privacy and security of mental health records. All three policies statements are included in this handbook in the Appendix section. Please refer to those appendices for more detailed information. Parents/guardians have the right to review their student's educational records. Please schedule an appointment if you are interested in doing so.

SURVEYS

Serendipity complies with the Protection of Pupil Rights Amendment. This act requires that parents of students may inspect certain surveys created by a third party before the survey is administered or distributed by the school to students. Parents will be given the opportunity to restrict their students from participating in surveys. Survey topics that fall within this category include the following:

Survey topics that fall within this category include the following:

- Political affiliations or beliefs of the student or the student's parent;
- Mental or psychological problems of the student or the student's parent;
- Sex behavior or attitudes;
- Illegal, anti-social, self-incriminating or demeaning behavior;
- Critical appraisals of other individuals with whom respondents have close family relationships;

- Legally recognized privileged or analogous relationships such as those of lawyers, physicians, or ministers;
- Religious practices, affiliations or beliefs of the student or the student's parents;
- Income, other than that required by law to determine eligibility for participation in a program or for receiving financial assistance.

TRANSCRIPT EVALUATION

Transfer credits and attendance may be accepted or rejected at the discretion of the school consistent with Oregon Administrative Rules and established school policy, administrative regulation and/or school rules.

TRANSPORTATION OF STUDENTS

Serendipity partners with families and districts to support transportation as a related service on a student's IEP. Serendipity supports districts and families concerns around transportation by helping the student's IEP team to address concerns. In addition, our Program Manager and Program Administrative Assistant attempt to support the districts and families on a daily basis when students are struggling with district transportation. Please contact student's home district for each district's transportation policy and student bus behavior expectations.

VISITORS

Parents/guardians and other visitors are encouraged to visit Serendipity. Serendipity provides several family events which everyone is encouraged to participate, including our welcome back celebration, open houses, parent-teacher conferences, award ceremonies and special events such as the yearly talent show and graduation ceremony. We will send out notices in advance for all scheduled events. All visitors must report to the office upon entering school property. Serendipity's receptionist will ask that you sign a log and that you are issued a "visitor's badge".

For the following reasons: safety, confidentiality, consistency in our program, and to successfully monitor all visitors, we ask that you arrange visits with a school staff and limit those visits to 30 minutes or less without prior approval.

Appendices

- I. Rules for the Use of Medication at School
- II. Notification of Privacy Practices (HIPAA)
- III. Notification of Rights Under the Family Educational Rights and Privacy Act (FERPA)
- IV. Notification of Rights Under the Protection of Pupil Rights Amendment (PPRA)
- V. Service Delivery Policies (Trauma Informed Care)
- VI. Service Delivery Policies (Culturally/Linguistically Appropriate Services)
- VII. Student or Family Grievance Policies
- VIII. Service Delivery Policies (Individual Rights)

Appendices I

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: RULES FOR THE USE OF MEDICATION AT SCHOOL

1. **All medications to be given at school must have:**
 - A) A signed permission form from the parent or guardian.
 - B) Signed instructions from the health care provider. These instructions must include:
 - 1) The student's name.
 - 2) The name of the medication.
 - 3) The dosage to be administered.
 - 4) The times to be administered.
2. **All medications must be in the current prescription bottle or original package, clearly labeled with:**
 - A) The student's name.
 - B) The medication name and dose.
 - C) The times and amounts to be given.
 - D) The health care professional's name.

If the medication is to be given at home and at school, ask the pharmacy to give you an extra labeled bottle to send to school.

3. "All medications" means any medication (both prescription and over-the-counter) including, but not limited to, over-the-counter pain relievers such as Tylenol, Advil, cough drops, inhalers, antibiotics, eye drops, lotions, ointments, and herbal or food supplements.
4. All medications brought to school must be given to school staff for safekeeping and taken only with medical staff supervision.
5. Students should never carry medications to or from school. Parents need to bring medications to school themselves or ask the bus or cab driver to deliver them directly to school staff.
6. Parents will be notified when the medication supply runs low and needs to be refilled. **Please send a 4-week supply in the most recent prescription bottle each time you refill the prescription.**
7. Left over medication must be picked up by the parent when treatment is complete or at the end of the student's enrollment at Serendipity. If leftover medication is not picked up within 10 school days of the last day of enrollment, the medication will be destroyed.
8. Serendipity employs a certified medication aide and a nurse practitioner. You or your health care provider may want to discuss the medication program with them. We have tried to make the process as simple as possible while ensuring your child's health and safety and observing state and federal laws.

