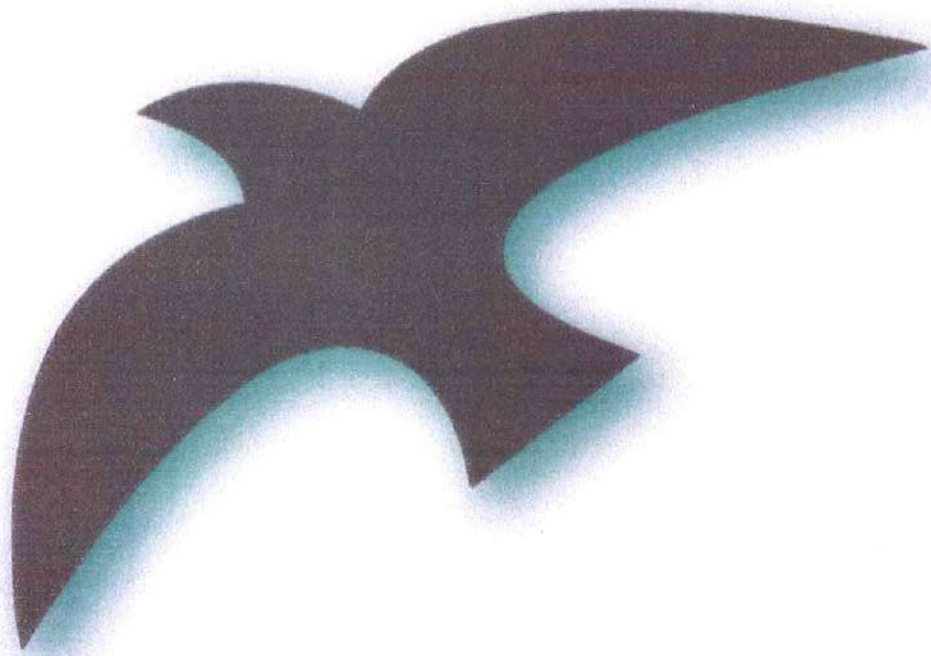
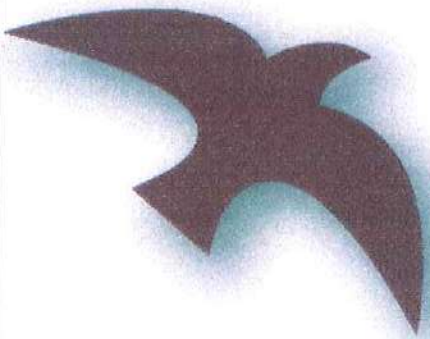


# LEARN

*Regional Educational Service Center*



## 2018-2019 Employee Handbook



44 Hachetts Hill Road . Old Lyme, CT 06371

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**IMPORTANT NOTICE**

**NO PART OF THIS HANDBOOK IS TO BE CONSTRUED AS A CONTRACT OF EMPLOYMENT OR AN IMPLIED CONTRACT OF EMPLOYMENT. LEARN RESERVES THE RIGHT TO REVISE ITS POLICIES AND THE HANDBOOK AS NEEDED AND THE HANDBOOK IS SUBJECT TO CHANGE WITHOUT NOTICE.**

**Employment with LEARN is for no fixed period of time and may be terminated by the employee or LEARN at any time for any reason not specifically prohibited by law with or without cause, with or without notice. No employee of LEARN is authorized to make any contrary representation.**

## From the Executive Director

The LEARN Staff handbook has been developed to support all LEARN staff. The Handbook introduces and provides guidance on LEARN procedures and policies. If you are a new member of the LEARN team, we welcome you and hope that you will find this guide helpful. For veteran staff, we hope this guide has been helpful and that it serves as an ongoing resource for you regarding LEARN expectations throughout your career. We encourage you to review this handbook periodically.

Our collective vision at LEARN is to ensure that every child has access to high quality public education through systems of education, support and service. Achieving this mission depends upon the skills and talents of all of our employees. We are committed to creating an environment where every employee is honored and respected and creativity is valued. Our core organizational values are as follows:

- **Student Success:** Students and supporting their learning is at the center and core of our work and drives our efforts to succeed.
- **Service:** We have a commitment to serve our members, clients and one another. We care, listen and are both proactive and responsive.
- **Relationships:** People are our greatest resource. We invest in developing positive relationships, partnerships and alliances, grounded in kindness to one another.
- **Diversity:** Diversity enriches our experiences in our schools, programs and workplaces. We seek to see through alternative viewpoints and experiences. We promote cultural competence.
- **Communication:** Open, honest and two-way communication is key to continuous improvement and growth.
- **Integrity:** We act with integrity and interact with professionalism. We are honest, trustworthy and ethical.
- **Innovation and Creativity:** We value creativity, see change and challenge as opportunity, and encourage new ways of thinking and learning.

It is critical that each employee understand all aspects of LEARN and serve as an ambassador to the community so that others can understand how LEARN functions, what programs are available, and what LEARN does and can do to support community efforts.

I hope that you find your employment at LEARN to be rewarding and that you come to value the critical supportive role that LEARN plays in our region.

*Eileen S. Howley, Ed. D.*  
*Executive Director*

## **Introduction**

This handbook contains statements of personnel policies and procedures. It is designed to be a working guide for personnel in the day-to-day administration of our personnel program. It is not intended to be construed as a binding contract between an employee and LEARN.

These written policies should increase understanding, eliminate the need for personal decisions on matters of policy and help to assure uniformity throughout LEARN. It is the responsibility of each and every supervisor to administer these policies in a consistent and impartial manner. This handbook contains several, but not all, LEARN policies. It is expected that staff be aware of all policies relevant to their positions/job responsibilities. A complete policy manual is available in each program director's office.

Procedures and practices in the field of personnel relations are subject to modification and further development in the light of experience. Each LEARN staff member can assist in keeping our personnel program up-to-date by notifying Dr. Eileen Howley or Nat Brown whenever problems are encountered or improvements can be made in the administration of our personnel policies.

*LEARN is an equal opportunity employer and does not discriminate against any person because of race, religious creed, color, age, sex, national origin, marital status, ancestry, residence, present or past history of mental disorder, mental retardation, pregnancy, gender identity or expression, or physical disability, except in the case of a bona fide occupational qualification*

## All About LEARN

LEARN is one of six **regional, educational service centers** in the state of Connecticut. Districts that hold membership in LEARN include: Chester, Clinton, Deep River, East Haddam, East Hampton, East Lyme, Essex, Groton, Guilford, Ledyard, Madison, Montville, New London, North Stonington, Norwich, Old Saybrook, Preston, Regional District #4, Regional District #17, Regional District #18, Salem, Stonington, Waterford and Westbrook. The LEARN Board of Directors is composed of one Board member from each of these member districts.

LEARN's **mission statement** has been newly revised based on input from all of our stakeholders including our employees and our Board of Directors. This was approved by the Board on March 13, 2014.

**LEARN is a regional educational service center working with and for its member districts to improve the quality of public education for all learners.**

- **We provide leadership for teaching and learning;**
- **We provide high quality, innovative schools and programs;**
- **We identify and deliver customized and cost effective programs and services; and,**
- **We promote collaborative partnerships and regional cooperation.**

Our Core Organizational Values are:

- **Student Success:** Students and supporting their learning is at the center and core of our work and drives our efforts to succeed.
- **Service:** We have a commitment to serve our members, clients and one another. We care, listen and are both proactive and responsive.
- **Relationships:** People are our greatest resource. We invest in developing positive relationships, partnerships and alliances, grounded in kindness to one another.
- **Diversity:** Diversity enriches our experiences in our schools, programs and workplaces. We seek to see through alternative viewpoints and experiences. We promote cultural competence.
- **Communication:** Open, honest and two-way communication is key to continuous improvement and growth.
- **Integrity:** We act with integrity and interact with professionalism. We are honest, trustworthy and ethical.
- **Innovation and Creativity:** We value creativity, see change and challenge as opportunity, and encourage new ways of thinking and learning.

We also believe in a common Theory of Action for continuous improvement.

### **Innovation:**

- **If we identify, develop, and deliver innovative and customized services, programs and tools that meet our members' needs, then we will support them and their students in optimizing their potential.**

### **Collaboration/Cooperation:**

- **If we cultivate collaborative partnerships and strategic alliances, and promote regional efficiencies, then we will enhance the quality of learning in our region and our schools.**

### **Service:**

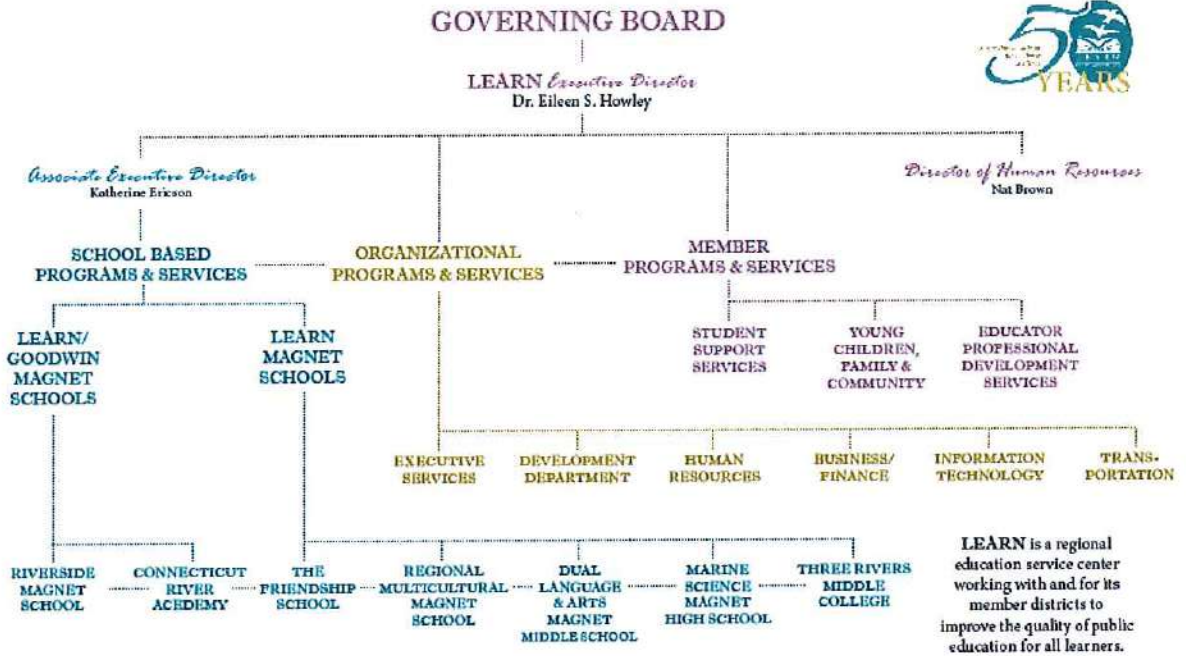
- **If we listen and respond to our stakeholders with respect and responsibility, provide high quality services, and hold ourselves accountable for meeting their needs, then we continue to grow as an organization.**



LEARN has grown at an incredible rate over the past few years and due to this it was important to re-design our organizational structure.

## Organizational Structure

# LEARN ORGANIZATIONAL CHART



**Funding** for LEARN's programs and services comes from many different sources. LEARN receives a small amount of direct funding from the State of Connecticut. LEARN has applied for and received competitive grants from the Federal government, State of Connecticut, and public and private foundations. Many of our on-going programs such as our Transportation Services and Special Education classes are supported by local funds through fees and tuitions. Occasionally, LEARN receives direct donations from corporations and individuals.

**OSHA Bloodborne Pathogens and Hazard Communications Training** – All staff are required to have OSHA Bloodborne Pathogens and Hazard Communications training on an annual basis. The training is provided through an on-line tutorial. Staff should check with their program directors for instructions.

**Recruitment and Hiring Practices** - LEARN uses a total quality approach in its recruitment and hiring procedures. Job postings are normally placed in major newspapers in the LEARN area, sent to all LEARN staff via email, posted on the LEARN website via Applitrack, and several other websites as well as to the Connecticut Labor Department in an attempt to attract qualified and diversified applicants. Hiring committees are formed with representation from several levels within the organization based on the position and department. A system of screening, interviewing, and recommending individuals for hire has been developed. Recommendations from the hiring committees are forwarded to the Executive Director who has ultimate responsibility for hiring most LEARN staff and the Board of Directors has the ultimate responsibility for hiring certified administrative staff.

