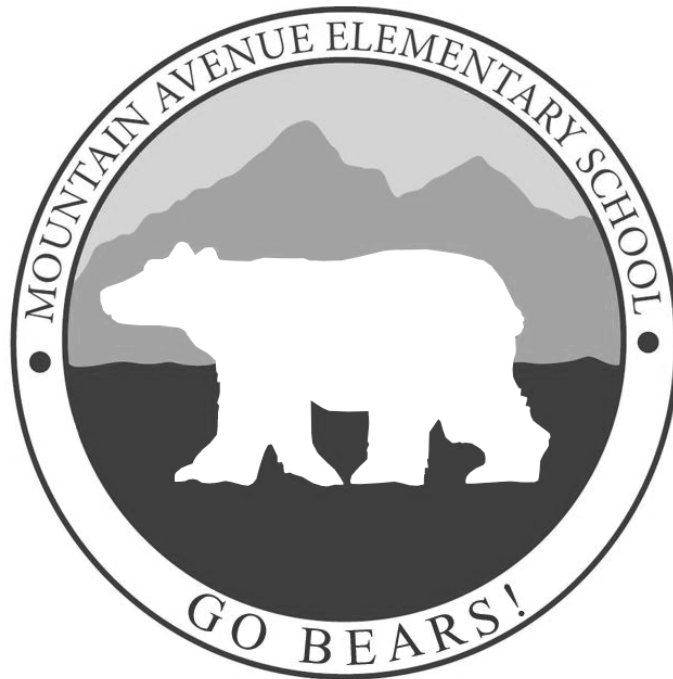


Mountain Avenue Elementary School

Parent Handbook

2023-2024



Mountain Avenue Elementary School
2307 Mountain Avenue
La Crescenta, CA 91214
(818) 248-7766 FAX (818) 248-6352
www.gusd.net/mountainavenue



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MOUNTAIN AVENUE ELEMENTARY SCHOOL

GLENDALE UNIFIED SCHOOL DISTRICT

2012 & 2023 California Distinguished School

2016 California Gold Ribbon School

2018 Campaign for Businesses and Educational Excellence Scholar School

2005 & 2020 National Blue Ribbon School

2022 California Pivotal Practice School

2307 Mountain Avenue
La Crescenta, CA 91214
(818) 248-7766 Fax (818) 248-6352
Dr. Darneika Watson, Interim Superintendent
Jaclyn Scott, Principal
www.gusd.net/MountainAvenue

Welcome to Mountain Avenue Elementary School, the home of the Bears! We are a 2023 California Distinguished School, California Gold Ribbon, a 2020 National Blue Ribbon School, and a 2022 California Pivotal Practice School. I am delighted to welcome our new and returning families to the 2023-2024 school year.

Mountain Avenue is a school with strong traditions, and is known for its academic excellence, strong parent support, and dedicated staff. The Mountain Avenue Mission Statement states: *All members of the Mountain Avenue community will work cooperatively to meet the needs of each child. We will develop responsible, motivated learners who successfully solve problems, think critically, strive for excellence, maintain high ethical standards, and respect diversity.* Our focus on STEAM (Science, Technology, Engineering, the Arts, and Mathematics) and reading comprehension continues to provide a well-rounded education for all students.

The Mountain Avenue staff is knowledgeable, committed, and dedicated to the success of all of our students. We share in the belief that through a strong, active collaboration with students, parents, guardians, and community members, we can create a safe and exciting learning environment that challenges all of our students. Each child receives a well-rounded education that is comprised of California Common Core Standards, California Content Standards in Science, Social Studies, Music, Art, and Physical Education. Staff and students promote our motto, B.E.A.R.S., routinely; B for Be kind, E for Encourage others, A for Accept responsibility, R for Respect others, and S, be Safe. It is through this effective delivery of education that all students reach their fullest potential.

The Mountain Avenue teachers and I are looking forward to a productive partnership with you to ensure that your children can achieve to their highest potential. We recognize that in order to be successful in school, your children need support from both the home and school. We know a strong partnership with you will make a great difference in your child's education. Thank you for giving us the amazing opportunity to educate your children. We hold this responsibility with the highest regard!

Families, here are some ways that you can support your child(ren)'s education at Mountain Avenue:

- Make sure your child attends school daily and arrives on time, ready to learn
- Ensure your child completes all classwork and homework assignments given by teachers
- Have your child read daily to develop a love for reading and to improve literacy skills
- Ask your child about their school experiences so that you are aware of her/his school life

I look forward to a wonderful year of learning!