Appendices II

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: NOTIFICATION OF PRIVACY PRACTICES UNDER THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (“HIPAA”)

Notice of Privacy Practices

This notice describes how medical information about a student may be used and disclosed and how you can get access to this information. Please review it carefully.

Protecting Personal and Health Information

Serendipity is committed to protecting the privacy of our students. We are required by applicable state and federal laws to maintain the privacy of students’ personal and health information. This notice explains our privacy practices, our legal duties, and your rights as the parent/guardian concerning your student’s personal and health information. A student’s personal and health information (hereafter referred to in this notice as “personal information”) means any information that is identifiable as your student’s personal information, including information regarding health care and mental health treatment; identifiable factors including name, age and address. We will follow the privacy practices that are described in this notice while it is in effect.

Why do we collect personal information?

We collect personal information in order to provide educational and treatment services, to plan for placement programming and transition, to bill funding sources for those services, to provide quality assurance and quality improvement for our organization, and to maintain the standards required for our operation as a therapeutic school.

How do we collect personal information?

We collect personal information through records supplied to us as part of the referral process, through information supplied during our intake process, through information you provide during enrollment, and through on-going contact with other professionals involved with your student’s program.

How do we protect personal information?

We protect personal information by:

- Treating all personal information that we collect as confidential;
- Stating confidentiality policies and practices in our employee handbook as well as identifying disciplinary measures for privacy violations;
- Providing employees with annual training and review on privacy policies and procedures;
- Restricting access to personal information to those employees who need to know the information in order to provide services to the student/family;
- Disclosing only the personal information that is necessary for another individual or agency to perform a function on our behalf, and when that individual or agency agrees to protect and maintain the confidentiality of the personal information; and
- Maintaining physical, electronic, and procedural safeguards that comply with federal and state regulations to protect personal information.

How do we use and disclose personal information?

The following categories describe different ways we use and disclose personal information. Although examples may be provided, not every use or disclosure that may be made in a category will be listed. However, all of the ways we are permitted to use or disclose personal information will fall within one of the categories.

A. USES AND DISCLOSURES FOR TREATMENT, PAYMENT, AND OPERATIONS

Treatment: We may use and disclose personal information for providing treatment or for a provider to provide treatment. For example, we may disclose personal information to doctors, nurses, technicians, or other personnel, including people outside our office, who are involved in a student’s medical care and need the information to provide that medical care.

Payment: We may use and disclose personal information for our payment activities, including submission of claims to funding sources. For example, we may give your health plan information about a student so that they may pay for treatment.

Operations: We may use and disclose personal information for our internal operations, including case management,

internal oversight, quality assurance and quality improvement. For example, we may use and disclose personal information to make sure that care a student receives is of the highest quality. We may also share personal information with other entities that have a relationship with the student (for example, a health plan) for their health care operations.

Appointment reminders, treatment alternatives, and health-related benefits and services. We may use and disclose personal information to: remind you about appointments with us; tell you about alternative treatment therapies, providers, or settings of care; and tell you about health-related products, benefits, or services related to treatment or care.

B. USES AND DISCLOSURES WE MAY MAKE UNLESS YOU OBJECT

Individuals Involved in Health Care: Unless objected to, we may disclose personal information to a family member, a relative, a close friend or any other person you identify. We may disclose health information about a student that directly relates to a person's involvement in the student's health care. Except in certain limited situations, such as an emergency, we will ask if you object to the disclosure. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in the student's or your best interest based on our professional judgment. We may use or disclose personal information to notify or assist in notifying a family member, personal representative or any other person that is responsible for a student's care of the student's location and general condition.

In the Event of a Disaster: We may disclose personal information to an authorized public or private entity to assist in disaster relief efforts and to coordinate care and so that family can be notified about a student's condition and location.

C. USES AND DISCLOSURES WE MAY MAKE WITHOUT AUTHORIZATION

As Required by Law: We must disclose personal information when required to do so by federal, state, or local law.

Business Associates: We may share personal information with third party "business associates" with which we contract to perform various service for our organization. We will require these business associates to afford personal information the same protections afforded by us.

Public Health and Safety: We may disclose personal information for public health activities and purposes to a public health authority that is permitted by law to collect or receive the information. The disclosure will be made for the purpose of controlling disease, injury or disability. We may also disclose personal information, if directed by the public health authority, to a foreign government agency that is collaborating with the public health authority.