**Advancement Opportunities** - All LEARN employees are encouraged to continually improve their skills and knowledge. Professional development activities are offered as are various training sessions such as computer training. Job openings are transmitted electronically through email and included on the LEARN webpage. LEARN employees are free to apply for those positions for which they qualify.

**Team Meetings and Committees** - LEARN employees are encouraged to participate in team meetings and on committees, both on the department level as well as the organization level. The team approach to problem solving is frequently used at LEARN and is essential in building a better system of communication throughout the organization.

**Wellness and Health Initiatives** – The health and wellness of staff and students is important at LEARN. Wellness “tips” are sent out on a regular basis to all employees via email and departments often develop their own goals and initiatives to encourage regular exercise, healthy eating habits and regular preventative medical exams. Our health carrier, CIGNA also offers health assessments, reference materials and personal coaches to help encourage a healthy life style. To access this information, visit <http://www.cigna.com/healthwellness>.

## **EMPLOYMENT PROCEDURES**

- **Professional Conduct and Expectations** - All LEARN employees are expected to conduct themselves appropriately at all times. This should be demonstrated in their daily work habits, attendance, attitude and interaction with staff, parents, students and customers. It is also an expectation that all employees will dress in an appropriate manner based on the requirements of their positions. For example, “short” shorts or brief tops would not be appropriate. In all cases, clothing should be neat, clean, safe and not tattered, torn or ripped or with any inappropriate sayings

printed on shirts. Footwear should be non-skid. Jewelry will not be replaced so thought should be given to wearing any jewelry that could be pulled, grabbed, or broken by students or clients.

- **Private Consultant/Services** - LEARN employees may not provide private consultation and/or other services for students, parents, or schools in the LEARN participating school districts without the express written approval of the Executive Director. LEARN equipment or services may not be used for private business.
- **Working with students after work hours** - In an effort to maintain the professional status of LEARN staff and prevent any potential conflict of interest, working with students (tutoring, childcare, etc.) after school hours by LEARN staff is strongly discouraged. However, if a LEARN staff member elects to work with a student for a family, all such activities must occur outside LEARN premises and with the understanding that such arrangement and payment for services is solely between the staff member and the child's family and that LEARN is in no way responsible for the child's care in connection with these activities. The arrangements are not sanctioned by LEARN. Working with children should not interfere with the staff member's schedule. Please be sure all families are aware of this requirement.
- **Notification of Assignments** -The Executive Director or his/her designee shall make staff assignments, re-assignments and transfers of staff as is necessary to provide the highest efficiency of the entire staff and organization. Compensation and assignment notices for each fiscal/school year are sent out in May and June of each year. It is the employee's responsibility to carefully review all information contained in the annual compensation notice or letter of appointment for accuracy. The correspondence **must be signed** and one copy returned to the Human Resources Department by the due date. Contact the Human Resources Director, Human Resources Coordinator or the department director regarding any questions.
- **Employee benefits** - A variety of benefits including paid leave time and insurance coverage are available to individuals who qualify. A list of benefits and qualifying criteria are generally included with annual compensation and assignment notices. LEARN complies with the State of Connecticut Sick Leave Law that was effective January 1, 2012 and benefits for staff qualifying under this law are also included with the annual compensation and assignment notices. Please contact the Human Resources Department for any questions concerning benefits.
- **Annual Pay Increases** - The LEARN Board of Directors is responsible for setting wage rates and benefits for LEARN positions. Each year a survey of salary levels for many different categories is sent to the LEARN member towns. The Board then uses this information along with other factors such as LEARN's financial situation when determining increases in wages or changes in benefits for the next year.
- **Job Descriptions** - Job descriptions have been developed for every position at LEARN giving a general outline of responsibilities, essential functions and qualifications. If you do not have a copy of the job description for your position, contact your director or the Human Resources Department.
- **Staff Photographs and IDs** - Staff will be issued a photo ID badge at the time of hire. Departments may have different procedures regarding when employees must wear the badges. Wearing badges help staff and parents identify employees and is part of the Safety and Emergency Plans for each site. Please check with your department director regarding the

procedures for your particular position.

- **Benchmarking Positions** - LEARN has established procedures for reviewing new and existing positions for salary and benefit placement. This process involves comparing the duties and responsibilities of the position against other positions using a set of ten established benchmarks. If a current LEARN employee feels his/her position has changed and the duties/responsibilities increased or decreased, the employee should meet with his/her program director to discuss the review process.

## GENERAL INFORMATION

- **LEARN Calendar** - The calendar for the upcoming fiscal year for LEARN administrative staff is usually distributed in May and June. A copy is available from the Human Resources Department. All school based employees will generally follow the calendar for the district in which their classroom is located or the Magnet Schools for holidays, vacation periods, etc.
- **LEARN Office Hours** - The LEARN offices located at 44 Hatchetts Hill Road, Old Lyme are open from 8:30 a.m. to 4:30 p.m. with front desk coverage from 8:00 to 4:30. Voice mail is available twenty-four hours per day by calling 860-434-4800.
- **Office/School Closings** -An electronic system called School Messenger notifies staff via phone and/or email regarding office/school closings. It is important that staff notify their program director of any changes in contact information (home phone number, cell phone number, etc.) All school based employees (such as teachers, instructional assistants, related services staff, etc.) will generally follow the school closing decision made by the Superintendent in the district where their classrooms are located or the Principal(s) of the Magnet Schools.
- **The LEARN Administrative offices** at 44 Hatchetts Hill Road, Old Lyme will remain open unless closed by the Executive Director. All staff members are expected to report to work as are all other business employees. Exceptional circumstances regarding attendance on snow days should be reported to the Executive Director.
- **Official Bulletin Board** - All official notices as required by law are located in the Staff Lounge at LEARN, 44 Hatchetts Hill Road, Old Lyme.
- **Purchasing Procedures** - Each department at LEARN has developed its own procedures for requesting and ordering supplies. Each employee should check with his/her supervisor for the procedure. Once the department has produced the requisition for purchase, it is submitted electronically to the Business Office. It is then submitted for review and approval by the Executive Director. **It is important to note that purchases and services cannot be ordered until the purchase order has been approved and signed by the Executive Director.** It generally takes 3-4 working days for a purchase order to be approved once it has been received by the Accounts Payable clerk. Checks for payment cannot be processed until all necessary documents have been received by the Accounts Payable clerk and department authorization has been given.

## PAYROLL INFORMATION

- **Pay date Schedule** - All LEARN employees are paid on Fridays on a bi-weekly basis. At the time of hire or the beginning of a new fiscal year, each employee should receive a pay date schedule indicating when time sheets are due in the payroll office and when checks/vouchers are issued. If you are paid on an hourly basis, it is important to note that **paychecks cannot be issued without a signed paper time sheet or electronic time sheet.**
- **Time sheets** – Effective July 1, 2014 most hourly employees are required to use an electronic process for submitting their work hours. There will be an **electronic time clock** in the following locations: Hatchedts Hill, The Friendship School, The Riverside Magnet School, The Regional Multicultural Magnet School, The Dual Language and Arts Magnet Middle School, and The Connecticut River Academy. Hourly employees must clock in and out from these time clocks. At the Three Rivers Middle College Magnet School, The Marine Science Magnet High School and our Special Education Classroom sites, hourly employees will use a **computer** to clock in and out each day. **Paper time sheets** will continue to be used by other hourly employees who may not have access to a computer or time clock. Paper time sheets are due in the payroll office by 3:00 p.m. on Monday of pay week. Please note: you may have an earlier deadline for submitting your paper time sheet to your supervisor. All supervisors will be responsible for verifying and submitting electronic time sheets. Additional hours beyond a normal work week should be **pre-approved**. All sick days, emergency leave, etc. should be noted either electronically or on the paper time sheet. **It is important to note that there is no provision for time off without pay at LEARN.**
- **Distribution of Paychecks** -Employees are required to use the direct deposit system. Using this system, your net check is deposited directly to your bank. You may designate up to three different banks/accounts. All confirming pay information will be sent via the email address of the employee's choice, U.S. mail for those who do not have access to email or may be picked up in person each payday. A form to initiate direct deposit must be completed with the payroll manager. All new direct deposit requests take at least one payroll period for processing. If this system causes a hardship for an employee, he/she should send a letter explaining the reason or make an appointment to discuss the issue with the Human Resources Director. Any employee who cannot participate in the direct deposit system due to a hardship **and** who has received a waiver for this requirement **MUST** personally pick up his/her paycheck on each pay day. No one will be permitted to pick up another employee's pay check.
- **Payroll Information Changes** - It may become necessary from time to time to change personal information on file in the payroll office (i.e. new address, change in federal or state withholding, dependent additions/deletions to medical coverage, etc.). These changes must be in writing on the appropriate form. Please contact the payroll office.
- **Retirement Savings Plan (403b)** -The LEARN Retirement Savings plan is a tax-deferred way to save for retirement. In most cases, employees can contribute funds to this program on a pre-tax basis. This means that most employees who are at least 21 years of age may authorize deductions to be taken directly from their paycheck prior to any federal or state withholding taxes. Employees determine the type of investments that best meet their own future needs. The VALIC representative will work with staff individually to develop a specific investment plan. Please contact the Human Resources Office to obtain additional information. A plan description is located in the Human Resources Department and can be found on the LEARN website under

LEARN employee section. An annual notice reminding staff of our Retirement Savings Plan is sent to all staff via email.

- **Connecticut Deferred Compensation Plan 457** –LEARN offers employees the option of contributing to the State of Connecticut 457 Plan. A representative for this plan will periodically meet with staff interested in this savings option. Please contact the Human Resources Department to obtain additional information.
- **Absences** – LEARN employees are expected to use paid sick days and emergency/necessary days only when necessary. Employees are expected to maintain an acceptable attendance record to ensure we can deliver the quality services that our students, Boards of Education, and other customers have come to expect. **Good attendance is a necessary part of responsible and professional customer service.** Any employee who has exhausted all of his or her accrued leave benefits and who continues to be absent from work, whether from sickness or other causes, may be subject to discipline, up to and including discharge. **Please note: There is no provision for time off without pay at LEARN.**

All LEARN employees missing work due to illness **must** complete an “Absence/Substitute” form even if a substitute is not required. This form is used by the payroll and Human Resources Department to maintain attendance records and for payroll purposes.

An “Application for Absence Other Than Illness” form is used for **all** leave time **except** sick days. These days include:

- **Emergency/necessary/religious days** – These days are to be used for necessary and essential matters of a serious nature which cannot be attended to outside the normal work day or work year, religious observances, and for the birth/care of a child or the placement/care of a child placed with the employee for adoption or foster care as defined in the Family and Medical Leave Act. Leave for the birth or placement of a child must be taken within three weeks of such birth or placement. **Such days ordinarily will not be granted immediately before or after a holiday or vacation period without prior written approval from the Executive Director.**
- **Bereavement** –These days are for bereavement purposes.
- **Jury Duty**- Staff members who are called to jury duty will notify the Executive Director as soon as possible regarding the date of jury duty. Staff members who serve on juries during the regular work year will be paid their regular salary for the duration of the commitment. Any monetary compensation, except for travel reimbursement, paid to the staff members by the court for such duty must be remitted to LEARN. Staff members shall submit a professional leave request (without an actual loss of professional leave days) to the Executive Director prior to serving on a jury.

The Absence Other Than Illness form should be completed by the employee and submitted to his/her supervisor. It is then passed on to the Human Resources Coordinator who verifies through attendance records if the requested time is available/allowable. The form is then submitted to the Executive Director for action. The yellow copy is returned to the employee. Each employee should verify that the time has been approved **prior** to taking time off. Since the procedure involves many steps, it is important to allow **at least one week** for processing. Please note the attachments required for requests for professional time.

- **Work Schedules** - Work schedules are developed based on many factors including school/office hours, budgetary restrictions, student/classroom needs, etc. Work hours/days will be determined by the appropriate program/unit Director.
- **Concerns, Issues, Conflict Resolution** - From time to time, issues arise within the course of employment that may need to be addressed in a systematic way. Procedures have been established for dealing with personnel issues, disciplinary actions and terminations. In general, an employee should first discuss the issue with his/her direct supervisor. If the issue is not resolved at this level, the employee may request a meeting with the Executive Director and his/her department director/supervisor. Employees covered by the Agreement between LEARN Regional Educational Service Center and the Project LEARN Education Association should refer to that agreement for information.