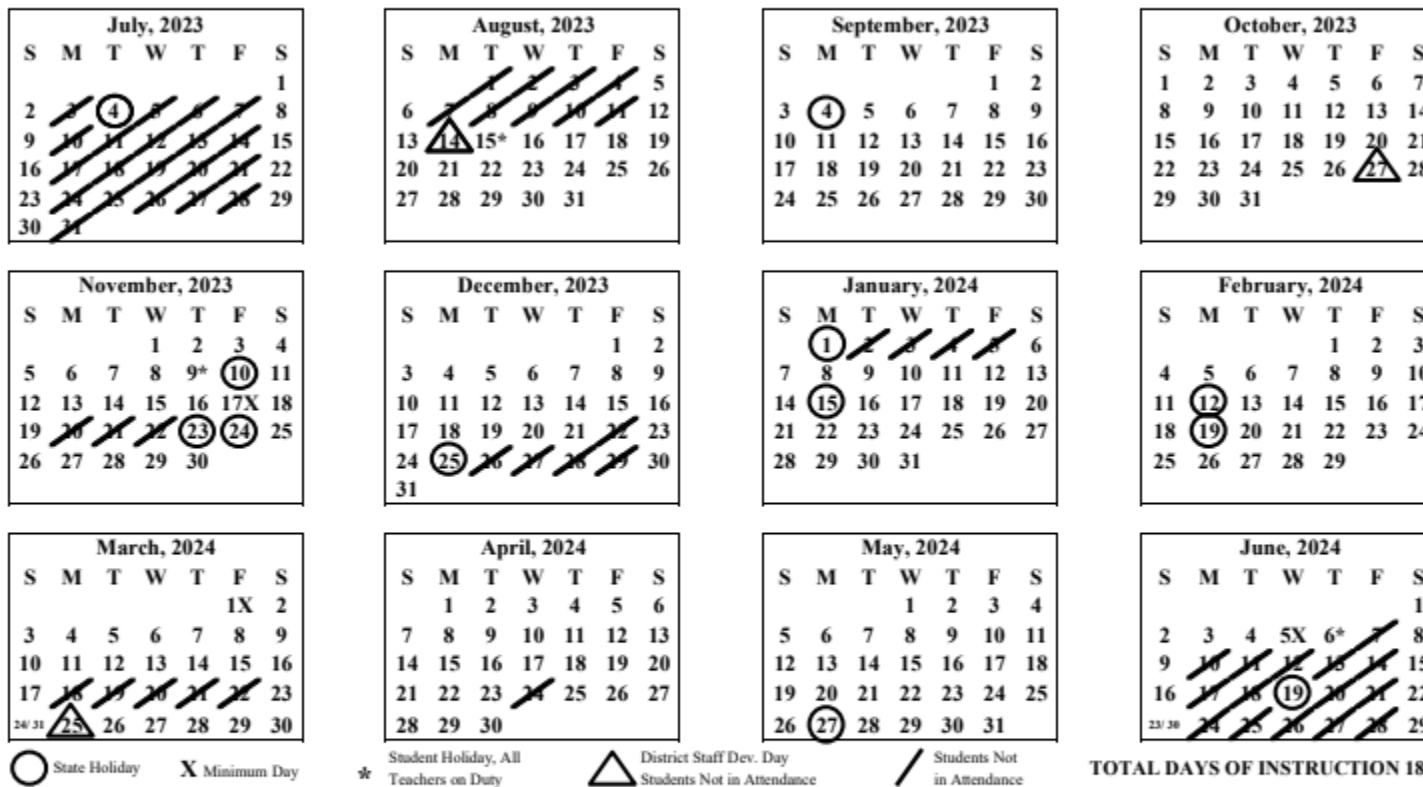
Go Bears!

Jaclyn Scott, Principal

2023-2024 GUSD Calendar

GLENDALE UNIFIED SCHOOL DISTRICT
Glendale, California

ELEMENTARY ATTENDANCE CALENDAR 2023-2024 - Adopted 2-7-23



District Staff Development Day - Aug. 14	Veteran's Day - Nov. 10	Spring Recess - March 18-22
Teacher Institute Day - Aug. 15	Thanksgiving Recess - Nov. 20-24	District Staff Development Day - Mar. 25
First Trimester Begins/School Opens - Aug. 16	Winter Recess - Dec. 22 thru Jan. 5	Armenian Genocide Remembrance Day - April 24
Labor Day - Sept. 4	Dr. Martin Luther King, Jr. Day - Jan. 15	Memorial Day - May 27
District Staff Development Day - Oct. 27	Lincoln Day - Feb. 12	End of Third Trimester - June 5
End of First Trimester - Nov. 8	Washington Day - Feb. 19	Student Holiday, All Teachers on Duty - June 6
Student Holiday-All Teachers on Duty - Nov. 9	End of Second Trimester - Mar. 1	

Parent Portal & Parent Square

Parent Connection provides you access to your child(ren)'s student information over the Internet. Most importantly, this is how you will be informed of who your child(ren)'s teacher. Using a confidential Personal Identification Number (PIN) and Password, you can connect to the school's database and view your child(ren)'s Progress Reports, Attendance, Class Schedule, and update Emergency Contact Information.

