



Tiny Tigers Learning Center

BAPS Employee Child Care



Parent Handbook

**Tiny Tigers Learning Center at
Arrow Springs Early Childhood Center
101 West Twin Oaks Street
Broken Arrow, OK 74011
918-259-7413**

(Updated 04/2023)

Introduction

Tiny Tigers Learning Center offers developmentally appropriate child care for children from 6 weeks to 3 years of age. This program is designed to provide a quality childcare service to the employees of the Broken Arrow Public Schools District. Our program provides a safe environment, focused on the physical, mental, and social emotional development of young children.

Mission Statement

We exist to serve the Broken Arrow Public Schools district employees, by providing excellent childcare that lays the foundation for physical, intellectual, and emotional health.

Philosophy

Our program's planned curriculum, and placement within an early childhood center, sets our program participants up for early academic success, by utilizing the latest research and teaching methods to ensure that the development needs of our children are met.

Physical Development

The development of fine motor skills is a key focal point within our program. While in care, children will be given the opportunity to develop the physical skills that are appropriate for their age. Our classroom environments will encourage the development of gross motor skills, balance, and age appropriate movement transitions, such as crawling, pulling, and rolling. We will also encourage the development of fine motor skills, such as gripping, holding, and the use of fingers or utensils to move objects.

Intellectual Development

"Hands-on" learning centers are a part of the planned activities that encourage children to think, reason, question and experiment as they construct their knowledge of the world. Our program offers developmentally appropriate opportunities for children to construct foundational knowledge through enriching experiences that engage their senses. Our students will be exposed to a language rich environment that will establish their early capacities for language and literacy development.

Social and Emotional Development

The most critical stages in the social emotional development of children, occurs between 0-5 years of age. Our staff utilizes the strategies offered in *The Pyramid Model*, to guide children in their development of social emotional competence. These strategies include modeling the appropriate behavior, labeling the appropriate behavior, forming strong relationships with the children to build positive connections, and offering support to help students gain social interaction skills.

OPERATIONAL POLICIES

OK DHS Licensing

The Tiny Tigers Learning Center (TTLC) is licensed through the Oklahoma Department of Human Services (DHS). A licensing compliance file is available for viewing at any time. A copy of the licensing compliance file is kept in a binder at the site and is available for viewing upon request. TTLC follows most of the established policies and procedures of Broken Arrow Public Schools. In some instances, there may be differences between school district policy and DHS licensing requirements. In such cases, TTLC will follow procedures defined by DHS licensing requirements, fire marshal, or Health Department.

Hours of Operation

The hours of operation are designed to serve the needs of Broken Arrow Public Schools district staff. Our child care calendar runs in conjunction with the district instructional calendar. Our center is open from 7:00AM-5:30PM, Monday through Friday. Children should be dropped off by 9:30AM, unless advance arrangements have been made.

Our center operates 10 months out of the year, from August to the end of May. We maintain an OPEN-DOOR POLICY for legal parents/guardians with children enrolled in our program. We encourage parental involvement in the life of our child care center.

Communication

The majority of business office information is communicated via email or through the Brightwheel application. Staff will not respond to Brightwheel messages outside of business hours. TTLC Administrators will continue to monitor messages, in case of emergency. It is important to make sure the business office has the most up-to-date and monitored email address on file. Lesson plans, menus, and announcements will also be posted at each site on bulletin boards. Open and regular communication with the staff site leads is highly encouraged.

Inclement Weather Policy

When Broken Arrow Public Schools are closed due to inclement weather, TTLC will be closed. Check local weather stations and the school district website for up-to-date information. No credits or refunds of monthly tuition will be offered for unexpected school closures.

Personal Belongings

Parents will be responsible for providing their children with diapers, wipes, and extra changes of clothing while they are at the center. All children will have a personal cubby, labeled with their name in their assigned classroom, where clothing and personal items brought to the center may be stored. Car seats may be stored in the classroom, if needed.

Outside Play

Children will play outside daily when weather does not pose a significant health risk. Children will not play outside when the wind chill is 32 degrees or below, and will be monitored for heat sensitivity when the temperature is 80 degrees and above. Please provide your child with weather appropriate clothing and shoes.