## PERSONNEL PROCEDURES AND POLICIES

- **Staff Information Form** – At the time of hire, LEARN employees are asked to complete an information sheet indicating family member(s) or friends that should be contacted in case of an emergency. If you have already completed the form, you do not have to do this each year unless you would like to make a change in any of the information.
- **Crisis/Emergency Plans** – LEARN and each school have developed Safety Plans based on state requirements. Plans have been developed for responding to various crisis or emergency situations such as fire or extreme weather conditions. Staff should be familiar with the plan for their own work location and/or department. The Safety Teams also strongly recommend that each employee have his/her own personal plan to address family needs at the time of a regional emergency.
- **Work-related Injuries** - Occasionally, staff members are injured during the course of their employment at LEARN. Any injury **must be reported to a supervisor or the Human Resources Director or Human Resources Coordinator within twenty-four (24) hours**. If an employee requires medical treatment, he/she **must obtain an authorization for treatment form from the Human Resources Director or Human Resources Manager or LEARN nurse before seeking treatment**. Injured employees are required to go to selected physicians for treatment. LEARN employees have the option of using the Yale New Haven Health Center (Pequot), 52 Hazelnut Hill Road, Groton, the Middlesex Hospital Shoreline location 192 Westbrook Road, Essex, Colchester Backus Health Center, 163 Broadway, Colchester, Concentra Medical Center, 10 Connecticut Ave, Norwich, Concentra Medical Center, 701 Main Street, East Hartford, Montville Backus Health Center, 80 Norwich-New London Turnpike, Montville or the Hartford Healthcare Medical Group, 324 Flanders Road, East Lyme.

A folder containing procedures for reporting injuries and an accident investigation form are located at each LEARN site. Employees should take time to review these procedures.

LEARN also has established **Worksite Safety Committees** at the LEARN Administration Office; the Regional Multicultural Magnet School, the Dual Language and Arts Middle Magnet School; the Marine Science Magnet School, the Friendship School; Riverside Magnet School and the Connecticut River Academy. A committee representing the Student Support Services

Department has also been established. The purpose of these committees is to review safety issues throughout the organization and to be proactive in improving the safety of both staff and students. Anyone interested in joining a committee should contact their Director/Principal or the Human Resources Director. Issues and concerns can also be brought to any member of a site committee. A list of committee members is posted at the individual worksites.

- **Travel Reimbursement** - Occasionally, employees may be required to use personal vehicles for work related travel. **Transporting students in personal vehicles is discouraged and should not be done without the permission/knowledge of the program director.** LEARN is required to ensure that any driver who transports students (whether in their own personal vehicle or in a LEARN vehicle) be properly licensed to do so. LEARN does not allow any employee to transport students in personal vehicles at any time unless the employee has a CT class D license that contains a “V” endorsement (which authorizes the transportation of passengers in a student transportation vehicle). **It is very important for staff using personal vehicles for work related travel to comply with Connecticut requirements to carry adequate automobile insurance. Adequate levels are considered \$100,000 combined single limit or \$50,000/100,000 bodily injury and \$50,000 property damage. It is also important for staff to follow state laws regarding seat belt use and distracted driving. LEARN employees should also maintain an acceptable motor vehicle record.** General procedures for receiving travel reimbursement are as follows:

Only travel beyond the drive to and from work each day is reimbursed. Each employee has a **primary location** to which he or she reports each day. Travel from that point to other locations required as part of one’s job is eligible for travel reimbursement.

**Primary locations** - Some employees travel to a variety of places within a given month. In those situations, a primary location or locations will be determined by the employee’s supervisor.

**Travel to a location other than the primary location** - When an employee is required to travel directly to such a location, the distance to and from the employee’s primary location is subtracted from the total distance traveled to determine the number of miles eligible for reimbursement.

LEARN travel forms are to be filled out and forwarded to one’s supervisor **within 30 days** of the end of the month in which travel occurred. **PLEASE NOTE: June vouchers must be submitted no later than June 25th for payment.** Payment will be made with the second payroll of the month if vouchers are submitted by the Friday prior to the pay date. Checks for travel reimbursement are issued through payroll.

- **Graduate Study Reimbursement** - Reimbursement for graduate level coursework may be available for eligible employees. Please contact the Human Resources Department for additional information.
- **No Smoking Policy** - The LEARN Board of Directors adopted the following policy:

*The Board recognizes that tobacco in the school and a work environment is not conducive to good health. As an educational organization, LEARN should provide both effective education programs and a positive example to students concerning the use of tobacco.*



*The Board declares all facilities operated by LEARN, and all spaces within them, to be officially designated tobacco-free environments. Staff, students, and members of the public are prohibited from using tobacco in any form in these facilities.*

- **Drug Free Work Place** - The following policy notice was adopted by the LEARN Board of Directors:

*The unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited at any work place under the control of LEARN. Any employee who violates this prohibition is subject to disciplinary action up to and including termination. Further, it is a condition of employment that any employee working under a federal grant to abide by the terms of this statement regarding the maintenance of a drug free work place. Employees are further required to notify this employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.*

- **Dangerous Weapons** - The following was adopted by the LEARN Board of Directors.

*No employee of LEARN or other person shall possess or store a dangerous weapon on LEARN property, including LEARN owned vehicles, or on any property where LEARN conducts any of its programs or shall possess such weapon while he/she is with LEARN students or clients.*

*Dangerous weapon means any weapon, whether loaded or unloaded from which a shot may be discharged, or a switchblade knife, gravity knife, billy club, blackjack, bludgeon or metal knuckles.*

*This policy shall not apply to an employee or other person who is permitted by agreement in writing signed by the Executive Director to possess a firearm on LEARN property as long as the employee or other person complies with the terms of said agreement. This policy shall not apply to a peace officer, as defined in subdivision 9 of Section 53a-3 of the Connecticut General Statutes while engaged in the performance of his/her official duties.*

*Any employee violating this policy shall be subject to immediate disciplinary action up to and including termination of employment. Any other person violating this policy shall be considered a trespasser and subject to arrest.*

- **Prohibition of Workplace Violence** - LEARN, in order to provide a safe and productive work environment, hereby adopts the following policy regarding workplace violence.

*Each employee shall have the right to work in an environment free from violence. Employees are prohibited from committing any act of violence on or towards another person at any LEARN location or worksite. Violence is defined under this policy as acts of physical force against a person; assault; battery, intentionally placing hands upon another with the intent of harming another; intentionally causing harm to another through using any device, weapon, or object; provoking another employee or individual to harm another person.*

*Each employee shall have the right to work in an environment free from threats of violence and from verbal abuse. Threats of violence shall be defined as the use of words or phrases indicating an intent to do physical harm to another. Verbal abuse shall include use of obscene or offensive language designed to humiliate, denigrate, belittle or provoke another person. This shall include*

*the use of racial epithets.*

*Any employee who witnesses or is subject to an act of violence, use of threatening language, or verbal abuse as described in this policy shall immediately notify their supervisor of such act. An employee may choose to directly notify the Human Resources Director and/or the Executive Director. Any supervisor so notified shall take any necessary remedial measure to ensure the safety of employees and other persons in the immediate area and shall immediately inform the Executive Director and the Human Resources Director. The Executive Director and/or his/her designee shall promptly investigate the report and take all necessary appropriate actions.*

*Any employee who violates this policy will be subject to the imposition of discipline, up to and including termination.*

- **Nondiscrimination** - LEARN is an equal opportunity employer and does not discriminate on the basis of race, color, religious creed, age, marital status, national origin, sex, ancestry, residence, present or past history of mental disorder, mental retardation, pregnancy, gender identity or expression or physical disability, except in the case of a bona fide occupational qualification or need. A grievance procedure has been developed and is included in this handbook.
- **Sexual Harassment** - *It is the policy of the LEARN Board of Directors that any form of sexual harassment is forbidden in the workplace and in all school facilities, whether by supervisory or non-supervisory personnel, by individuals under contract or volunteers subject to the control of the Board.*

*Sexual harassment is defined as unwelcome conduct of a sexual nature, whether verbal or physical, including, but not limited to, insulting or degrading sexual remarks or conduct; threats or suggestions that an employee's submission to or rejection of unwelcome conduct will in any way influence an employment decision regarding that employee, or conduct of a sexual nature which substantially interferes with an employee's work performance, or creates an intimidating, hostile or offensive work environment, such as the display in the workplace of sexually suggestive objects or pictures.*

*Sexual harassment in the workplace whether by supervisory or non-supervisory employees will result in disciplinary action up to and including dismissal.*

*It is the expressed policy of the Board to encourage victims of sexual harassment to report such claims. Employees are encouraged to promptly report complaints of sexual harassment to the Executive Director. Complaints will be investigated promptly, and corrective action will be taken when allegations are verified. Confidentiality will be maintained by all persons involved in the investigation, and no reprisals or retaliation will be allowed to occur as a result of the good faith reporting of charges of sexual harassment.*

- **Job Abandonment** - *It is the policy of LEARN that if an employee is absent for three consecutive work days without contacting LEARN, he or she will be considered to have voluntarily terminated employment with LEARN.*
- **Computer Use, E-mail and Internet Policy**

## Introduction

*LEARN believes in the educational value of electronic communications and recognizes their potential to support LEARN's educational program. Resource sharing and communication for both students and teachers have increased with access to telecommunications and to the Internet. It is imperative that members of LEARN's community conduct themselves in a responsible manner consistent with Federal and state law while utilizing the Internet and any other electronic information retrieval system.*

*This policy applies to all users of LEARN's computer network. This is true, regardless of where the users may be located. Violations will be taken seriously and may result in disciplinary action and civil or criminal liability. It is every user's duty to use the computer resources responsibly, professionally, ethically and lawfully.*

#### *What are "Computer Resources"?*

*When used in this policy, the term computer resources refers to LEARN's entire computer network. The term includes, but is not limited to, the computer system, file servers, application servers, communication servers, mail servers, fax servers, web servers, work stations, standalone computers, laptops, software, data files, and all internal and external computer and communications networks (for example, Internet, commercial on-line services, value-added network, e-mail systems) that may be accessed directly or indirectly from LEARN's computer network.*

#### *Who is a User*

*When used in this policy, the word "user" refers to all employees, students, independent contractors, consultants, temporary workers, and other persons or entities who use or come into contact with LEARN's computer resources.*

#### *Ownership of the Computer Resources*

*The computer resources are the property of LEARN. Access to the computer resources is provided solely for the purpose of carrying out the educational and operational needs of LEARN. All use of the computer resources must be supportive of LEARN's educational objectives and must be consistent with academic expectations. Use of computer resources is a privilege that may be revoked at any time.*

#### *No Expectation of Privacy*

*Users should never consider electronic communication to be either private or secure. E-mail can be stored indefinitely on any number of computers. Copies of messages may be forwarded to others either electronically or on paper. In addition, e-mail sent to non-existent or incorrect user names may be delivered to persons that were never intended.*

*LEARN has the right, but not the duty, to monitor any and all aspects of its computer system. Users consent to allowing LEARN to access and review all materials users create, store, send or receive on the computer system or through the Internet or any other computer network.*

*Users understand that LEARN may use human or automated means to monitor use of the computer resources. Such monitoring may include, but is not limited to, monitoring sites visited by users on the Internet, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users.*

*Use of passwords to gain access to the computer system or to encode particular files or messages does not imply that users have an expectation of privacy in such access or materials. LEARN has global passwords that permit it to access all material stored on the computer system, regardless of whether that material has been encoded with a particular user's password.*

### Quality and Format of Communications

*Users should endeavor to make each electronic communication truthful and accurate. Individuals should use the same care in drafting e-mail and other electronic documents as they would for any other written communication. Please keep in mind that anything created or stored in the computer systems may, and likely will, be reviewed by others.*

*E-mail sent from or to in-house counsel or an attorney representing LEARN should include this warning header on each page:*

*"Attorney client privilege: do not forward without permission."*

### Offensive Material

*LEARN has complied with the Children's Internet Protection Act requirements by implementing a "Technology Protection Measure," for all users, that is, specific technology that blocks or filters Internet access. This includes the installation of a designated server and specific software that may block or filter pre-selected sites; by word; entire categories such as chat and newsgroups or by pre-selected lists of approved sites. The measures used to block or filter a site may be disabled during use by an adult to enable access to bona fide research or other lawful purpose.*

*The filtering system shall be in addition to all other efforts and is not considered to be a foolproof approach to preventing access to materials considered inappropriate or harmful to minors. The user is advised that misuse of the Internet as it relates to visual depictions that are obscene, child pornography, or harmful to minors, is consistent with the other components in LEARN's Computer use, E-mail and Internet Policy.*