Abuse or Neglect. We must disclose personal information to appropriate authorities if we reasonably believe the student is a victim of abuse, neglect, domestic violence or other crimes.

Health Oversight. We may disclose personal information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Legal Proceedings. We may disclose personal information in the course of any judicial or administrative proceeding, in response to an order of a court or administrative tribunal (to the extent such disclosure is expressly authorized), and in certain situations in response to a subpoena, discovery request or other lawful process.

Law Enforcement. We may disclose personal information, so long as applicable legal requirements are met, to law enforcement officials.

To Avert a Serious Threat to Health or Safety. Consistent with applicable federal and state laws, we may disclose personal information, if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose personal information if it is necessary for law enforcement authorities to identify or apprehend an individual.

National Security: We may disclose to authorized federal officials personal information required for lawful intelligence, counterintelligence, and other national security activities.

D. WRITTEN AUTHORIZATION IS REQUIRED FOR OTHER USES AND DISCLOSURES

The following uses and disclosures of personal information will be made only with written authorization:

Marketing. Serendipity does not disclose personal information about you or your student for marketing purposes. Any such disclosure, however, would require a written authorization.

Sale of Information. We must obtain written authorization for any disclosure of personal information which involves the sale of protected health information.

Psychotherapy Notes. We must obtain your written authorization for any use or disclosure of psychotherapy notes except as express authorized by federal and state law.

Other uses and disclosures of personal information not covered by this notice or otherwise permitted by the laws that apply to us will be made only with your written authorization. At your request, we may disclose personal information to other persons or entities you name on a signed authorization. Once you provide us with an authorization, you may revoke it in writing at any time. Your revocation will not pertain to any use or disclosures permitted by the authorization while it was

in effect. In certain situations when disclosure of personal information could be harmful to you, the student, or another person, we may limit the information available or use an alternative means of meeting your request.

What rights do you have as a parent/guardian regarding our use and disclosure of personal information?

You have the right to request all of the following:

Access to Personal Information: You have the right to review and receive a copy of your student's personal information. This right does not include the right to obtain copies of the following records: therapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding; and protected health information that is subject to other state or federal laws that prohibit us to release such information. We may also limit your access to personal information if we determine that providing the information could possibly harm you, the student or another person. If we limit access based upon the belief that it could harm you, the student, or another person, you have the right to request a review of that decision.

Amendment: You have the right to request that we amend personal information. Your request must be in writing, and it must identify the information that you think is incorrect and explain why the information should be amended. We may decline your request for certain reasons, including if you ask us to change information that we didn't create. If we decline your request to amend the records, we will provide you a written explanation. You may respond with a statement of disagreement to be appended to the information you want amended. If we accept your request to amend the information, we will make reasonable efforts to inform others, including people you have authorized, of the amendment and to include the changes in any future disclosures of that information.

Accounting of Disclosures: You have the right to receive a report of instances in which we or our business associates disclosed personal information for purposes other than for treatment, payment, program operations and certain other activities. You are entitled to such an accounting for the 6 years prior to your request, though not for disclosure made prior to April 14, 2003. We will provide you with the date on which we made a disclosure, the name of the person or entity to which we disclosed personal information, a description of the personal information we disclosed, the reason for the disclosure, and other applicable information.

Restriction Requests: You have the right to request that we place additional restrictions on our use or disclosure of personal information for treatment, payment, program operations or to persons you identify. We, however, are not required to agree to a requested restriction except where specifically required by law. If we do agree, we will abide by our agreement (except in an emergency).

Confidential Communication: You have the right to request that we communicate with you in confidence about personal information by alternative means or to an alternative location. If you advise us that disclosure of all or any part of the personal information could endanger you or your student, we will comply with any reasonable request provided you specify an alternative means of communication.

Electronic Notice: If you receive this notice or any revised notice on our Web site or electronic mail (email), you are also entitled to receive this notice in printed form. Please contact us using the information listed at the end of this notice to obtain this notice in written form.

What are our duties and legal obligations in regard to personal information?

We are required by law to maintain the privacy of personal information, to provide you with notice of our legal duties and privacy practices with respect to personal information, and to notify effect individuals in the event of a breach or unsecured personal information. We are required to abide by the terms of the notice in effect.

When is this notice effective?

This notice takes effect JULY 30, 2013 and will remain in effect until we revise it.

What if this notice of privacy practices changes?

We reserve the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by applicable law. For your convenience, a copy of our current notice of privacy practices is always available on our Web site at www.serendipitycenter.org, and you may request a copy at any time by contacting us at the number below.