Safety and Emergency Plans

Access to Tiny Tigers Learning Center is limited to TTLC staff, BAPS employee parents/ guardians with children enrolled in the program. Parents of students attending the Early Childhood Center are not

permitted to have access to the TTLC program. Upon enrollment into the program, parents/guardians will be given a key fob to access the center, before and after the Early Childhood Center's school hours. Each family must abide by the program's Safety Agreement. Failure to abide by the Safety Agreement will result in immediate dismissal from the program.

All TTLC staff must pass a local and national background check before being employed to work in the facility. Our staff are SAFE SLEEP trained and certified in pediatric CPR and First Aid. Once per month tornado, fire, and intruder on campus drills are conducted. Our staff will follow our district's emergency procedures in situations where an evacuation or lockdown of the building is required. The emergency procedures for Arrow Springs Early Childhood Center are attached to this document and will be followed by our staff, in the event of an emergency.

Nutrition and Meals

Nutritious meals and snacks will be provided daily, according to standards established by the Oklahoma Department of Human Services (OAC 340:110-3-299). The Child Nutrition department at Broken Arrow Public Schools, will be the vendor utilized to provide meals. Families with children that can eat solid food may pack lunches, and send them to our center. All lunches must be dated and labeled with first and last name of the child. Parents must notify staff of any food allergies or dietary restrictions. If no food is provided by the family, TTLC will serve their meals and snacks during hours of operation.

Safe drinking water is freely available throughout the day, especially before/during/after outdoor play. The eating environment is pleasant, relaxed, socially engaging, and provides opportunities to teach. Children are encouraged to try new foods. However, children will not be forced to eat, and not punished for refusing to eat.

Infant Formula, Breast Milk, Baby Food

Families with infants are required to provide their own formula or breastmilk, and bottles to be served to their child, unless written instructions from a qualified physician are on file. You may provide your own water for the bottle feedings, as well. We will work with parents to develop an appropriate feeding schedule based on their child's development. Infants are fed when hungry.

Powder formula should be received by staff in the original packaging to ensure the proper amount is prepared. Each container must have the correct measuring tool provided. The staff will combine the water with the formula when your infant is ready to eat.

All bottles must be labeled and dated. Bottles will be returned home each day for cleaning. Communication will also be given to families to provide updates on their formula supply.

Breastmilk must be labeled with the child's first and last name, and the time and date that the milk was expressed. Unused breast milk will not be stored or kept overnight at TTLC.

Parents will also be required to supply any jarred baby food/cereal that their child needs, when their child begins the transition to solid foods.

If a parent forgets to supply their infant with food, the parent will be required to bring the appropriate infant food to the center. Failure to provide infant food when contacted will result in a dismissal from the program.

Behavior Management Goals

A positive approach to guidance and discipline that fosters self-control and independence while maintaining a positive self-image will be utilized at TTLC. Our staff uses *Pyramid Model* and *Conscious Discipline* conceptual frameworks for behavior management. Staff will focus on teaching and modeling self-control techniques, as well as helping children develop the tools to resolve conflicts and problem solve. The following methods will be used to accomplish this:

- Routines and procedures will be set in accordance with what is developmentally appropriate for a child's age group.
- Staff will teach and model appropriate behaviors.
- Staff will provide opportunities for children to practice appropriate behaviors.
- The needs of the whole group and the needs of the individual child will be taken into consideration with every activity.
- Procedures will be consistently implemented.
- Rationale for rules will be explained and related to the child's well-being, and to the rights and safety of others.
- Staff will consistently evaluate themselves and the classroom environment, to effectively manage student behavior.

The use of corporal punishment is never permitted. A child will not be subject to verbal abuse, humiliation or threats.

If behavior problems occur, the TTLC staff will:

1. Discuss the concern with the child and model correct behavior.
2. Discuss the behavior with the parent/guardian.
3. Write an incident report for parents to sign that documents the child's inappropriate behavior. The parent's signature may be requested as acknowledgement of the receipt of the report.
4. Schedule a parent/teacher conference with the Director or Lead Coordinator to establish a mutually agreed upon Behavior Intervention Plan.
5. Suspend services for one to three days if the inappropriate behavior continues.
6. Dismiss child from the program if behavior continues after the child returns from the suspension. If a dismissal occurs, parents will be required to make other child care arrangements for the school year.