*The Internet is a worldwide network of computers that contains millions of pages of information. Users are cautioned that many of these pages include offensive, sexually explicit, and inappropriate material. In general, it is difficult to avoid at least some contact with this material while using the Internet. Even innocuous search requests may lead to sites with highly offensive content. In addition, having an e-mail address on the Internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the Internet do so at their own risk. LEARN is not responsible for material viewed or downloaded by users from the Internet.*

*LEARN will educate minor students about "appropriate online behavior, including interacting with other individuals on social networking websites and in chat rooms and cyber-bullying awareness and response."*

### Prohibited Activities

*Users may not send material that is fraudulent, harassing, embarrassing, sexually explicit,*

*profane, obscene, intimidating, defamatory, or otherwise unlawful or inappropriate. It does not matter how such material is sent, whether it is by e-mail or other form of electronic communication, such as bulletin board systems, news groups, or chat groups. Further, such material may not be displayed on or stored in LEARN's computers. Users encountering or receiving such material should immediately report the incident to the administration.*

*Users must not alter the from line or other attribution-of-origin information in e-mail, messages or postings. Anonymous or pseudonymous electronic communications are forbidden. Users must identify themselves honestly and accurately when participating in chat groups, making postings to news groups, sending e-mail, or otherwise communicating on-line.*

*Without prior written authorization from the administration, users may not do any of the following:*

- *Copy software for use on their home computers;*
- *Provide copies of software to any independent contractors or clients of LEARN or to a third person;*
- *Open/tamper with or install hardware on workstations without authorization;*
- *Remove software from LEARN premises;*
- *Download streaming content for extended periods of time (i.e. real audio, etc.)*
- *Install software on any of LEARN's work stations or servers;*
- *Download any software from the Internet or other on-line service to any of LEARN's work stations or servers;*
- *Modify, revise, transform, recast, or adapt any software; or*
- *Reverse engineer, disassemble or decompile any software.*

*Users who become aware of any such misuse of software or violation of copyright law should immediately report the incident to the administration.*

*Unless expressly authorized by the administration, sending, transmitting, or otherwise disseminating proprietary data or other confidential information is strictly prohibited. Unauthorized dissemination of this information may result in civil liability.*

*All student use of the computer resources will be consistent with this policy. Encouraging, allowing or ignoring student use of the computer resources in a manner contrary to this policy is strictly prohibited.*

### Copyright

*In their use of computer resources, users must comply with all software licenses; copyrights, and all other state, federal and international laws governing intellectual property and on-line activities.*

*The ability to read, alter, or copy a file belonging to another user does not imply permission to read, alter, or copy that file. Users may not alter or copy a file belonging to another user without first obtaining permission from the owner of the file.*

### Security

*Users are responsible for safeguarding their passwords for access to the computer system. Individual passwords should not be printed, stored on-line, or given to others. Users are responsible for all transactions made using their passwords. No user may access the computer system with another user's password or account.*

*Users may not use the computer system to "snoop or pry" into the affairs of other users by unnecessarily reviewing their files and e-mail. A user's ability to connect to another computer system through the network or by a modem does not imply a right to connect to those systems or to make use of those systems unless specifically authorized by the operators of those systems.*

*Each user is responsible for ensuring that use of outside computers and networks, such as the Internet, does not compromise the security of the LEARN computer resources. This duty includes taking reasonable precautions to prevent intruders from accessing LEARN's network without authorization and to prevent the introduction and spread of viruses.*

### Viruses

*Viruses can cause substantial damage to computer systems. Each user is responsible for taking reasonable precautions to ensure he or she does not introduce viruses into LEARN's network. To that end, all material received on magnetic or optical media and all material downloaded from the Internet or from computers or networks that do not belong to LEARN's system must be scanned for viruses and other destructive programs. Such scanning must be performed prior to placing the material onto LEARN's computer system. Users should understand that their home computers and laptops might contain viruses. All disks transferred from these computers to LEARN's network must be scanned for viruses.*

*To ensure security and avoid the spread of viruses, users who access the Internet through a computer attached to LEARN's network must do so through an approved Internet firewall accessing the Internet directly, by modem is strictly prohibited unless the computer you are using is not connected to LEARN's system.*

### Encryption Software

*Users may not install or use encryption software on any of LEARN's computers without first obtaining written permission from the administration. Users may not use passwords or encryption keys that are unknown to the administration.*

*The federal government has imposed restrictions on the export of programs or files containing encryption technology. Software containing encryption technology is not to be placed on the Internet or transmitted in any way outside of the United States without prior written authorization from the administration.*

## • **Social Networking & Electronic Communications Guidelines**

The rapidly growing phenomenon of social networking and electronic communications is emerging as an unprecedented opportunity for outreach, information sharing, new product development, enhanced service delivery and advocacy. For purposes of these guidelines, social networking and electronic communications include, but are not limited to e-mail, text messaging, instant messaging, online forums,

media sharing sites, and social networking sites like Twitter, Facebook, LinkedIn, YouTube, WikiSpaces, Live Journal and MySpace.

Many of our employees are currently communicating online and many more will do so in the future. LEARN expects that all its employees will behave professionally and exercise personal responsibility whenever they use social media and electronic communications. We always encourage our employees to be advocates for LEARN, our member districts, and the communities we serve. Social networking and other electronic communications provides a powerful tool for doing so.

Even when employee use of social networking and electronic communications takes place completely outside of work, as personal activities should, what is communicated may have an effect on an employee's ability to perform his/her job, on their colleagues' abilities to do their jobs, and on LEARN's interests.

LEARN acknowledges that employees have the right, in certain circumstances, to speak out on matters of public concern. However, LEARN will regulate the use of social networking and electronic communications by employees, including employees' personal use of such media, when such use:

- Disrupts and/or interferes with the work of LEARN;
- Is used to harass coworkers or other members of the LEARN community;
- Creates a hostile work environment;
- Breaches confidentiality obligations of LEARN employees; or
- Harms the goodwill and reputation of LEARN in the community

Nothing in these guidelines should be construed as implicit permission to represent LEARN online.

**No employee has the authority to represent or speak on behalf of LEARN unless they have been officially designated to do so.**

Official online communications on behalf of LEARN, including the establishment of wikis, blogs, social networking pages, and other online sites representing LEARN or any LEARN organization, must be approved. All such work-related online sites must be authorized in writing by, and coordinated with, the Department Director and/or Executive Director, prior to being published. All online content will be reviewed and approved before it is published, unless a different arrangement has been approved in writing by the Executive Director.

**Disciplinary Consequences: Violation of any of these guidelines and/or rules may lead to discipline up to and including the termination of employment.**

**A. Guidelines Concerning PERSONAL Social Networking and Electronic Communications**

Introduction: These guidelines apply to social networking and electronic communications that employees are engaging in for personal, non-work-related purposes

1. Employees may not mention, discuss or reference LEARN, its schools, its programs and/or services on personal social networking sites, unless the employee also states that the post is the personal communication of an employee of LEARN and that the views published are the employee's alone and do not represent the views of LEARN. Employees are expected to use a disclaimer like, "The postings on this site are my own and do not represent the views of LEARN."

2. Employees may not publish or cite personal information about, including images of, LEARN students/participants, colleagues, member LEAs, LEA employees or their students, partners, collaborators, vendors or competitors without such individual's express consent, unless the employee is addressing an issue of public concern and the employee's speech falls under applicable constitutional protections pertaining to same.
3. Employees are required to maintain appropriate professional boundaries. For example, it is not appropriate for an employee to "friend" a student/client or his/her parent/guardian or otherwise establish special relationships with selected students/clients through personal social media, such as Facebook, or other electronic communications, and it is not appropriate for an employee to give students/clients or parents/guardians access to personal postings unrelated to LEARN.
4. Employees may not use LEARN's logo in their personal electronic communications unless written consent has been obtained in advance from the Department Director and/or the Executive Director. This prohibition extends to the use of logos or trademarks associated with individual schools, programs, products and/or services of LEARN.
5. Employees should not engage in any conduct that would not be appropriate in the workplace, and are expected to refrain from harassing, defamatory, abusive, discriminatory, threatening or other inappropriate communications.
6. Employees are individually responsible for their personal electronic communications. Employees may be sued by other employees, parents or others, and any individual who views an employee's electronic posts as defamatory, pornographic, proprietary, harassing, libelous, being a violation of copyright, creating a hostile work environment or otherwise being unlawful. Employees should keep in mind that they may be personally liable for claims related to activities outside the scope of their employment.
7. Employees are required to comply with all LEARN policies and procedures with respect to the use of computer equipment, cellular telephones, networks or other electronic devices when accessing social networking sites and/or communicating electronically. Any access to personal social media activities when in any LEARN facility or program site, whether using LEARN or other equipment, must comply with such policies and may not interfere with an employee's duties at work.
8. LEARN reserves the right to monitor all employee use of LEARN computers, cellular telephones, and other electronic devices, including employee texting, blogging, and social networking activity.

**Employees should have no expectation of personal privacy in any personal communication or post made through electronic communications devices while using LEARN computers, cellular telephones or other data devices.**

9. All posts on personal social media must comply with LEARN policies concerning confidentiality, including the confidentiality of student information. If an employee is unsure about the confidential nature of information that he/she is considering posting, the employee shall consult with his/her supervisor prior to making the post.
10. Employees may not link a personal social media site or other Web page to the LEARN Web site or the Web sites of individual schools, programs, products, or services, or post LEARN material



on a social media site or Web page without the permission of his/her supervisor and the approval of the Department Director and/or the Executive Director, prior to posting. Any such permission must be in writing.

11. All LEARN policies that regulate off-duty conduct apply to social media activity, including, but not limited to, policies related to public trust, illegal harassment, code of conduct and protecting confidential information.

## **B. Guidelines Concerning LEARN-SPONSORED Social Networking and Other Electronic Communications**

Introduction: These guidelines apply to any social networking and/or electronic communications that employees engage in for any LEARN-related purposes.

1. If an employee seeks to use online sites as a tool to enhance or expand the delivery of programs and services, the employee must obtain the permission in writing of his/her supervisor, prior to setting up the site. All work-related online sites must be coordinated with the Department Director and/or Executive Director, prior to being published.
2. If an employee wishes to use social networking or other electronic communications to communicate about a LEARN program, product or service, he/she must first seek and obtain the permission of his/her supervisor and then work in collaboration with LEARN Marketing & Communications in the creation and publication of the site, as well as the publication of any content thereafter.
3. Employees are required to maintain appropriate professional boundaries in the establishment and maintenance of any LEARN-sponsored social networking or other electronic communications.
4. Employees are required to use appropriately respectful speech in their online posts on LEARN-sponsored sites, and to refrain from harassing, defamatory, abusive, discriminatory, threatening or other inappropriate communications.
5. Employees are required to comply with all LEARN policies and procedures and all applicable laws with respect to the use of computer equipment, cellular telephones, networks or other electronic devices when accessing LEARN-sponsored social networking or other electronic communications.
6. LEARN reserves the right to monitor all employee use of LEARN computers, cellular telephones, and other electronic devices, including employee e-mail, texting, blogging and social networking activity.

**An employee should have no expectation of personal privacy in any communication or post made through electronic media while using LEARN computers, cellular telephones or other data devices.**

7. All posts on LEARN-sponsored social media must comply with LEARN policies regarding confidentiality, including the confidentiality of student information. If an employee is unsure

about the confidential nature of information he/she is considering posting, the employee shall consult with his/her supervisor, prior to making the posting.

8. Employees must follow copyright and fair use laws in the creation of online content.
9. Employees may not link a LEARN-sponsored social media site or Web page to any personal social media sites or sites not sponsored or preapproved by LEARN.
10. Employees may not use LEARN-sponsored social networking or other electronic communications in a manner that misrepresents personal views as those of LEARN, or any individual LEARN school, program, department, or in a manner that could be construed as such.

— Portions have been excerpted from a model Social Media Policy provided by Shipman & Goodwin, LLP, Hartford, CT.

