

## **PARENT RESOURCES**

Louisiana Homework Assistance

Web: <http://www.homeworkla.org>

Department of Children and Family Services

Hotline: 1-855-4LA-KIDS (1-855-452-5437)

Web: <http://www.dss.louisiana.gov/>

## **FIRSTLINE SCHOOLS POLICIES & PROCEEDURES**

*Please see your school's Family Handbook for a complete outline of all FirstLine Schools policies (including policies for cellphone and Internet use, bullying, mandated reporting, media release, and more).*

### **Included Here:**

Student/Parent Grievances Procedures - Page 2

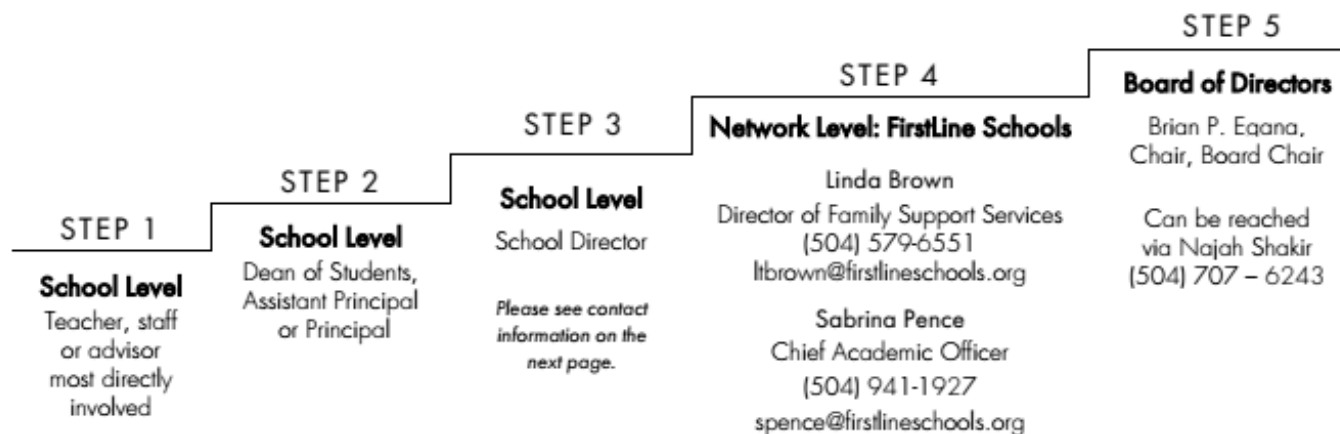
Safety, Restraint and Seclusion Policy - Page 4

Expectant and Parenting Student Rights Policy - Page 4 (Coming Soon)

## STUDENT/PARENT GRIEVANCE PROCEDURES

We share the commitment to accountability that we ask of all our parents and students, and we will address any concerns expeditiously and judiciously. Any parent may bring a complaint to the school director for any reason, including the request to appeal a disciplinary decision. The below process has been established so that students and parents may bring concerns, appeals or complaints to the attention of the appropriate party:

1. If a concern arises from a school situation, students or parents should first discuss it with the teacher, or staff most directly involved.
2. If the students or parents concerned believe that the discussion has not led to a satisfactory conclusion, they may proceed to discuss the matter with a dean of students, assistant principal, or principal in an attempt to reach a solution.
3. If the students or parents believe that the situation still has not been resolved, concerns should be taken to the school director (contact info on the next page). The school director will first investigate the matter to ensure that Steps 1 and 2 have been appropriately documented and completed, then record the complaint and/or appeal and will address any concerns regarding appeal of a disciplinary decision, or any action or inaction taken by the school administration, within three school days of the appeal and within five days from the time the complaint is introduced.
4. If the situation still has not been resolved to the satisfaction of the students or parents, concerns should be directed to FirstLine Schools director of family support services, Linda Brown. Ms. Brown can be reached by phone at 504-579-6551, by email at [lbrown@firstlineschools.org](mailto:lbrown@firstlineschools.org), and by U.S. mail at FirstLine Schools, 300 N. Broad Street, Suite 207, New Orleans, Louisiana 70119. The director of family support services will record the complaint and/or appeal and address it as quickly as possible and no longer than five school days from the time the complaint and/or appeal is introduced.
5. If, following a conversation and/or meeting with the director of family support services and appropriate parties, the situation still has not been resolved to the satisfaction of the students or parents, the matter should be taken to Sabrina Pence, CAO of FirstLine Schools, Ms. Pence can be reached by phone at 504-941-1827, by email at [spence@firstlineschools.org](mailto:spence@firstlineschools.org), and by U.S. mail at FirstLine Schools, 300 N. Broad Street, Suite 207, New Orleans, Louisiana 70119. If still no resolution the matter should be taken to FirstLine Board of Directors through its Parental Concerns and Complaints Committee. The chair of the board, Mr. Brian Egana, can be reached at: FirstLine Schools, 300 N. Broad Street, Suite 207, New Orleans, Louisiana 70119 or via Najah Shakir at 504-717-6243.