Specific Biting Incidents - *Biting is a common behavior among children who are younger than 3 years of age. While this behavior is a common part of a child's development, it is also harmful to others and must be addressed appropriately by a child's caretakers. The reasons for biting are not always easy to identify. It is important for staff and parents to know that children at this age have not fully developed self-control and they lack language and reasoning skills to demonstrate other options for getting their needs met.*

Biting Policy

When biting does occur, our staff will work with the child to find remedies to prevent future occurrences from happening. Staff will try to identify circumstances that may have triggered the biting, and staff will work to be proactive in our management of those circumstances moving forward. HARSH PUNISHMENT OR SCARE TACTICS WILL NOT BE USED to discipline a child who has bitten

another child. Staff will remain calm, while communicating clearly and firmly that the biting behavior is not acceptable.

The child who has bitten should be separated from other students temporarily, so that corrective communication can occur and so that the injured child can be properly cared for and comforted. The child's parent/guardian should be contacted to make them aware that a biting situation has occurred. A Behavior Report form will be completed and given to the parent/guardian to sign at pick up on the day that the incident occurred.

The child who has been bitten will be comforted immediately and receive care for the physical injury. The parent/guardian will be notified, and an Incident Report form will be completed and given to the parent/guardian at pick up on the day that the incident occurred.

Continued/Repetitive Biting

If a child inflicts three bites in a two-week period (10 weekdays), a conference with the child's parent/guardian will occur, and the child will be suspended for one day. Upon return if the child again inflicts three bites in a two-week period (10 weekdays) the child will be suspended for three school days. At this stage, the child's family will be given written notice that dismissal from the program is under advisement, and may occur if the behavior continues at the center. If a child once again inflicts three bites in a two-week period (10 weekdays) the parents will be asked to make other child care arrangements. A formal notice of dismissal will be given to the parents, and the parents will be given 7 calendar days to find new childcare for their child. The child will also be suspended for 3 school days. If a child, who has been through steps 1 and/or 2, goes three-weeks (15 school days) without biting, we will go back to step one if the child bites again. If a child goes through two-cycles of our biting rubric and still continues to display the behavior, then the step of dismissal will be under advisement, and written notice will be provided to the parent/guardian to make them aware of the possibility of dismissal.

If a child bites twice in a school day, the child will be required to be picked up from child care for the remainder of the day. The application of an additional suspension or dismissal will be applied if appropriate.

Cause for Dismissal

TTLIC will not continue services for a child:

- When the child's behavior endangers him/herself or others.
- When intentional destruction of property occurs.
- When behavior is consistently disruptive to the entire program affecting all students.
- When the child leaves the site/program without permission.
- For non-payment, late payments, pick up fees or continuous late pick-up.
- If a parent fails to abide by door safety/key fob access rules.
- If a parent or guardian physically or verbally abuses/threatens another child, parent or TTLIC employee.
- If a parent continually fails to follow policies and procedures of the program.
- In any dismissal event, requests for refunds will be evaluated by the program administrator. Requests must be submitted within 1 week of the dismissal.

** The program reserves the right to dismiss any child if the staff determines that the program cannot meet the needs of the child. In extreme cases, the parent may be requested to pick the child up during program time.*

ADDITIONAL PROGRAM PROCEDURES

- A parent or authorized person must electronically sign the child in each morning and sign the child out each night. This process will be facilitated by the Brightwheel application.
- A parent/guardian who enrolls a child is considered the primary account holder and is required to provide TTLC with any and all court documents pertaining to the student, such as custody agreements, divorce decrees, protective orders etc. This must be provided to the TTLC staff. TTLC is a separate entity from the Arrow Springs Early Childhood Center school office.
- Two key fobs will be distributed to each family at no additional cost. If more than two fobs are necessary, TTLC will charge a \$5.00 fee for each additional fob. The key fobs will allow access to the school site building when the building is locked. This safety procedure is designed to help provide as much security to our TTLC students and staff as possible. Do not share this fob with anyone who is not documented as an authorized pick up/drop off contact in our Brightwheel database. Do not open the door to allow other parents in the building. Do not assume that the person coming in is authorized to have access into the building. If the fob reader denies entrance at any time, authorized parents/guardians can call the center cellphone that is listed on a sign by the fob reader or listed online.
- All authorized persons to pick up must be at least 18 years of age, and must present a current photo ID at the time of pick up. Authorized persons MUST have appropriate car seat for the child.
- Parents/guardians must notify the site staff in advance by calling the center cell phone number if they wish to allow any persons to pick up their student that is not listed on their current record. The person picking up must present a current photo ID at the time of pick up. The person picking up must have an appropriate car seat or booster seat to transport the child from the center.
- Parents/guardians are only granted access to the TTLC designated areas during drop off/pickup. Do not access any classrooms, hallways or other spaces that are not designated TTLC program areas. Trespassing in non-TTLC areas will lead to dismissal from the program.
- Children MUST be picked up by 5:30 p.m. Late fees will be assessed beginning at 5:31 p.m.
- In the case of unexpected personal circumstances (inclement weather, illness, business, etc.) the parent must have an alternative pick-up plan. TTLC employees will not transport children to a parent or guardian for pick-up.
- If a child has not been picked up by an authorized adult by 5:30PM, every effort will be made to contact persons designated as emergency contacts. If this is unsuccessful, the Broken Arrow Police Department will be called to handle the matter.
- Any caregiver who has reason to believe that a child has been abused/neglected is required by law to promptly contact the Oklahoma Department of Human Services.