How can you reach us?

If you want additional information regarding our Privacy Practices, or if you believe we have violated any of your rights listed in this notice, please contact Bev Wright at (503) 7617139. If you have a complaint, you may also submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request. Your privacy and the privacy of your student is an important concern for us, and there is no penalty to you, nor will you be retaliated against, if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

Appendices III

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: NOTIFICATION OF RIGHTS UNDER THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (“FERPA”)

The Family Educational Rights and Privacy Act (“FERPA”) gives parents and students over 18 years of age (“eligible students”) certain rights with respect to the student’s education records. These rights are:

- 1) The right to inspect and review the student’s education records within 45 days of the day the School receives a request for access. Parents or eligible students should submit to the School principal [or appropriate school official] a written request that identifies the record(s) they wish to inspect. The School official will make arrangements for access and notify the parent or eligible student of the time and place where the records may be inspected.
- 2) The right to request the amendment of the student’s education records that the parent or eligible student believes are inaccurate. Parents or eligible students may ask the School to amend a record that they believe is inaccurate. They should write the School principal [or appropriate School official], clearly identify the part of the record they want changed, and specify why it is inaccurate. If the School decides not to amend the record as requested by the parent or eligible student, the School will notify the parent or eligible student of the decision and advise them of their right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the parent or eligible student when notified of the right to a hearing.
- 3) The right to consent to disclosures of personally identifiable information contained in the student’s education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to School officials with legitimate educational interests. A School official is a person employed by the School as an administrator, supervisor, instructor, or support staff member (including health or medical staff and law enforcement unit personnel); a person serving on the School Board; a person or company with whom the School has contracted to perform a special task (such as an attorney, auditor, medical consultant, or therapist); or a parent or student serving on an official committee, such as a disciplinary or grievance committee, or assisting another School official in performing his or her tasks.
- 4) A School official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the School discloses education records without consent to officials of another school district.
- 5) The right to file a complaint with the U.S. Department of Education concerning alleged failures by the School District to comply with the requirements of FERPA. The name and address of the Office that administers FERPA are:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-5901

Rights under FERPA apply to either parent unless there is a legally binding document that specifically revokes these rights. When a student reaches 18 years of age or becomes legally emancipated, the rights of the parents transfer to the student.

Release of Information

Serendipity Center is required to share information regarding student progress with other agencies and individuals involved with the student’s care. Referring school districts and mental health agencies also have access to the records of the student they referred. For Serendipity to coordinate these services while following the requirements of FERPA, it needs Consent to Release Information form signed by the parent or legal guardian of the student. A signed Consent to Release Information form is required for enrollment at Serendipity Center.

Appendices IV

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: NOTIFICATION OF RIGHTS UNDER THE PROTECTION OF PUPIL RIGHTS AMENDMENT (“PPRA”)

PPRA affords parents certain rights regarding our conduct of surveys, collection and use of information for marketing purposes, and certain physical exams. These include the right to:

Consent before students are required to submit to a survey that concerns one or more of the following protected areas (“protected information survey”) if the survey is funded in whole or in part by a program of the U.S. Department of Education (ED) –

1. Political affiliations or beliefs of the student or student’s parent;
2. Mental or psychological problems of the student or student’s family;
3. Sex behavior or attitudes;
4. Illegal, anti-social, self-incriminating, or demeaning behavior;
5. Critical appraisals of others with whom respondents have close family relationships;
6. Legally recognized privileged relationships, such as with lawyers, doctors, or ministers;
7. Religious practices, affiliations, or beliefs of the student or parents; or
8. Income, other than as required by law to determine program eligibility.

Receive notice and an opportunity to opt a student out of –

1. Any other protected information survey, regardless of funding;
2. Any non-emergency, invasive physical exam or screening required as a condition of attendance, administered by Serendipity or its agent, and not necessary to protect the immediate health and safety of a student, except for hearing, vision, or scoliosis screenings, or any physical exam or screening permitted or required under state law; and
3. Activities involving collection, disclosure, or use of personal information obtained from students for marketing or to sell or otherwise distribute the information to others.

Inspect, upon request and before administration or use –

1. Protected information surveys of students;
2. Instruments used to collect personal information from students for any of the above marketing, sales, or other distribution purposes; and
3. Instructional material used as part of the educational curriculum.

These rights transfer from the parents to a student who is 18 years old or an emancipated minor under state law.