The student or parents may request that the Committee appoint an advocate or representative from the respective school who has no direct involvement or conflict with the matter to participate with the Committee to provide any input into the Committee decision. The parent requesting a representative will be required to complete a release of student information form allowing the selected representative to view the student's information. The appointed person will be required to execute a Confidentiality Agreement to maintain the integrity of the process and to protect any confidential information that may be necessary to disclose. Emergency issues will be dealt with on an as-needed basis. The Committee, as necessary, shall direct the school director or other responsible party to act upon the complaint and report its resolution to the Committee. The Committee shall render a final determination in writing, as necessary. If after presentation of a complaint to the FirstLine Board of Directors Parental Concerns and Complaints Committee, the students or parents believe that the Board, through its Parental Concerns and Complaints Committee, has not adequately addressed the complaint, they may present the complaint to the charter authorizer, the OPSB for grades K-8, or the RSD for grades 9 – 12,

which shall investigate and respond. The authorizer shall have the power and the duty to issue appropriate remedial orders to the Board of Directors of FirstLine Schools.

The OPSB's Family and Community Specialist can be contacted at (504) 359-5437. The Recovery School District can be contacted through Louisiana Department of Education toll-free center at 877-453-2721. For more information on the disabilities discrimination complaint process please see the Family Center of our website ([www.firstlineschools.org](http://www.firstlineschools.org)) or visit your school's front office.

## SCHOOL DIRECTOR CONTACT INFORMATION

<p><b>Arthur Ashe Charter School</b></p> 	<p><b>Jeanyll Morris</b>, Elementary School Director (504) 421-2162   <a href="mailto:jmorris@firstlineschools.org">jmorris@firstlineschools.org</a></p> <p><b>Ryan Bennett</b>, Middle School Director (504) 655-1915   <a href="mailto:rbennett@firstlineschools.org">rbennett@firstlineschools.org</a></p>
<p><b>Phillis Wheatley Community School</b></p> 	<p><b>Diana Archuleta</b>, School Director (504) 676-8993   <a href="mailto:darchuleta@firstlineschools.org">darchuleta@firstlineschools.org</a></p>
<p><b>Samuel J. Green Charter School</b></p> 	<p><b>Ava Lee</b>, School Director (504) 228-4184   <a href="mailto:alee@firstlineschools.org">alee@firstlineschools.org</a></p>
<p><b>Langston Hughes Academy</b></p> 	<p><b>Kamisha Gray</b>, School Director (504) 444-3236   <a href="mailto:kgray@firstlineschools.org">kgray@firstlineschools.org</a></p>
<p><b>Joseph S. Clark Preparatory High School</b></p> 	<p><b>Margaret Leaf</b>, School Director (504) 439-6354   <a href="mailto:mleaf@firstlineschools.org">mleaf@firstlineschools.org</a></p>

## SAFETY, RESTRAINT AND SECLUSION POLICY

At FirstLine Schools the prevention of crisis incidents and student safety is a top priority. To ensure all students remain physically and emotionally safe at school, teams of qualified professionals and families develop safety and crisis plans to support students in need of additional support and crisis prevention teams are CPI trained each school year.

Restraint is only used as a last resort if a student's behavior presents a threat of imminent risk of harm to self or others. Only trained FirstLine staff members are authorized to restrain a student. Any type of restraint must be done so that the least amount of discomfort occurs, no physical injury comes to the student, and breathing or the ability to communicate is never disrupted.

Seclusion is a procedure that isolates and confines a student in a separate room or area until the student is no longer an immediate danger to the self or others. Seclusion does not include time-out, suspension, or student requested breaks. Seclusion is only permitted as:

1. A last resort when de-escalation attempts have failed and the student continues to pose an imminent threat to self or others.
2. Necessary to minimize the imminent risk of harm while summoning the assistance of CPI trained personnel, emergency medical service personnel, and/or law enforcement officers when a crime has been committed.

Seclusion used for reasons other than imminent risk of harm and contrary to the above is considered unreasonable and strictly prohibited. Seclusion shall not be used as a disciplinary consequence or to otherwise isolate a student from educational instruction.

3. If an incident of restraint or seclusion occurs, the student's parent or guardian must be notified immediately. An incident report must be completed, copied, and mailed to the parent or guardian within two (2) school days of the incident. Copies of the incident report will be kept on file at the student's school and sent to FirstLine Schools' director of student support services within two (2) days of the incident.

## EXPECTANT AND PARENTING STUDENT RIGHTS POLICY

Coming Soon