Enrollment

Enrollment into the TTLC program is complete when the parent/guardian has:

- Completed the online registration through Brightwheel and electronically signed the online policy contracts and admission forms.
- Provided proof of employment at Broken Arrow Public Schools.
- Provided up- to- date immunization records.
- Completed payment for the annual registration and supply fees.
- Read and have agreed to all policies stated in the parent handbook.
- Received an email for confirmation of enrollment from the business office.

Wait List: If no openings are available in the center, a waiting list will be maintained. If/when a student withdraws from TTLC, we will contact the first person on the waiting list by phone and email. Each person is given 24 hours to reply with confirmation that care is still needed. If we do not receive a response, we continue through the list according to the time/date stamp from each registration.

PROGRAM TUITION AND FEES

Annual Registration Fee

An annual (non-refundable) Registration Fee of \$75.00 per child will be charged upon admission into the TTLC program.

Annual Supply Fee

An annual (non-refundable) Supply Fee of \$100.00 per child will be charged upon admission into the TTLC program.

Tuition

- Tuition is a flat rate tuition that will not fluctuate based on the amount of days the student attends.
 - Tuition Rates:
 - 6 weeks- 12 months: \$800/month
 - 13 months-24 months: \$750/month
 - 25 months-36 months: \$700/month
 - 36 months (+): \$650/month
 - Part time rates are available upon request.
 - A discount of 10% per month will be applied for parents with more than one child enrolled.
 - Credits/Refunds will not be offered for unexpected school closures, or student suspensions due to inappropriate behavior.
 - Tuition payments made in advance are acceptable. The funds will be listed as a credit on your account, until tuition charges are posted to your account.
- In order to best serve the district employees, tuition will be billed on a semi-monthly schedule. Fifty percent of the monthly tuition rate will be due on the 1st of each month, and the remainder will be due on the 15th of each month. We understand this does not coincide with the district payroll schedule. However, our billing system will not allow for different billing dates at this time.

- If tuition payment has not been received by the current semi-monthly due date, a \$25 late payment fee per student will be posted two days following the current due date. Tuition and all fees must be paid in full by 5:00 p.m. on or before the 5th day following the current due date. If not received, a dismissal for non-payment will be issued for your child.
- In the case of divorce or joint custody agreements where parents are court ordered to split the cost of child care expenses, the primary account holder is responsible for the entire tuition and any applicable fees. It is up to the primary account holder to collect the court-ordered portion that is due. TTLC will not bill two separate parties for any child.
- Please note that TTLC site staff are not allowed to accept tuition payments in person.
- A copy of the Financial/Policy Contract electronically signed during enrollment is available upon request.

Payment methods accepted:

- Payment must be paid electronically through the Brightwheel application. TTLC will not offer payroll deduction from the district's payroll department.
- Auto-Pay (Authorized through online enrollment or online parent portal)
- By mail with check or money order (NO CASH) to the Education Service Center ATTN: Tiny Tigers Learning Center- Accounting Dept. (701 S Main St. Broken Arrow, OK 74012). **This option is not the most efficient, so we do not recommend this option if it can be avoided.*

Wait List Fee:

All parents will be required to pay a \$30 wait list fee to remain on the waiting list. This is a standard procedure fee and will not apply to any registration, supply, or tuition charges once an opening comes available.