For login information, please contact the Mountain Avenue administration office. If you have already registered, but forgot your password, please click the new "Need your Login Information" link at the Parent Connection website. You will receive your password via the email that is on file with your account.

Parent Square

GUSD uses the application Parent Square to communicate with parents.

Some features include:

- Teacher and classroom communication
- Direct messaging with two-way automatic translation
- Online forms and permission slips
- Appointment sign ups (parent-teacher conferences, technology pick-ups)
- Volunteering and classroom supply sign-ups

Activate your Account

You can use ParentSquare on any device. You can download the free mobile app for [iOS](#) or [Android](#) or use the desktop version at www.parentsquare.com.

Our goal is for every family to join ParentSquare and engage with our school community!

Daily Schedule



Mountain Avenue Elementary School 2023-2024 Daily Schedule

School Office Hours
Monday – Friday
Begins: 7:30 am
Ends: 4 pm

Morning Supervision
Monday – Friday
Begins: 8:00 am
Ends: 8:15 am

Transitional Kindergarten

Regular Day
Instruction Begins: 8:20
Instruction Ends: 12:45

Banking Day WEDNESDAY
Instruction Begins: 8:20
Instruction Ends: 12:45

Minimum Day
Instruction Begins: 8:20
Instruction Ends: 11:10

Kindergarten

Regular Day
Instruction Begins: 8:20
Instruction Ends: 12:55

Banking Day WEDNESDAY
Instruction Begins: 8:20
Instruction Ends: 12:55

Minimum Day
Instruction Begins: 8:20
Instruction Ends: 11:20

Grades 1–3

Regular Day
Instruction Begins: 8:20
Instruction Ends: 2:27

Banking Day WEDNESDAY
Instruction Begins: 8:20
Instruction Ends: 1:12

Minimum Day
Instruction Begins: 8:20
Instruction Ends: 11:35

Grades 4–6

Regular Day
Instruction Begins: 8:20
Instruction Ends: 2:47

Banking Day WEDNESDAY
Instruction Begins: 8:20
Instruction Ends: 1:32

Minimum Day
Instruction Begins: 8:20
Instruction Ends: 11:55

Academic Standards/Common Core State Standards & Attendance Policy

We are committed to maintaining a school that is safe and secure for our students. Considerable time, expertise, and funds have gone into strengthening safety and security measures on our campus and throughout the school district. Keeping our school safe is everyone's responsibility. Parents are also an important part of our safety and security plan. They can help by emphasizing to their children the importance of following school rules. Working together to solve problems is a team effort.

Students enrolled at Mountain Avenue Elementary School are not required to pay any fee, deposit, or other charge for participation in an educational activity offered by the school or the District, except as authorized by law. Donations are sought and accepted for various activities and supplies, and are at times critical to the continued success of classes and activities, **but donations are voluntary**.

ACADEMIC STANDARDS/Common Core State Standards (CCSS): In addition to providing opportunities for our students to develop 21st skills (Critical Thinking, Collaboration, Communication, and Creativity/Innovation), CCSS will also affect the way our students will be learning in the classrooms. Our school follows all CCSS in Math and English Language Arts. The following are key shifts called for by the Common Core in English Language Arts:

- Regular practice with complex texts and their academic language.
- Reading, writing, and speaking grounded in evidence from texts, both literary and informational.
- Building knowledge through content-rich nonfiction.

The key shifts called for by the Common Core in Math are greater focus on fewer topics; coherence (linking topics and thinking across grades); and rigor. That is, pursuing conceptual understanding, procedural skills and fluency, and application with equal intensity

ATTENDANCE: Student attendance is to be regular and punctual. It is the responsibility of all students to make up class work missed during an absence.

TARDIES: Students are considered "late" if they are not in their classrooms, prepared to learn, **by the 8:20 A.M. bell**. After that time, students must sign-in and pick up a late slip from the office prior to entering the classroom. Students 30 minutes or longer late to school will be considered "tardy". The "late" and "tardy" slips are to be filled out and given to the classroom teacher. Students in grades 4-6 who accumulate ten or more lates will be assigned to Saturday School (also known as Alternative to Suspension). After a student reaches ten lates, Saturday School will be assigned in increments of five accumulated lates. Students who are late to school, thereby missing instructional time, may be required to make up work after school by their classroom teacher. Students can be held up to 20 minutes after school.