## LEARN Grievance Procedure for Titles VI and IX, Section 504

### Informal

- A. Any student, parent/guardian, staff member, or applicant to a program who feels that he/she has been discriminated against on the basis of race, color, national origin, sex, or handicap shall contact the designated Compliance Coordinator within 30 days of the alleged occurrence to discuss the nature of the complaint. The Compliance Coordinator shall maintain a written record which shall contain the following:
1. Full name and address of the complainant
  2. Full name and position of the person(s) who allegedly discriminated against the complainant.
  3. A concise statement of the facts constituting the alleged discrimination.
  4. Dates of the alleged discrimination.
- B. At the time the alleged discrimination complaint is filed, the Compliance Coordinator shall review and explore grievance procedures with the complainant and answer any questions. The Compliance Coordinator shall begin investigating the complaint as soon as practical, but in no case, more than ten (10) working days from the time the complaint was received. Within this time limit the Compliance Coordinator shall meet informally with the complainant and the individual(s) against whom the complaint was lodged, and shall provide confidential counseling where advisable and shall finally seek an informal agreement between the parties concerned. Every attempt shall be made to seek a solution and resolve the alleged discrimination complaint at this level.
- C. If the complainant is not satisfied with these initial informal procedures and within twenty (20) working days from the date of the original discussion with the Compliance Coordinator, more formal procedures may be initiated by the complainant to further explore and resolve the problem internally.

### Formal Procedure

- A. Level One - Diamond Program Coordinator/Director
1. The grievant shall file a written formal grievance with a diamond program coordinator/director specifying the alleged discrimination.
  2. Within five (5) working days after the receipt of this formal grievance, the diamond program coordinator/director will hold a meeting with the grievant.
  3. The diamond program coordinator/director shall, within four (4) working days after the hearing, render a decision and reasons in writing to the grievant.
- B. Level Two -Executive Director
1. If the grievant is not satisfied with the disposition of the grievance at Level One, the

grievant shall, within five (5) working days after the decision or seven (7) working days after the Level One meeting, file the grievance with the Executive Director.

2. The Executive Director shall, within five (5) working days after the receipt of the grievance, meet with the grievant.
3. The Executive Director shall, within five (5) working days after such meeting, render a decision and the reasons in writing to the grievant.

C. Level Three - LEARN

1. If the grievant is not satisfied with the disposition of his/her grievance at Level Two, he/she may, within five (5) working days after the receipt of the decision or eight (8) working days after the meeting with the Executive Director, file the grievance with the LEARN Board of Directors.
2. The LEARN Board of Directors or a committee thereof shall, within ten (10) working days after the receipt of the grievance, meet with the grievant for the purpose of resolving the grievance.
3. The LEARN Board of Directors or a committee thereof shall, within five (5) working days after such meeting, render its decision and the reasons in writing to the grievant.

Any person may also file a complaint of illegal discrimination with the Office for Civil Rights, Washington, D.C., at the same time he/she files the grievance during or after use of the grievance process, or without using the grievance process at all. If a complaint is filed with the Office for Civil Rights, it must be filed in writing no later than 180 days after the occurrence of the possible discrimination.

Compliance Coordinator for Title VI  
And Section 504  
Kate Ericson  
Or  
Bridgette Gordon Hickey  
LEARN  
44 Hatchetts Hill Road  
Old Lyme, CT 06371  
860-434-4800

Compliance Coordinator for Title IX  
  
Kate Ericson  
  
LEARN  
44 Hatchetts Hill Road  
Old Lyme, CT 06371  
860-434-4800

## Employee Rights and Responsibilities under the Family and Medical Leave Act

### Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care of child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

### Military Family Leave Entitlements

Eligible employees with a spouse, son, daughter or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation or therapy; or is in outpatient status; or is on the temporary disability retired list.

**Qualifying Exigency Leave:** A covered employer must grant an eligible employee up to a total of **12 workweeks** of **unpaid** leave during the normal 12-month period established by the employer for FMLA leave for qualifying exigencies arising out of the fact that the employee's spouse, son, daughter, or parent is on active duty, or has been notified of an impending call or order to active duty, in support of a contingency operation. Under the terms of the statute, qualifying exigency leave is available to a family member of a military member in the National Guard or Reserves; it does not extend to family members of military members in the Regular Armed Forces.

Qualifying exigencies include:

- Issue arising from a covered military member's short notice deployment (i.e., deployment on seven or less days of notice) for a period of **seven** days from the date of notification;
- Military events and related activities, such as official ceremonies, programs, or events sponsored by the military or family support or assistance programs and informational briefings sponsored or promoted by the military, military service organizations, or the American Red Cross that are related to the active duty or call to active duty status of a covered military member;
- Certain childcare and related activities arising from the active duty or call to active duty status of a covered military member, such as arranging for alternative childcare, providing childcare on a non-routine, urgent, immediate need basis, enrolling or transferring a child in a new school or

day care facility, and attending certain meetings at a school or a day care facility if they are necessary due to circumstances arising from the active duty or call to active duty of the covered military member;

- Making or updating financial and legal arrangements to address a covered military member's absence;
- Attending counseling provided by someone other than a health care provider for oneself, the covered military member, or the child of the covered military member, the need for which arises from the active duty or call to active duty status of the covered military member;
- Taking up to **five** days of leave to spend time with a covered military member who is on short-term temporary, rest and recuperation leave during deployment;
- Attending to certain post-deployment activities, including attending arrival ceremonies, reintegration briefings and events, and other official ceremonies or programs sponsored by the military for a period of 90 days following the termination of the covered military member's active duty status, and addressing issues arising from the death of a covered military member;
- Any other event that the employee and employer agree is a qualifying exigency.

Spouses employed by the same employer are limited to a **combined** total of 26 workweeks in a "single 12-month period" if the leave is to care for a covered service member with a serious injury or illness, and for the birth and care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

FMLA leave may be taken intermittently whenever **medically necessary** to care for a covered service member with a serious injury or illness. FMLA leave also may be taken intermittently for a qualifying exigency arising out of the active duty status or call to active duty of a covered military member. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operation.

### **Benefits and Protections**

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits and other employment terms. Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of the employee's leave.

### **Eligibility Requirements**

Employees are eligible if they have worked for a covered employer for at least one year, for 1,250 hours over the previous 12 months, and if at least 50 employees are employed by the employer within 75 miles.

### **Definition of Serious Health Condition**

A serious health condition is an illness, injury, impairment, or physical or mental condition that involved either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Submits to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care

provider or one visit and a regimen of continuing treatment, or incapacity due to pregnancy or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

### **Use of Leave**

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

### **Substitution of Paid Leave for Unpaid Leave**

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

### **Employee Responsibilities**

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When a 30 day notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the request leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

### **Employer Responsibilities**

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employee's rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will designate as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

### **Unlawful Acts by Employers**

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA

### **Enforcement**

Any employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination nor supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29U.S.C § 2619) requires FMLA covered employers to post the text of this notice.  
Regulations 29 C.F. R. § 825.300(a) may require additional disclosures.

**1-866-4US-WAGE (1-866-487-9243) TTY: 1-877-889-5627**

**WWW. WAGEHOUR.DOL.GOV**



## General Notice Of COBRA Continuation Coverage Rights

### \*\* Continuation Coverage Rights Under COBRA \*\*

#### Introduction

This notice has important information about your right to COBRA continuation coverage, which is a temporary extension of coverage under the Plan. **This notice explains COBRA continuation coverage, when it may become available to you and your family, and what you need to do to protect your right to get it.** When you become eligible for COBRA, you may also become eligible for other coverage options that may cost less than COBRA continuation coverage.

The right to COBRA continuation coverage was created by a federal law, the Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA). COBRA continuation coverage can become available to you and other members of your family when group health coverage would otherwise end. For more information about your rights and obligations under the Plan and under federal law, you should review the Plan's Summary Plan Description or contact the Plan Administrator.

**You may have other options available to you when you lose group health coverage.** For example, you may be eligible to buy an individual plan through the Health Insurance Marketplace. By enrolling in coverage through the Marketplace, you may qualify for lower costs on your monthly premiums and lower out-of-pocket costs. Additionally, you may qualify for a 30-day special enrollment period for another group health plan for which you are eligible (such as a spouse's plan), even if that plan generally doesn't accept late enrollees.

#### What is COBRA continuation coverage?

COBRA continuation coverage is a continuation of Plan coverage when it would otherwise end because of a life event. This is also called a "qualifying event." Specific qualifying events are listed later in this notice. After a qualifying event, COBRA continuation coverage must be offered to each person who is a "qualified beneficiary." You, your spouse, and your dependent children could become qualified beneficiaries if coverage under the Plan is lost because of the qualifying event. Under the Plan, qualified beneficiaries who elect COBRA continuation coverage are required to pay for COBRA continuation coverage.

If you're an employee, you'll become a qualified beneficiary if you lose your coverage under the Plan because of the following qualifying events:

- Your hours of employment are reduced, or
- Your employment ends for any reason other than your gross misconduct.

If you're the spouse of an employee, you'll become a qualified beneficiary if you lose your coverage under the Plan because of the following qualifying events:

- Your spouse dies;
- Your spouse's hours of employment are reduced;
- Your spouse's employment ends for any reason other than his or her gross misconduct;
- Your spouse becomes entitled to Medicare benefits (under Part A, Part B, or both); or
- You become divorced or legally separated from your spouse.

Your dependent children will become qualified beneficiaries if they lose coverage under the Plan because of the following qualifying events:

- The parent-employee dies;
- The parent-employee's hours of employment are reduced;
- The parent-employee's employment ends for any reason other than his or her gross misconduct;
- The parent-employee becomes entitled to Medicare benefits (Part A, Part B, or both);
- The parents become divorced or legally separated; or
- The child stops being eligible for coverage under the Plan as a "dependent child."

#### **When is COBRA continuation coverage available?**

The Plan will offer COBRA continuation coverage to qualified beneficiaries only after the Plan Administrator has been notified that a qualifying event has occurred. The employer must notify the Plan Administrator of the following qualifying events:

- The end of employment or reduction of hours of employment;
- Death of the employee; or
- The employee's becoming entitled to Medicare benefits (under Part A, Part B, or both).

**For all other qualifying events (divorce or legal separation of the employee and spouse or a dependent child's losing eligibility for coverage as a dependent child), you must notify the Plan Administrator within 60 days after the qualifying event occurs. You must provide this notice to: LEARN Human Resources Office.**

#### **How is COBRA continuation coverage provided?**

Once the Plan Administrator receives notice that a qualifying event has occurred, COBRA continuation coverage will be offered to each of the qualified beneficiaries. Each qualified beneficiary will have an independent right to elect COBRA continuation coverage. Covered employees may elect COBRA continuation coverage on behalf of their spouses, and parents may elect COBRA continuation coverage on behalf of their children.

COBRA continuation coverage is a temporary continuation of coverage that generally lasts for 18 months due to employment termination or reduction of hours of work. Certain qualifying events, or a second qualifying event during the initial period of coverage, may permit a beneficiary to receive a maximum of 36 months of coverage.

There are also ways in which this 18-month period of COBRA continuation coverage can be extended:

#### ***Disability extension of 18-month period of COBRA continuation coverage***

If you or anyone in your family covered under the Plan is determined by Social Security to be disabled and you notify the Plan Administrator in a timely fashion, you and your entire family may be entitled to get up to an additional 11 months of COBRA continuation coverage, for a maximum of 29 months. The disability would have to have started at some time before the 60th day of COBRA continuation coverage and must last at least until the end of the 18-month period of COBRA continuation coverage.

#### ***Second qualifying event extension of 18-month period of continuation coverage***

If your family experiences another qualifying event during the 18 months of COBRA continuation coverage, the spouse and dependent children in your family can get up to 18 additional months of COBRA continuation coverage, for a maximum of 36 months, if the Plan is properly notified about the second qualifying event. This extension may be available to the spouse and any dependent children getting COBRA continuation coverage if the employee or former employee dies; becomes entitled to Medicare benefits (under Part A, Part B, or both); gets divorced or legally separated; or if the dependent child stops being eligible under the Plan as a dependent child. This extension is only available if the second qualifying event would have caused the spouse or dependent child to lose coverage under the Plan had the first qualifying event not occurred.

#### **Are there other coverage options besides COBRA Continuation Coverage?**

Yes. Instead of enrolling in COBRA continuation coverage, there may be other coverage options for you and your family through the Health Insurance Marketplace, Medicaid, or other group health plan coverage options (such as a spouse's plan) through what is called a "special enrollment period." Some of these options may cost less than COBRA continuation coverage. You can learn more about many of these options at [www.healthcare.gov](http://www.healthcare.gov).