Serendipity Center does not conduct these kinds of surveys, but if it chooses to do so, it will develop and adopt policies, in consultation with parents, regarding these rights, as well as arrangements to protect student privacy in the administration of protected information surveys and the collection, disclosure, or use of personal information for marketing, sales, or other distribution purposes. In the event that it develops and adopts policies, Serendipity will directly notify parents of these policies at least annually at the start of each school year and after any substantive changes. It will also directly notify, such as through U.S. Mail or electronic mail, parents of students who are scheduled to participate in the specific activities or surveys noted below and will provide an opportunity for the parent to opt his or her child out of participation in the specific activity or survey. Serendipity will make this notification to parents at the beginning of the school year if Serendipity has identified the specific or approximate dates of the activities or surveys at that time. For surveys and activities scheduled after the school year starts, parents will be provided reasonable notification of the planned activities and surveys listed below and be provided an opportunity to opt their child out of such activities and surveys. Parents will also be provided an opportunity to review any pertinent surveys. Following is a list of the specific activities and surveys covered under this requirement:

- Collection, disclosure, or use of personal information for marketing, sales, or other distribution.
- Administration of any protected information survey not funded in whole or in part by ED.
- Any non-emergency, invasive physical examination, or screening as described above.

Parents who believe their rights have been violated may file a complaint with:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-5901

Section 504 Informational Notices

Section 504 is a federal act that prohibits discrimination against persons with a disability in a program receiving federal financial assistance. The Act defines a person with a disability as someone who

- Has a mental or physical impairment, which substantially limits one or more major life activities.
- Has a record of such an impairment.
- Is regarded as having such impairment.

Serendipity will not knowingly permit discrimination against any person with a disability in any of the programs and practices of the Center.

Social Security Number

The provision of the student's social security number is voluntary and will be included as part of the student's permanent record only as provided by the eligible student or parent. The school will notify the eligible student or parent as to the purposes a social security number will be used.

Transfer of Education Records

Serendipity shall transfer originals of all requested student education records, including any ESD records, relating to a particular student to the new educational agency when a request to transfer such records is made. The transfer shall be made no later than 10 days after receipt of the request. The school shall retain a copy of the education records that are to be transferred in accordance with applicable Oregon Administrative Rules.

Access/Release of Education Records

By law, both parents, whether married, separated or divorced, have access to the records of a student who is under 18 unless Serendipity is provided evidence that there is a court order, state statute or legally-binding document relating to such matters as divorce, separation or custody that specifically revokes these rights.

Parents of a minor, or an eligible student (if 18 or older), may (by appointment) inspect and review education records during regular school hours.

A copy of Serendipity's education records policy may be obtained by contacting our office.

Appendices V

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: SERVICE DELIVER POLICIES/TRAUMA INFORMED SERVICES

Purpose

Serendipity serves students with histories of traumatic life experiences. We recognize the potential impacts of trauma on the development, learning, and response to treatment in our students. We recognize the purpose of Trauma Informed Policy is to promote resiliency, health and wellness for those who have experienced trauma and to create a minimum standard of care in addressing the impact of trauma. Therefore, we seek to implement policies and procedures for how services and supports are delivered within our Therapeutic School program that are sensitive to and informed by our understanding of trauma and its impact on our children and families.

Policy

In accordance with OAR 309-019-0110 (2,a- b, G), Serendipity has developed policies and procedures that define and specify how services and supports are delivered to students and families within our Therapeutic School program. Included in these policies are a policy statement and specific procedures that define trauma informed services and describe how service delivery remains sensitive to issues of trauma.

In accordance with the above OAR, Serendipity defines trauma informed services as services that are reflective of the consideration and evaluation of the role that trauma plays in the lives of people seeking mental health services, including recognition the traumatic effect of misdiagnosis and coercive treatment. Serendipity's services are responsive to the vulnerabilities of trauma survivors and are delivered in a way that avoids inadvertent re-traumatization and facilitates individual direction of services

Procedure:

- Serendipity gathers all available records prior to admission, pertinent to histories of trauma that could impact treatment and learning.
- An assessment for trauma is included in the mental health assessment that explores the presence of symptoms related to the presence of psychological and/or physical trauma.
- Prior to entry, a team meeting is convened with the Intake Coordinator, Intervention staff, classroom staff, and the Clinical Case Manager. This meeting focuses on findings of the provisional mental health assessment and the Intake Screening. All staff members who will be working with the newly admitted child are informed of trauma histories and potential impacts on functioning, participating, and responding to the therapeutic supports and environment.
- Both annual and on-going staff development focuses on cultivating the awareness of the impacts of trauma, abuse, and neglect on students and families, as well as on the development of responses marked by empathy, trust, and the ability to creatively accommodate individual differences. Training focuses on trauma responses in our clients (Acute, Chronic and Complex) as well as Secondary and Vicarious Traumatization of professionals working with our student population.
- Through on-going training in the implementation of Collaborative Problem Solving as Serendipity's primary practice for service delivery, emphasis is placed on student engagement in the recovery process and on partnering with children in the acquisition of pro-social behavioral skills rather than the coercing of change.
- All students are encouraged to and supported in attending and participating in treatment planning reviews and plan of care meetings. It is Serendipity's practice for students be empowered to, in collaboration with their teams, identify personal strengths, plan strategies for change, and recognize personal progress towards recovery.

Appendices VI

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: SERVICE DELIVERY POLICIES/CULTURALLY/LINGUISTICALLY APPROPRIATE SERVICES

Policies

In accordance with OAR 309-019-0110 (2) (H) Serendipity has developed policies and procedures that define and specify how services and supports are delivered to students and families within our Therapeutic School program. Included in these policies are a policy statement and specific procedures that address the following:

- Cultural competency
- Developmentally appropriate and age-appropriate service planning and delivery
- Linguistically appropriate services

Definitions

Serendipity understands “Person Directed” to mean the individual and others involved in supporting the treatment and recovery of the individual, are actively involved in assessment, planning, and revising services and supports and intended outcomes. It is inherent in Serendipity’s mission and core beliefs that students be empowered through this process to regain and maintain their health, safety, and independence to the greatest extent possible. The nature of care offered at Serendipity is holistic, collaborative, and customized to the individual taking into consideration culture, age, gender, and developmental ability.

Serendipity defines “Culturally Appropriate” as processes by which individuals and systems respond respectfully and effectively to people of all cultures, languages, classes, races, ethnic backgrounds, disabilities, religions, genders, sexual orientations, and other diversity factors, in a manner that recognizes, affirms, and values the worth of individuals, families, and communities, and protects and preserves the dignity of each.

Serendipity defines “Developmentally Appropriate” as services and supports that match emotional, social, and cognitive development rather than chronological age.

Serendipity defines “Linguistically Appropriate Services” as those delivered in a language in which the student, parents/guardians are fluent. In addition, linguistically appropriate services at Serendipity must take into account that over half of the enrolled students have qualified for speech/language services due to deficits in receptive language, expressive language, or both. This policy dictates accommodation for language differences of this nature as well.

Procedures for Culturally Competent Services:

- Needs and issues related to culture are identified as part of the Intake and assessment processes.
- Serendipity’s campus will be visually welcoming, and communicate acceptance to students, families, and guests representing all ethnic, cultural, racial, economic, religious, and other diverse groups. This is accomplished through a comfortable family gathering room, in which resource information is easily available and communication with staff can be unhurried. Culturally diverse art will be featured, thus strengthening our visual communication of the inclusion and honoring of differences.
- Curriculum products adopted and acquired by Serendipity will further our commitment to the acceptance of differences and the affirmation of the dignity of all peoples in the way that issues related to culture, gender, age, history, and the functioning of communities are depicted.
- Cultural awareness and skill within our students is cultivated through art projects, speakers, field trips, lunch menus, and student government. In these ways, students are exposed to diversity and encouraged to respond with respect and compassion.
- Serendipity staff members have trained for several years with both the founder and staff trainers from Communication Across Barriers. Maintaining insight and competence around issues related to generational poverty is essential when such a high percentage of Serendipity students come from families facing socio-economic challenges.

Procedures for Developmentally Appropriate Services:

- Classroom groupings within Serendipity's Therapeutic School are based on social, emotional, and cognitive abilities rather than on chronological age or grade levels. Therapeutic groups are formed in the same way.
- As part of the assessment process, Serendipity conducts a full battery of academic assessments on students, thus determining literacy levels. All academic and therapeutic interventions, therefore, can be adapted to accommodate individual learning and processing strengths and challenges.
- As part of the mental health assessment, a bio-psycho-social history is explored, including developmental milestones and challenges. These findings also guide the planning and revision of intervention strategies.