Late Payment Fee:

A \$25.00 late payment fee will be assessed two days following the current semi-monthly due date. All tuition and fees must be paid by 5:00PM on or before the 5th day following the semi-monthly due date. If not received, a dismissal notice will be issued and your child will be withdrawn from TTLC on that date.

Return Payment Fee:

All returned forms of payment will be assessed a \$25.00 return fee. The amount of the returned form of payment, plus the return payment fee must be paid in full within two business days following notification of return. Failure to do so may result in child(ren) being dismissed for non-payment. Multiple returned forms of payment may result in revocation of ability to pay by electronic check, and may result in dismissal from the program.

Late Pick Up Fee:

Children must be picked up by 5:30PM. A late charge of \$10.00 + \$1.00 per minute will be assessed beginning at 5:31PM. Late pick up charges will be added to your account and will follow the next billing cycle schedule outlined in the tuition details. A fourth late pick up fee in an academic year may result in the child(ren) being dismissed from the program.

Diaper/Wipe Fee:

Parents must supply baby wipes, diapers, or pull-ups. Staff will communicate with ample time for parents to supply new stock. If diapers, wipes, and pull-ups are not provided for your child, a \$2.00 per diaper fee will be added to your account and will follow the next billing cycle schedule as outlined in the tuition details.

Financial Hardship

TTLC leadership openly understands that financial hardships cannot be predicted. Established families may apply for a temporary scholarship for a one-month reprieve. "Established," means any family who has a child currently enrolled, and has completed payment for the registration fee and at least one month of tuition in full. Applications for temporary one-month scholarships during the school year will be available by contacting the business office. Applications will be reviewed as needed by a committee of 2-3 persons of the TTLC Leadership Team.

Health and Safety

TTLC staff make every effort to promote good health and to prevent the spread of infectious diseases.

Staff will administer medication under the following conditions:

- All medication must be provided by a parent. Any medicine must be given to the TTLC lead staff, along with a completed and signed authorization form.
- All prescription medicine must be prescribed for the child by a physician. It must be in the original container with the child's name on it. (Note: DHS only allows TTLC staff to administer the prescription on the medicine bottle. If the prescription changes, a new bottle must be provided.)
- All medications will be kept in a safe place and out of reach. The responsibility of giving medication shall be assigned to one person on duty.
- Parents must provide documentation in writing for sunscreen or insect repellent to be applied to the student.

TTLC will not provide care to ill children. If a child has had diarrhea, vomiting, fever of 100.4°F or higher, undiagnosed rash, inflamed and matted eyes, or any sign of a contagious disease in the past 24 hours, the child is to be kept at home and is not to return to the program until completely recovered.

A child who becomes ill while at TTLC, will be immediately isolated from the other children, and the parent will be notified to pick up the child immediately. Ill students will be provided an area to rest until a parent can arrive.

Parents will be notified of any injury that occurs at the TTLC program and will be called when there is any significant injury. In the case of an injury requiring immediate professional treatment, the staff will call 911. The paramedics will decide on the appropriate action. If the child needs emergency medical treatment, it will be at the nearest available medical facility. The parent/ guardian will be responsible for ALL medical charges.

Parents will be notified by a sign posted at the school site for any communicable disease or infestation, if Broken Arrow Public Schools has not notified all parents. For any other illnesses or infestations, TTLC will follow district guidelines.

Poison Exposure- Poison control will be called, and a parent will be immediately notified.



EMERGENCY PROCEDURES

- I. **Evacuation of Building:** In the event that a set of conditions requires the immediate evacuation of the building to ensure the safety of children and staff, TTLC will adopt the following evacuation procedures:
 - Staff will gather the emergency clipboard with the student roster, contacts, and sign in/out sheet.
 - Staff will gather all students and exit the building using the closest exit, unless otherwise instructed by site administrators. This will require putting infants and toddlers who are not able to walk into the rolling carts to quickly get them out of the building.
 - Staff will gather the classroom cellphone. **STAFF WILL NOT USE THE CELLPHONE UNTIL THEY ARE AT A SAFE DISTANCE AWAY FROM THE BUILDING.** In situations involving possible natural gas leaks, the use of cell phones can cause the fumes to ignite. Once everyone is at a safe distance communication will be provided to BAPS SERT and the proper first responders.
 - Staff will account for all students at a designated meeting location. For staff exiting on the north or east sides of the building, the meeting location is at the north fence-line bordering the Broken Arrow Freshman Academy field. For staff exiting on the south or west sides of the building the meeting location is the stop sign on Vicksburg Street.
 - If circumstances warrant, the entire site may be relocated to the Broken Arrow Freshman Academy or Leisure Park Elementary School.