#### **If you have questions**

Questions concerning your Plan or your COBRA continuation coverage rights should be addressed to the contact or contacts identified below. For more information about your rights under the Employee

Retirement Income Security Act (ERISA), including COBRA, the Patient Protection and Affordable Care Act, and other laws affecting group health plans, contact the nearest Regional or District Office of the U.S. Department of Labor's Employee Benefits Security Administration (EBSA) in your area or visit [www.dol.gov/ebsa](http://www.dol.gov/ebsa). (Addresses and phone numbers of Regional and District EBSA Offices are available through EBSA's website.) For more information about the Marketplace, visit [www.HealthCare.gov](http://www.HealthCare.gov).

### **Keep your Plan informed of address changes**

To protect your family's rights, let the Plan Administrator know about any changes in the addresses of family members. You should also keep a copy, for your records, of any notices you send to the Plan Administrator.

### **Notice**

In general, LEARN via Benefit Strategies will notify an employee of a qualifying event. However, employees or their families must notify the employer in the event of divorce, legal separation, or when a child no longer qualifies as a covered dependent under the plan or within 60 days of the date coverage would otherwise terminate. **Individuals failing to notify LEARN of these events within the 60 day grace period will not be permitted to continue coverage.**

## Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

**PLEASE READ IT CAREFULLY.**

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal program that requires that all medical records and other individually identifiable health information used or disclosed by us in any form, whether electronically, on paper, or orally, are kept properly confidential. The Act gives you significant new rights to understand and control how your health information is used. HIPAA provides penalties for covered entities that misuse personal health information.

As required by HIPAA, we have prepared this explanation of how we are required to maintain the privacy of your health information and how we may use and disclose your health information.

We may use and disclose your medical records only for each of the following purposes:  
Treatment, payment and health care operations.

- Treatment means providing, coordinating, or managing health care and related services by one or more health care provider. An example of this would include case management.
- Payment means such activities as obtaining reimbursement for services, confirming coverage, billing or collection activities, and utilization review. An example of this would be adjudicating a claim or reimbursing a provider of an office visit.
- Health care operations mean such business-related activities as conducting quality assessment and improvement activities, auditing functions, cost-management analysis, and customer service. An example would be an internal quality assessment review.

We may also create and distribute de-identified health information by removing all references to individually identifiable information.

We may contact you to provide information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Any other uses or disclosures will be made only with your written authorization. You may revoke such authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization.

You have the following rights with respect to your protected health information, which you can exercise by presenting a written request to the Privacy Officer:

- The right to request restrictions on certain uses and disclosures of protected health information, including those related to disclosures to family members, other relatives, close personal friends, or any other person identified by you. We are not, however, required to agree to a requested

restriction. If we do agree to a restriction, we must abide by it unless you agree in writing to remove it.

- The right to reasonable requests to receive confidential communications of protected health information from us by alternative means or at alternative locations.
- The right to inspect and copy your protected health information.
- The right to amend your protected health information.
- The right to receive an accounting of non-routine disclosures of protected health information.
- We have the obligation to provide and you have the right to obtain a paper copy of this noticed from us at least once every three years.

We are required by law to maintain the privacy of your protected health information and to provide you with notice of our legal duties and privacy practices with respect to protected health information.

This notice is effective as of April 1, 2004 and we are required to abide by the terms of this Notice of Privacy Practices currently in effect. We reserve the right to change the terms of our Notice of Privacy Practices and to make the new notice provisions effective for all protected health information that we maintain. We will post and you may request a written copy of a revised Notice of Privacy Practices from this office.

You have recourse if you feel that your privacy protections have been violated. You have the right to file a formal, written complaint with us at the address below, or with the Department of Health and Human Services, Office for Civil Rights, about violations of the provisions of this notice or the policies, procedures, or regulations of our office. We will not retaliate against you for filing a complaint.

Please contact us for more information:

Nat Brown or  
Michael Marchewka  
LEARN  
44 Hatchedts Hill Road  
Old Lyme, CT 06371  
860-434-4800

For More information about HIPPA or to file a complaint:

The U.S. Department of Health & Human Services  
Office for Civil Rights  
200 Independence Avenue, S.W.  
Washington, D.C. 20201  
(202) 619-0257  
Toll Free: 1-877-696-6775

Current LEARN plans:  
CIGNA High Deductible Health Savings Plan  
Anthem Dental Plan

## Annual Asbestos Notice

All LEARN buildings that are occupied by LEARN employees and students, have been inspected by an accredited inspector as required by the Asbestos Hazard Emergency Response Act of 1986 (AHERA). AHERA requires Local Education Agencies (LEAs) to identify Asbestos Containing Materials (ACM) in their school building and to take appropriate actions to control the release of asbestos fibers.

The buildings will be reinspected every 6 months by qualified school personnel to determine any changes in the condition of the identified ACM. Additionally, the school buildings will be reinspected every 3 years by an accredited and licensed inspector following the same basic criteria as the original inspection.

An Asbestos Management Plan (AMP) has been prepared by an accredited and licensed asbestos management planner as required by AHERA and the State of Connecticut Department of Health. The AMP is available for review during the normal business hours, without cost or restriction, to representatives of EPA and the State of Connecticut, school district personnel, their representative, parents or legal guardians and the public.

## **LEARN**

### **Employee Instructions for Medical Care Plan for Accident and Injuries Covered under Connecticut Workers' Compensation Law**

#### **INTRODUCTION**

These instructions are part of our organization's Medical Care Plan which has been submitted and approved by the State of Connecticut Workers' Compensation Commission for providing medical treatment to employees who have work-related injuries or occupational illnesses. It is our goal to provide injured employees with prompt and effective medical care through a network of plan providers, treatment centers and hospitals. The objective of the Plan is to ensure that you receive prompt and effective medical care consistent with your injury and that you have access to specialty medical care if the need arises.

#### **WHAT YOU SHOULD DO IF YOU ARE INJURED**

If you have a work related injury, you should report the injury immediately to your supervisor or Michael Marchewka, Human Resources Coordinator. Your supervisor will make certain that you receive prompt medical treatment for that injury through the First Treatment Center. The First Treatment Centers for our organization are listed on the next page. Thereafter, you may seek treatment from any of the providers listed in the Connecticut Healthcare Workers' Compensation Trust provider directory. The directory is available from the Human Resources Department, or you can contact your assigned claim adjuster or our insurance agency claim representative, Elaine Peckham at Beecher Carlson Insurance Services at (860) 440-9775.

#### **ADDITIONAL INFORMATION**

In some situations, requested medical procedures and treatments must be pre-certified by Workers Compensation Trust. They will review the procedure and/or treatment accordingly and advise you and your physician of their decision.

If you have any questions about how this Plan works or how to obtain medical treatment for a work-related injury, please contact your supervisor, Michael Marchewka, LEARN's Human Resources Manager, Lee Czarnowski ([lczarnowski@learn.k12.ct.us](mailto:lczarnowski@learn.k12.ct.us) or 860-434-4800), or our insurance agency claim representative, Elaine Peckham at Beecher Carlson Insurance Services at 860-440-9775.



**LEARN Approved First Treatment Facilities**

<b>CITY</b>	<b>NAME</b>	<b>ADDRESS</b>
<b>Colchester</b>	<b>Colchester Backus Health Center</b>	<b>163 Broadway</b>
<b>East Lyme</b>	<b>Hartford Healthcare Medical Group</b>	<b>324 Flanders Rd</b>
<b>East Hartford</b>	<b>Concentra Medical Center</b>	<b>701 Main Street</b>
<b>Essex</b>	<b>Middlesex Hospital Shoreline location</b>	<b>192 Westbrook Rd</b>
<b>Groton</b>	<b>Yale New Haven Health Center (Pequot)</b>	<b>52 Hazelnut Hill Rd.</b>
<b>Montville</b>	<b>Backus Health Center</b>	<b>80 Norwich-New London Tpke</b>
<b>Norwich</b>	<b>Concentra Medical Center</b>	<b>10 Connecticut Ave.</b>

**Green Cleaning Program in Schools**  
(CT PUBLIC ACT 09-81)

The State of Connecticut is requiring that each local and regional board of education implement a green cleaning program for all school buildings and facilities in its district.

LEARN is committed to the implementation of this law by providing the staff and, upon request, the parents and guardians of each child enrolled in each school with a written statement of the school district's green cleaning program as well as making it available on its web site annually. The policy will also be distributed to new staff hired during the school year and to parents or guardians of students transferring in during the school year.

1. Green cleaning program means the procurement and proper use of environmentally preferable cleaning products as defined by the Department of Administrative Services (DAS) for all state owned buildings, schools and facilities. DAS currently requires that environmentally preferable cleaning products be independently certified by one of two third party certified organizations: ***Green Seal or Eco Logo***
2. By July 1, 2011 and thereafter no person shall use a cleaning product in a public school unless it meets the DAS standard.
3. The types of cleaning products covered in this legislation include: general purpose, bathroom, and glass cleaners, floor strippers and finishes, hand cleaners and soaps. The preferred green cleaning products used by this school district are listed on attachment "A"
4. Disinfectants, disinfectant cleaners, sanitizers or antimicrobial products regulated by the federal insecticide, fungicide and rodenticide act are not covered by this law. Any product for which no guideline or environmental standard has been established by any national or international certification program approved by the DAS is also exempt from this law.

The following statement will be part of LEARN's program as stated in the new law;

**"NO PARENT, GUARDIAN, TEACHER OR STAFF MEMBER MAY BRING INTO THE SCHOOL FACILITY ANY CONSUMER PRODUCT WHICH IS INTENDED TO CLEAN, DEODORIZE, SANITIZE OR DISINFECT"**

**The implementation of this program requires the support and cooperation of everyone including administrators, faculty, staff, parents, guardians and facilities staff. Any questions concerning the program can be directed to:**

**Gary Cymbala at [Gary.cymbala@sscserv.com](mailto:Gary.cymbala@sscserv.com) or 860-941-9012**

**ATTACHMENT "A"**  
**GREEN PRODUCT LISTING**

This chart lists the types, names and manufacturers of the green products used by this school district as well as the location/area of application and the schedule of when each is used. The list also includes disinfectants and specialty products used for which no guideline or environmental standard has been established.

<b>PRODUCT /TYPE</b>	<b>NAME</b>	<b>MANUFACTURER</b>	<b>LOCATION /AREA</b>	<b>FREQUENCY/ SCHEDULE</b>
		<b>GREEN PRODUCTS</b>		
Glass & Surface Cleaner Green seal	Purely Green Glass and Surface Cleaner	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Daily
Multi-Purpose	Purely Green Multi-purpose Cleaner	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Daily
Neutral Cleaner	Purely Green Neutral Cleaner	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Daily
		<b>GREEN PRODUCTS</b>		

Spray Cleaner	Purely Green Spray Cleaner	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Daily
Floor Finish Stripper	SSC Pure Green Stripper	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Annually
Floor Finish	SSC Pure Green Finish	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Annually
Foaming Hand Soap	Kutol Foaming Soap	KUTOL PRODUCTS COMPANY: 7650 CAMARGO ROAD CINCINNATI, OH 45243 513-527-5500	All LEARN BUILDINGS AND SCHOOLS	Daily
		<b>DISINFECTANTS</b>		
Disinfectant Cleaner	Lemon Disinfectant EPA Reg. No. 39272-12	Wepak Corporation 314 West Bland Street Charlotte, NC 28203 800-438-4270	All LEARN BUILDINGS AND SCHOOLS	Daily
Disinfectant Spray	Disinfectant Spray For Hospital Use EPA Reg. No.706-69	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	All LEARN BUILDINGS AND SCHOOLS	Daily