Procedures for Linguistically Appropriate Services:

- For students and/or families fluent in languages other than English, referring school districts arrange for and provide interpretation services for meetings and phone contact.
- Serendipity relies on school district guidance for ESL services, serving students whose English proficiency can be advanced through English immersion. Other students would require access to an interpreter during the school day, although this type of placement would be atypical.
- Serendipity's enrollment forms and Student/Family Handbook have been translated into Spanish.
- Other language differences are accommodated through visual cues including symbols and pictures. Serendipity's on-staff Speech/Language Pathologist is available to create language protocols when needed.

Appendices VII

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: STUDENT OR FAMILY GRIEVANCES

Policies

It is the goal of Serendipity staff to listen to all concerns brought forward by students and family members, and to resolve these concerns in ways that are satisfactory to all parties. In accordance with OAR 309-019-0215, Serendipity is committed to the following:

1. Maintaining an environment that is inclusive of families.
2. Adhering to practices that are consistent with Special Education statutes protecting parent/student rights and the practices specified in our contractual arrangements with the CCO's.
3. Modeling, through our policies and interactions, methods of effective conflict resolution that rely upon respectful communication and creative options.

It is Serendipity policy that a student or guardian who has a concern involving a Serendipity staff member, policies, or business practices (including fraud, waste, or abuse) communicates their concern to Serendipity's Principal, Treatment Director, Compliance Manager, or Executive Director. A student and/or parent with a complaint regarding possible discrimination of a student will be encouraged to contact Serendipity's Principal, Treatment Director, Compliance Manager, or Executive Director. If the concern is not addressed to the satisfaction of the student and/or parent/guardian, grievance forms are available in our conference rooms or by request. A grievance form activates a process of investigation, documentation, and attempted resolution.

Parents/guardians are informed of our policies and commitments in this area in the following ways:

1. Student/parent handbook contains the Rights and Responsibilities of families. The handbook welcomes parent to schedule visits to our program. Conferences to review progress or discuss concerns are quickly scheduled at the parent's request.
2. In addition to Serendipity Grievance Forms, the Member Concern/Complaint procedures, along with County Concern/Complaint forms, are provided in each of the conference rooms.

In investigating concerns or complaints, confidentiality will be maintained to the extent possible. The educational and treatment environment of the student shall not be adversely affected as a result of the good faith reporting of concerns.

Procedures for responding to complaints/concerns:

1. The Principal, Treatment Director, Compliance Manager, or Executive Director (or their designee) is notified of concern.
2. A problem solving meeting is convened. Invited to this meeting are the student (if appropriate), parents, district representative, Serendipity case managers, Serendipity administrator, county or other agency case manager (if one exists), and other members of the child's service team.
3. Concerns are discussed and a plan to address the concerns is designed. Sometimes the resolution results in modifications to services and/or accommodations. These plans are documented on the IEP Review form that is added to the IEP and initialed by all participants.
4. Serendipity's Treatment Director maintains a file of concerns/complaints that have been documented using the process discussed above.
5. Should the concern not be resolved in the meeting or by the plan made to address the concern, students and families are provided with the following contact numbers for additional resources in grievance resolution. At this point, the school district representative may also offer information and assistance in activating problem solving/due process procedures in accordance with district policy. Involving any of the entities listed below results an additional review of the grievance and an opportunity for the student and his/her family to appeal the initially proposed resolution:
 - The Health Systems Division of the Oregon Health Authority (503) 945-5763
 - Health Share Multnomah (503) 988-8600
 - Health Share Clackamas (503) 742-5335
 - Disability Rights Oregon (503) 243-2081
 - Health Share of Oregon (503) 416-8090

6. If the nature of the grievance is likely to cause harm to a student or family member before the typical grievance process outlined in this policy are completed, the student or family member may request an expedited review process. In investigations in which an expedited review is requested, Serendipity's Treatment Director or designated manager will review and respond in writing to the grievance within 48 hours of receiving the grievance. In this written response, the information listed in point 5 above will be included so that the student/family understands options for seeking an appeal.

Appendices VIII

SERENDIPITY CENTER, INC. POLICIES AND PROCEDURES

SUBJECT: SERVICE DELIVERY POLICIES (INDIVIDUAL RIGHTS)

Policies

In accordance with OAR 309-019-0115, Serendipity has developed policies and procedures that define and specify how services and supports are delivered to students and families within our Therapeutic School program. Included in these policies are two distinct versions of the individual rights held by children and families participating in education and treatment services at Serendipity. As a dually certified agency, it is important that Serendipity communicate clearly how both types of services are delivered.

Serendipity provides both students and families written information of their rights and responsibilities. The mechanism for this distribution of information is described in the Procedure section below.