- II. **Shelter In Place:** In situations requiring children and staff to “shelter in place” the following procedures will be followed:
 - Site administrators will communicate the need for staff and students to remain in their classrooms until further notice. Communication will be provided to BAPS SERT regarding the situation, and information will be relayed to parents regarding the situation in collaboration with the BAPS communication department.
 - Child Nutrition will provide food and snacks as needed.
 - When it is safe to leave the building, communication will be relayed to all families and staff. The decision to safely leave the building will be made by the site administrators in collaboration with BAPS SERT and first responders.

- III. **Tornado:** TTLC will follow the tornado procedures established by Arrow Springs Early Childhood Center.

IV. **Fire:** TTLC will follow the fire procedures established by Arrow Springs Early Childhood Center.

V. **Active Shooter/Intruder/Angry or Violent Person In Building:** In the event of an Active Shooter/Intruder/or Violent Person in the building, TTLC will take the following actions.

- School administration or staff will communicate the threat using the intercom paging system, if possible.
- Staff will close their immediate classroom doors, turn off the lights, and hide out of view of windows or doors in the classroom. The doors lock automatically upon closure.
- Staff will call 911 using the room cellphone.
- Staff and children will remain in their classrooms UNTIL law enforcement arrives and opens their classroom door to escort them out of the building.
- If a violent situation occurs outside of the building, staff and children will immediately go inside the building and follow the “Shelter In Place” Procedures.
- If staff and children are outside, when a violent situation occurs inside the building, staff will immediately gather the children and leave the premises, heading to the designated meeting areas on the north or south side of the building. Staff will make every effort to place as much distance as they can between themselves and the situation occurring in the building. Staff will communicate with law enforcement and BAPS SERT to make them aware of their location and to account for the children who are in their care.

There will be no discrimination in the District because of race, color, sex, pregnancy, gender, gender expression or identity, national origin, religion, disability, veteran status, sexual orientation, age, or genetic information in its programs, services, activities and employment. The district also provides equal access to the Boy Scouts of America and other designated youth groups. Broken Arrow Public Schools will take all necessary steps to ensure that each school and work place in the District is free from unlawful discrimination or harassment. The following people within the District have been designated to handle inquiries regarding the District's non-discrimination policies, issues and concerns:

- For all student issues related to Title VI of the Civil Rights Act of 1964, as amended (questions or complaints based on race, color, and national origin), the Deputy Superintendent should be contacted at 918-259-5700 or at 701 South Main Street, Broken Arrow, OK 74012;
- For all student issues related to Title II of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, and the Individuals with Disabilities Education Act of 2004 (IDEA) (for questions or complaints based on disability), the Executive Director of Special Services should be contacted at 918-259-5700 or at 701 South Main Street, Broken Arrow, OK 74012;
- For all student issues related to Title IX, of the Education Amendments of 1972 (for questions or complaints based on sex, pregnancy, gender, gender expression or identity), the Assistant Superintendent should be contacted at 918-259-7722 or at 701 South Main Street, Broken Arrow, OK 74012;
- For issues related to accessibility to facilities, services and activities pursuant to the Americans with Disabilities Act, the Associate Superintendent should be contacted at 918-259-5728 or at 701 South Main Street, Broken Arrow, OK 74012;
- For all non-student and/or employment related issues (including questions or complaints based on age), or for any individual who has experienced some other form of discrimination, including discrimination not listed above, the Chief Human Resources Officer should be contacted at 918-259-7724 or at 701 South Main Street, Broken Arrow, OK 74012.

• Inquiries concerning non-discrimination can also be made to, and outside assistance obtained from, the United States Department of Education's Office for Civil Rights. The contact information for the Kansas City Enforcement Office is: Office of Civil Rights, U.S. Department of Education, One Petticoat Lane, 1010 Walnut Street, Suite 320, Kansas City, MO 64106; Telephone: (816) 268-0550; TTY: (877) 521-2172; Facsimile: (816) 823-1404; Email: OCR.KansasCity@ed.gov.