Neutral Disinfectant Cleaner	Consume Eco – Lyzer EPA Reg. No.5741- 24	Spartan Chemical 1110 Spartan Drive Maumee OH 43537 888-314-6171	All LEARN BUILDINGS AND SCHOOLS	Weekly
Bowl Cleaner Disinfectant	We Pak - Non Acid Bathroom Disinfectant EPA Reg. No. 1034- 85-39272	Wepak Corporation 314 West Bland Street Charlotte, NC 28203 800-438-4270	All LEARN BUILDINGS AND SCHOOLS	Daily
		<b>SPECIALTY CLEANERS AND OTHER PRODUCTS</b>		
Foaming hand sanitizer	Kutol Foaming Hand Sanitizer	KUTOL PRODUCTS COMPANY: 7650 CAMARGO ROAD CINCINNATI, OH 45243 513-527-5500	All LEARN BUILDINGS AND SCHOOLS	Daily
Carpet Spotter	SSE Carpet Prespray And Spotter	Spartan Chemical 1110 Spartan Drive Maumee OH 43537 888-314-6171	All LEARN BUILDINGS AND SCHOOLS	Monthly
Calcium, Rust and Stain Remover	Zep Calcium, Rust and Stain Remover	Zep Inc. 1310 Seaboard Ind Blvd Atlanta GA 30318 888-805-4357	All LEARN BUILDINGS AND SCHOOLS	Annually
Liquid Crème Cleanser with mild abrasive	SparCreme	Spartan Chemical 1110 Spartan Drive Maumee OH 43537 888-314-6171	All LEARN BUILDINGS AND SCHOOLS	Monthly
Floor Polish	SSC Clean ‘N Shine	<b>Essential Industries, Inc.</b> P.O. Box 12 28391 Essential Road Merton, Wisconsin 53056-0012 USA 800-551-9679	All LEARN BUILDINGS AND SCHOOLS	Weekly
		<b>SPECIALTY CLEANERS AND OTHER PRODUCTS</b>		

Graffiti Remover	Vandalism Mark & Stain Remover	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	All LEARN BUILDINGS AND SCHOOLS	Yearly
Carpet Spotter	Carpet & Upholstery Spotter	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	All LEARN BUILDINGS AND SCHOOLS	Monthly
Stainless Steel Cleaner	Water Base Stainless Steel Maintainer	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	LEARN, RMMS	Monthly
Baseboard Stripper	Shineline Baseboard & Wax Build Up Stripper	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	All LEARN BUILDINGS AND SCHOOLS	Yearly
Vomit Absorbent	D- Vour Absorbant Powder	Big D Industries, Inc. 5620 S.W. 29th Street P.O. Box 82219 Oklahoma City, OK 73148-0219 (405) 682-2541 or 1-800-654-4752	All LEARN BUILDINGS AND SCHOOLS	Weekly
Laundry Detergent	Huracan 40	Theochem Laboratories Inc 7373 Rowlett Park Drive Tampa FL 33610 800-255-3924	Friendship	Weekly
Gum Remover	Chewing Gum Remover	Claire Manufacturing 500 Vista Ave Madison, IL 60101 800-424-9300	All LEARN BUILDINGS AND SCHOOLS	Annually
Metered Air Freshener	Fusion Linen Fresh	Fresh Products 4010 South Avenue Toledo Ohio 43615 800-331-1657	LEARN	Monthly
Urinal Screen	The Wave	Fresh Products 4010 South Avenue Toledo Ohio 43615 800-331-1657	LEARN	Monthly
		<b>DEGREASERS</b>		
Heavy duty cleaner and degreaser	SAPON CONCENTRATE	SSC Service Solutions 2305 Sycamore Drive Knoxville, TN 37921	All LEARN BUILDINGS AND SCHOOLS	Weekly

**Frequency/Schedule:**

- A = Annually
- SA = Semi annually
- D = Daily
- W = Weekly
- M = Monthly

## NOTICE

### Public Act 11-52 – An Act Mandating Employers Provide paid Sick Leave Benefits to Employees

Each employer with 50 or more employees shall provide paid sick leave annually to each of its service workers in the state. The paid sick leave shall accrue beginning January 1, 2012 for current employees, or for a service worker hired after January 1, 2012, beginning on the service worker's date of employment.

#### Accrual

The accrual is at a rate of one hour of paid sick leave for each 40 hours worked by a service worker up to a maximum of 40 hours per calendar year.

No service worker shall be entitled to use more than the maximum number of accrued hours.

#### Carry Over

Each service worker shall be entitled to carry over up to 40 unused accrued hours of paid sick leave from the current calendar year to the following calendar year.

#### Use of Paid Sick Leave

A service worker shall be entitled to the use of accrued paid sick leave upon the completion of the service worker's 680th hour of employment from January 1, 2012, for current service workers, or if hired after January 1, 2012, upon the completion of the service worker's 680th hour of employment from the date of hire, unless the employer agrees to an earlier date.

A service worker shall not be entitled to the use of accrued paid sick leave if such service worker did not work an average of 10 or more hours a week for the employer in the most recent complete calendar quarter.

#### Pay

Each employer shall pay each service worker for paid sick leave at a pay rate equal to the greater of either the normal hourly wage for that service worker, or the minimum fair wage rate under section 31-58 of the general statutes in effect for the pay period during which the employee used paid sick leave.

#### Reasons for Use of Leave

A service worker may use paid sick leave for his or her own: illness, injury or health condition; the medical diagnosis, care or treatment of his or her mental illness or physical illness, injury or health condition; or preventative medical care.

A service worker may use paid sick leave for a child's or spouse's:

illness, injury or health condition; the medical diagnosis, care or treatment of a mental or physical illness, injury or health condition; or preventative medical care

A service worker may use paid sick leave if the service worker is a victim of family violence or sexual assault: for medical care or psychological or other counseling for physical or psychological injury or disability;

to obtain services from a victim services organization; to relocate due to such family violence or sexual assault; to participate in any civil or criminal proceedings related to or resulting from such family violence or sexual assault.

#### Notice

If leave is foreseeable, the employer may require advance notice.

If leave is unforeseeable, the employer may require notice as soon as practicable.

#### Reasonable Documentation

Documentation for paid sick leave of 3 or more consecutive work days may be required documentation signed by a health care provider who is treating the service worker or the service worker's child or spouse indicating the need for the number of days of such leave shall be considered reasonable documentation. a court record or documentation signed by a service worker or volunteer working for a victim services organization, an attorney, a police officer or other counselor involved with the service worker shall be considered reasonable documentation for a victim of family violence or sexual assault.

#### Prohibition of Retaliation or Discrimination

No employer shall take retaliatory personnel action or discriminate against an employee because the employee: requests or uses paid sick leave either in accordance with the act; or in accordance with the employer's own paid sick leave policy, as the case may be; or files a complaint with the Labor Commissioner alleging the employer's violation of the act

#### Collective Bargaining

Nothing in the act shall diminish any rights provided to any employee or service worker under a collective bargaining agreement, or preempt or override the terms of any collective bargaining agreement effective prior to January 1, 2012.

#### Complaint Process

Any employee aggrieved by a violation of the provisions of the act may file a complaint with the Labor Commissioner. Upon receipt of any such complaint, said Commissioner may hold a hearing. After a hearing, the Commissioner may assess a civil penalty or award other relief.

**This is not the complete Paid Sick Leave law. Please contact your Human Resources office for additional information.**  
Effective 1/1/12

## **Guidelines for Communication Using E-mail at LEARN**

- ♦ Remember that e-mail is not a substitute for personal contact.
- ♦ Begin electronic messages with greetings.
- ♦ Communicate messages clearly and concisely.
- ♦ Check your messages for appropriate grammar and punctuation.
- ♦ Verify any attachments you may be sending.
- ♦ Check your e-mail regularly and respond to messages as soon as possible.
- ♦ Be sure to follow through – your message may not have been received.
- ♦ Even though the medium is electronic, remember the recipient of the message is human and has feelings.
- ♦ Remember that your message may easily be forwarded to another person.
- ♦ Before sending any messages check to confirm that your intended recipients are accurately listed.
- ♦ Federal and State guidelines stipulate that all email be saved and archived for retention purposes.



### **Guidelines for Communication using Voice Mail at LEARN**

- ♦ Remember that voice mail is not a substitute for personal contact.
- ♦ Create a voice mail greeting that communicates important messages with clarity.
- ♦ Change your voice mail greeting to reflect changes in your schedule.
- ♦ Give the caller a means to reach another person who may be of assistance.
- ♦ Check your voice mail regularly and respond to messages as quickly and efficiently as possible.
- ♦ If you are unable to respond to a voice mail message, ask a colleague to respond for you.
- ♦ Even though the medium is electronic, remember the recipient of the message is human and has feelings.
- ♦ When leaving a message for someone, speak clearly and communicate concisely.
- ♦ If you are leaving a message with a telephone number, speak slowly so the recipient can write the number correctly.
- ♦ Be sure to follow through – your message may not have been received.
- ♦ Remember that your message may easily be forwarded to another person.

### **Guidelines for Confidentiality at LEARN**

- ♦ Information we have about children, their families' situations, and employee performance is strictly confidential, is never shared outside the workplace with friends, and is not topic for conversation with anyone outside the program.
- ♦ Information shared during the hiring of staff is confidential: names of applicants, information from interviews, and discussion of candidates.
- ♦ Information contained in faxes for other people is confidential and private and should be read only by the designated receiver.

- ♦ E-mail is not used for transmitting confidential information. E-mail is susceptible to unwanted and unknown intrusions.
- ♦ Papers with personally identifiable information are shredded rather than discarded in the trash baskets.
- ♦ Confidential meetings, conversations, sessions with children, sessions with parents, are honored unless law or policy dictates otherwise.
- ♦ Written permission is always obtained *before*:
  - sharing identifiable information about children, families, staff and colleagues.
  - information is obtained from a child, families, or staff for use in studies, course work, or papers.
  - taking a photo for a media, public, or professional presentation.

### **Guidelines for Telephone Communication at LEARN**

- ♦ Before you answer the phone:
  - Check your attitude: Remember: this is your opportunity to help the person on the other end of the phone – they are not interrupting your work; helping them *is* your work.
  - Be friendly *before* you know who is on the other end.
  - Have your LEARN phone list ready.
- ♦ Answering the phone: Smile before you answer the phone; the person on the other end will hear your smile.
  - “Good \_\_\_\_\_, thank you for calling LEARN. This is \_\_\_\_\_ speaking; how may I direct your call?”
  - “Good \_\_\_\_\_, LEARN’s \_\_\_\_\_ department. This is \_\_\_\_\_ speaking; how may I direct your call?”
  - “Good \_\_\_\_\_, LEARN’s \_\_\_\_\_ program. This is \_\_\_\_\_ speaking; how may I direct your call?”
- ♦ Refer to your phone list to direct the call.
- ♦ **Do not** use cliffhangers:

<b>Cliffhanger</b>	<b>Try Instead</b>
S/he’s gone.	Offer to take a message.

S/he's not in.	May I help you?
S/he's out to lunch.	May I get someone else to help you?

- ◆ **Do not** use Five Forbidden Phrases:

Forbidden Phrase	More Helpful Response
I don't know.	That's a good question. Let me check and find out.
Just a second . . .	It may take a few minutes to find that out. Do you mind holding?
No (to start a sentence)	I haven't gotten to that yet.
We can't do that.	That may be difficult. Let me see what I can do.
You will have to . . .	Here is what I can do to help . . .

- ◆ **Get a phone number**, even if the caller insists that it's not necessary. "I'm sure they do, and just for easy reference, can you run it by me one more time?"
- ◆ Handling putting a customer on hold: When you get back them say, "I'm sorry you were on hold so long, **how can I help you?**"

Mr. Jones is on another call. Please let me take your name and number and I'll make sure he gets the message.
I can get that person/information for you if you are able to hold. May I put you on hold?
Thank you for holding. How may I help you?

- ◆ **Irate callers**
  - Start on the right note
  - Remember – they are not mad at you; they are mad at the situation.
  - Apologize and acknowledge their feelings – "I'm sorry you were disconnected. That's frustrating when that happens."
  - Sympathize and empathize – put yourself in their place, "I don't blame you; it's irritating when you get transferred over and over."
  - Prepare to be helpful – and be sincere.
  - Don't make excuses.
- ◆ **Taking a message**
  - Take a complete message
  - Take a phone number, even if they don't think it's necessary

- Read the name and number back before hanging up
- ♦ Don't rush callers
- It can feel threatening to the caller
- Avoid quick, short answers
- Give them your full attention
- ♦ Screening calls: screen for identification, not elimination

Caller: Ms. Jones, please.	Thank you. I'll ring that office. Let me tell her who's calling, please.
Person does not want to take call:	Mr. Smith, Ms. Jones is unavailable. My name is Joe. How may I help you?

- ♦ Say "Please" and "Thank you" each time an opportunity is provided.

**Smile! Smile! Smile! Smile! Smile! Smile! Smile! Smile! Smile! Smile! Smile!**

### **Marketing and Customer Service**

In demonstrating effective marketing and customer service skills, a LEARN employee . . .