The following rights are protected for all Serendipity students and families during participation in mental health services. These are defined as time students and/or family members are participating in individual, group, or family counseling with their Clinical Case Manager. A different set of rights apply to times students and/or family members are participating in educational services or within the therapeutic school milieu. Both are in addition to all applicable statutory and constitutional rights.

Every student and family member participating in mental health treatment services with a QMHP staff at Serendipity has the right to:

1. Choose from available services and supports, those that are consistent with the Service Plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual and that provide for the greatest degree of independence;
2. Be treated with dignity and respect;
3. Participate in the development of a written Service Plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and to receive a copy of the written Service Plan;
4. Have all services explained, including expected outcomes and possible risks;
5. Confidentiality, and the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50.
6. Give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - Under age 18 and lawfully married;
 - Age 16 or older and legally emancipated by the court; or
 - Age 14 or older for outpatient services only. For purposes of informed consent, outpatient service does not include service provided in residential programs or in day or partial hospitalization programs;
7. Inspect their Service Record in accordance with ORS 179.505;
8. Refuse participation in experimentation;
9. Receive medication specific to the individual's diagnosed clinical needs;
10. Receive prior notice of transfer, unless the circumstances necessitating transfer pose a threat to health and safety;
11. Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
12. Have religious freedom;
13. Be free from seclusion and restraint;
14. Be informed at the start of services, and periodically thereafter, of the rights guaranteed by this rule;
15. Be informed of the policies and procedures, service agreements and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented;
16. Have family and guardian involvement in service planning and delivery;
17. Make a declaration for mental health treatment, when legally an adult;
18. File grievances, including appealing decisions resulting from the grievance;
19. Exercise all rights set forth in ORS 109.610 through 109.697 if the individual is a child, as defined by these rules;
20. Exercise all rights set forth in ORS 426.385 if the individual is committed to the Authority; and

21. Exercise all rights described in this rule without any form of reprisal or punishment.

Every student and family member participating in educational services, including services delivered in the milieu of the therapeutic school program, has the right to:

1. Receive a free and appropriate education in the least restrictive environment able to address the student's needs and support the student's progress on goals and objectives established collaboratively by the student's team
2. Receive instructional services, accommodations, and modifications as identified on the student's Individual Education Plan
3. Be treated with respect and courtesy
4. Have the laws of confidentiality followed in the disclosure of educational information
5. Receive equal educational opportunities and freedom from discrimination
6. Receive treatment services designed to address mental health needs through interventions integrated into the school day
7. Receive quarterly progress reports on academic and behavioral progress, and to have access to discuss progress whenever needed
8. Express concerns and receive a timely response from a Case Manager, Program Manager, Principal, or Treatment Director
9. Convene a team meeting to address concerns
10. Notify referring school district about any concerns you have
11. In an emergency, be able to access Serendipity's clinical staff 24 hours a day, 7 days a week
12. Receive written notices in an understandable form and to have these notices explained

Procedures for notifying students and families of individual rights:

Individual students and families are provided written and posted copies of Serendipity Rights and Responsibilities and Individual Rights. This is accomplished as follows:

- All rights and responsibilities are listed in Serendipity's Student & Family Handbook, provided and reviewed upon intake and upon revisions. Families upon request will be given the printed rights in an alternative format and or language.
- In addition, a copy of Serendipity's Student/Family Rights and Responsibilities while participating in mental health treatment and a copy of Serendipity's Student/Family Rights and Responsibilities while participating in the educational milieu are posted in the Family Waiting Area on Serendipity's campus.
- All personnel are provided with copies of both Serendipity Student and Family rights and responsibilities and Individual Rights, as part of orientation. These are reviewed annually with all staff members during In-Service week training.

Procedures for ensuring individual rights:

The distinguishing difference between student rights while receiving mental health services with a QMHP and those that apply when a student is participating in the educational milieu involves the freedom from restraint/seclusion during treatment and the possibility of restraint/seclusion in response to imminent danger in the educational milieu. This distinction is operationalized at Serendipity by ensuring students are free from restraint/seclusion during individual mental health services delivered by their clinical case manager. Further, QMHPs do not participate in the implementation of restraint/seclusion while in the milieu unless an emergency situation develops and no other staff members are present.

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Mailing Address:

PO Box 33350
Portland, OR 97292-3350

Street Address:

14815 SE Division St.
Portland, OR 97236

School Telephone:

503-761-7139

After Hour Emergency Telephone:

503-241-4509

www.serendipitycenter.org