- ♦ Displays general knowledge of LEARN programs/services
- ♦ Knows where/who to direct questions
- ♦ Respects their environment
- ♦ Takes pride in position/program/organization
- ♦ Recognizes and owns his/her role as the "marketing department" at LEARN
- ♦ Utilizes productive communication skills in all aspects – verbal, vocal and visual
- ♦ Understands that there are always multiple perspectives and ways of doing things
- ♦ Recognizes his/her internal and external customers and their value to the organization
- ♦ Displays a positive attitude

### **Use of Technologies**

The following technologies are used at LEARN:

- ♦ Email
- ♦ Phone (land lines and cell phones)

- ◆ Word processing
- ◆ Data bases
- ◆ Spreadsheets
- ◆ Fax machine
- ◆ Copy machine
- ◆ Internet/Intranet

In demonstrating effective use of all LEARN technologies, a LEARN employee . . .

- ◆ Displays basic knowledge of and proficiency in applicable tools
- ◆ Uses email regularly, safely, and properly
- ◆ Understands all LEARN policies regarding effective and appropriate use of technology
- ◆ Knows how to access the support/help desk
- ◆ Has an understanding of and access to necessary professional development activities related to technology
- ◆ Recognizes the value of providing customers with timely responses
- ◆ Uses technology only when a “live” response is not possible
- ◆ Maintains an appropriate voice mail message, with needed information on alternative contacts

### **Professionalism**

In demonstrating professionalism, a LEARN employee . . .

- ◆ Is respectful of others
- ◆ Is trustworthy
- ◆ Is honest and reliable, takes initiative, and has high standards
- ◆ Promotes LEARN positively to others
- ◆ Helps colleagues to do their best
- ◆ Takes responsibility for their choices and actions
- ◆ Respects their environment
- ◆ Models clear and consistent communication
- ◆ Is reflective in his/her planning processes, goal setting, and collaborations
- ◆ Focuses on the future

- ♦ Is open to suggestions and improvements

### **Communicating**

When communicating, a LEARN employee . . .

- ♦ Assumes the best of people's intentions and motivations
- ♦ Is approachable and personable
- ♦ Is respectful of time, environment, and context
- ♦ Exhibits a willingness to help other people
- ♦ Takes time to listen and ask questions
- ♦ Shows interest in other people and their work
- ♦ Asks how an issue can be moved forward, rather than placing blame
- ♦ Acknowledges co-workers and customers in a courteous and respectful manner
- ♦ Respects potential language and literacy barriers
- ♦ Applies the above to all communication through current and future technologies (e.g. voice mail, e-mail)

### **Respectful Relationships**

When building respectful relationships, a LEARN employee . . .

- ♦ Strives to understand others' perspectives
- ♦ Is thoughtful, respectful and open-minded
- ♦ Recognizes that there may be more than one facet to any issue
- ♦ Separates the "people" from the "problem"
- ♦ Promotes good two-way communication
- ♦ Addresses issues directly with the parties involved without placing blame or making accusations
- ♦ Respects their environment
- ♦ Chooses an appropriate, professional response to a conflict situation
- ♦ Takes responsibility for his/her choices and actions
- ♦ Is reflective in his/her planning processes, goal setting and collaborations

## Services and Phone Numbers at LEARN

### Organization Support Services

#### Administration:

##### Administrators:

860-434-4800

Dr. Eileen S. Howley, Executive Director  
Kate Ericson, Associate Executive Director  
Nat Brown, Director of Human Resources  
Lynn Nenni, Chief Financial Officer

Services include:

Accounts Payable	Ext. 146 or 156
Accounts Receivable	Ext. 141
Payroll	Ext. 142
Fingerprinting	Ext. 156
Human Resources	Ext. 135

#### Transportation Services:

860-434-4800 ext. 163

A service to provide quality, affordable and safe transportation supporting LEARN's mission of enhancing the quality and expanding the opportunities for learning in the educational community.

#### Technology Support Services:

860-434-4800 ext. 117

Administrator: Lance Hagen

The LEARN Information Technology department supports and maintains computer, telecommunication and network technology for multiple locations including both administrative offices in Old Lyme, Special Education locations, and all Magnet School facilities.

Services provided include: Network infrastructure, Email system, End user support and training for hardware and software applications, Website hosting and maintenance, and Technology support

#### Development:

Administrator: Jack Cross

860-434-4800

A service to research and develop new programs or initiatives requested by external and internal customers. A sampling of programs includes: curriculum consultation, high school accreditation support, development of magnet schools and other school based programs, strategic planning, systems design, Virtual High School, Virtual Learning Academy, data collection and analysis, and marketing and public relations including developing and maintaining the LEARN website and external customer websites.

## **Educator Professional Development and Services**

**Administrator:** TBD

**860-434-4800**

Educator Professional Development Services creates and provides educational and career related services and training to support the learning and training needs of educators, administrators, paraprofessionals and K-12 students. Professional development and technical assistance in teaching, learning, and leadership are provided to school districts, community agencies, and organizations.

Services include: TEAM (Teacher Education and Mentoring Program), CALI, school and district technology training, interdistrict program design and management, customized facilitation, training and planning, character education, curriculum development, diversity training, harassment/gender equity programs, school improvement planning, research based instructional strategies, student assessment, minority recruitment/developing future teachers, network for curriculum and professional development, non-certified coaches clinic, Perkins Career & Technical Education Consortium, professional development, language arts, math, science and bilingual education councils, Multicultural Resource Center, Title III English Language Learner consortium, RESC Alliance support, student summer programs (Imagination Quest), teacher/administrator leadership and evaluation training, and technical assistance in all aspects of K-14 teaching and learning.

## **Instructional Technology Services**

Instructional & Technology Services are the design and delivery of instructional training, support, and integration plus an extensive and varied media collection that supports educational curriculum. Other areas of responsibility of technology include technology-focused student interdistrict cooperative programs, facilitation of technology-related projects, and statewide collaboration of technology initiatives.

### **Instructional Technology**

Services include: statewide initiatives and projects, technical assistance, planning, evaluation and professional development design, Technology Coordinator Council roundtable, technology training and support provided at LEARN or onsite.



## Magnet School Based Services

### The Friendship School

**Administrator:** Andrea Simmons

**860-447-4049**

A model urban-suburban collaborative effort between Waterford and New London with LEARN serving as the local education agency for the school. The program provides education for preschool and kindergarten children to acquire the readiness skills to be active members of a diverse learning community. Natural inclusion of children with identified special needs occurs in every classroom, with related services taking place in natural environments within the school with typically developing peers.

### Regional Multicultural Magnet School

**Administrator:** Dr. Susan Iwanicki

**860-437-7775**

A full time elementary program (K-5) which is a voluntary desegregation project of Southeastern Connecticut. Students from 13 towns in SECT attend the school and are accepted on a lottery basis. RMMS has a multicultural curriculum focus and is diverse socio-economically and in race, ethnicity and geography. All students have exposure to Spanish beginning in kindergarten and there is also a dual language immersion program within the school. Professionals at the school are certified in Connecticut and students at RMMS are administered the CMT's as in any other public school in the state.

### Magnet Kingdom

**860-437-0173**

This program is a student care program for RMMS students. It operates before school in the morning and after school each day. Programs are also provided on non-school days, vacation periods and throughout the summer. The program in addition to being a care program provides recreation, enrichment and academic support for those students who need it. Programs are differentiated by age, interest and needs of students. Program services are offered at several fee levels.

### Dual Language & Arts Magnet Middle School

**Administrator:** Christina Chamberlain

**860-443-0461**

The Dual Language & Arts Magnet Middle School provides an enriched program dedicated to building a student body that is bilingual, bi-literate and multicultural. This is achieved by providing a comprehensive arts enriched core curriculum that empowers students to enhance their understanding of academic content, of themselves and of the world by embracing the arts and their potential to impact communication, culture and creativity.

### **Connecticut River Academy**

**Administrator:** Tara Amatrudo

**860-913-2200**

The Connecticut River Academy is an early college high school on Goodwin College's new campus in East Hartford. Located beside the historic Connecticut River, the Academy's environmental science focus includes river studies; land, water and air quality; plant and animal growth; human ecology; and renewable energy.

Students in grades 9 through 12 work directly with Goodwin College students and faculty and are able to take credit-bearing college courses starting in grade 11. Internships are available with a wide range of corporations in the area, including advanced technology experiences created especially for Academy students by the Connecticut Center for Advanced Technology.

Learning at the Academy is project based and tied to real-world skills, including joint programs with many institutions throughout the area and across the state. The Academy's extended-day and summer programs provide time for additional learning opportunities for students.

LEARN Regional Educational Service Center is a collaborative partner in this program.

### **Marine Science Magnet High School**

**Administrator:** Dr. Nick Spera

**860-446-9380**

Marine Science Magnet High School of Southeastern Connecticut is a regional magnet school with the mission of preparing students for higher education and marine-related employment by addressing a wide range of marine-related topics and disciplines with a challenging, experiential, 21st century curriculum that is responsive to the diverse needs and interests of a broad spectrum of students.

### **Three Rivers Middle College Magnet School**

**Administrator:** Brad Columbus

**860-885-2665**

Three Rivers Middle College is a choice high school program that serves 11th and 12th grade students who are interested in pursuing studies in various career pathways, such as: Early Childhood Education, Engineering Technology, Business, Criminal Justice, Hotel & Hospitality, and many more.

As a dual enrollment magnet high school, the students will complete high school graduation requirements while having the opportunity to take courses at Three Rivers Community College. The college has transfer agreements with many four year institutions. Our high school classes are offered in a small environment which allows for an individualized learning plan.

LEARN Regional Educational Service Center is a collaborative partner in this program and is the fiscal agent for the school.

## **Riverside Magnet School**

**Administrator:** Dr. Jasdeep Singh

**860-709-6800**

The Riverside Magnet School provides young children with opportunities to engage in exciting curriculum while building their cognitive, social, language, creative and physical skills. Rooted in the Reggio-Emilia approach, the school immerses children in an interactive, developmental curriculum that keeps them actively engaged in their learning and helps them become reflective problem solvers. Parents, as their child's first teachers, are heavily involved in the curriculum and the program. The school has a uniquely designed learning environment, offering ongoing access to nature. Highly-qualified early childhood teachers plan customized curriculum based on children's interests and needs, encouraging expression through many forms of art, media and language. Additional support is provided by Goodwin College staff and advanced students, who work regularly with the school as part of our laboratory school learning model.

LEARN Regional Educational Service Center is a collaborative partner in this program.

## **Student Support Services Department**

**Administrator:** Bridgette Gordon -Hickey

**860-434-4800**

The department provides a variety of Special Education programs and services for students with disabilities starting with preschool aged children right through to high school graduation, including but not limited to challenging behavior (ED), medically challenged, autistic, multi-handicapped and neurologically impaired. Some of the classrooms are located in public schools throughout Southeastern Connecticut, enabling students to be included with peers to the maximum extent appropriate. Other classrooms are community based to foster independent working and vocational skills. Our ABA School Support Network provides School and Home Based ABA Programs including consultation, direct service, and a home component. Related Services such as occupational therapy, physical therapy, speech and language therapy, specialized nursing and counseling are incorporated as needed. Districts may also contract needed therapy services utilizing LEARN staff. Services range in intensity from a single consultation to a LEARN-staffed, self-contained classroom in a local school.

### **Early Care and Education:**

**Administrator:** TBD

**860-434-4800 ext. 138**

The Early Care and Education Department initiates, supports and provides a wide range of programs and services, which enhance the quality and expand the opportunities for the early care and education community. Leadership in providing these activities positively impacts the quality of life for young children, their families, educators and caregivers.

Services/programs provided include: Accreditation Facilitation Project (the National Association for the Education of Young Children), Children First Discovery Initiatives, Pawcatuck/Stonington West Broad Street School Family Resource Center, Preschool Enhancement Program for the Homeless, and School Readiness Grant Program Professional development and technical assistance for those who work with young children

### **Partners for Birth to Three**

**Administrator:** TBD

**860-434-4800 ext.**

LEARN Partners for Birth to Three Mission Statement: “We will be a vital community resource for families concerned about the development of their infants and toddlers. We will respect, support and empower families in making informed decisions as they meet their children’s changing needs particularly as families move into or out of programs or relationships. As providers of Birth to Three services, we will support and collaborate with families to understand their children’s unique development. We will insure that our work empowers families to develop and to expand their natural support systems including their families, communities, and schools. We will educate our communities about the importance of development in the early years and the importance of early intervention.”

Developmental Educators, Occupational and Physical Therapists, Speech Language Pathologists, Nurses and Social Workers provide comprehensive services to families of infants and toddlers with disabilities as a program within Connecticut’s Part C Birth to Three System.