EXPLANATION OF ABSENCES: All absences from school must be verified by a parent and/or guardian with a signed note, email to the teacher, or call the absence line at (818) 248-7783. The parent/guardian note is to state the date of the absence and the reason for the absence (illness or other reason). Absences not cleared within three days will automatically become trancies. Parents must notify the health clerk before a student returns if they have had a communicable disease, fracture, or been under a doctor's care for a prolonged illness lasting five or more days. In these special cases, the student must return to school with a doctor's note releasing them to return to school. According to state law, the only excused absences are illness, bereavement of an immediate family member, religious holiday, and court appearances. The principal may consider other absences as justifiable when requested in writing in advance. Justifiable absences shall be granted for a maximum of three days (GUSD Administrative Regulation 5113).

LEAVING SCHOOL GROUNDS: A sign-out sheet is in the main office for students who need to leave school for dental or medical appointments or for other personal reasons. A parent must sign out a student when leaving school early for any reason. For medical or other appointments, the office requires an official excuse note from the doctor's office, dentist, etc.

CIVILITY POLICY: The Glendale USD Board of Education is committed to maintaining orderly educational and administrative processes in keeping schools and the District sites free from disruptions and preventing unauthorized persons from entering school/district grounds. Members of the district staff will address colleagues, students, parents, and members of the public with respect and expect the same in return. This policy is not intended to deprive any person of his/her right to freedom of expression, but only to maintain, to the extent possible and reasonable, a safe, harassment-free workplace for our pupils and staff. In the interest of presenting positive role models to the pupils in this District, the Glendale Unified School District expects civil and positive communications. The District will not tolerate behavior that may appear rude, uncaring, abrupt, or insensitive, nor volatile, hostile or aggressive actions or loud, obscene, and/or offensive language. The District seeks employee, student, parent, and public cooperation with this endeavor (Board Policy 1312.5).

CLASSROOM INTERRUPTIONS: Any interruption of classroom instruction has an impact on the learning process. Please have your child come to school on time, well prepared, and organized. Instructional time will not be disrupted in order to call students from class to pick up forgotten lunches, homework, projects, instruments, etc. Forgotten lunch items will be given to Yard Duty Assistants to pass out at the beginning of that student's lunch period. Any other items brought to the office will be placed on the counter for students to pick up. Students must come to the office during recess and check to see if missing items have been dropped off. Students will NOT be called out of class. Parents may not disrupt instruction by entering a classroom during the instructional day to deliver any such items to a student.

TELEPHONE USAGE and MESSAGES: We limit student use of the telephone to urgent and school-related matters only. Please be sure that plans for **after-school pick-up are made before your child comes to school.** To avoid interrupting instruction, calls are not connected to classrooms during class time. If a parent needs to give a message to their child, it must be communicated through the main office **before lunch time.**

PARTIES: Two classroom parties are permitted during the school year. They occur in December and at End of Year. We encourage parents to participate in these classroom parties. A room parent coordinates holiday parties per volunteer sign up at Back-to-School Night. **Individual birthday parties or treats are not permitted. The distribution of party invitations at school is not allowed.**

Drop Off & Pick Up Procedures

BEFORE SCHOOL: Supervision begins at 8:00 A.M. for all students. Students are not to arrive before supervision begins unless they are enrolled in childcare or the breakfast program. Once the first bell rings, students line up on the patio by class. They are dismissed to their classrooms at 8:15 and instruction begins promptly at 8:20.

ARRIVALS POLICY ELEMENTARY SCHOOLS

Morning supervision begins at 8:00 AM. Only students eating breakfast **in the cafeteria** are allowed on campus starting at 7:45 AM. There is no supervision before 7:45 AM. The Front Office is not open until 7:30 AM. **Do not drop off your child on campus before 7:30 AM. This is not safe! There is no before school supervision.** Call the CDCC Office at (818) 241-7562 if childcare is needed.

Drop Off & Pick Up Procedures

AFTER SCHOOL: Parents are responsible for picking up their children promptly when their child is dismissed. To assure their safety, students are not permitted to be picked up from or play in the parking lots or in front of the school. Students must leave campus immediately after dismissal. No waiting for friends or siblings. Students not picked up within 15 minutes after dismissal will be sent to their classrooms to call home and will wait in the office to be signed out.

- Transitional Kindergartners and Kindergarten Students exit down the kindergarten ramp.
- Grades 1-6 students exit depending upon the destination.
 - Center Stairs - Students who are picked up by car at the drive-through traffic lane.
 - Kindergarten Ramp - Students who are walking home or across the bridge to the Ocean View Blvd.

DISMISSAL POLICY ELEMENTARY SCHOOLS

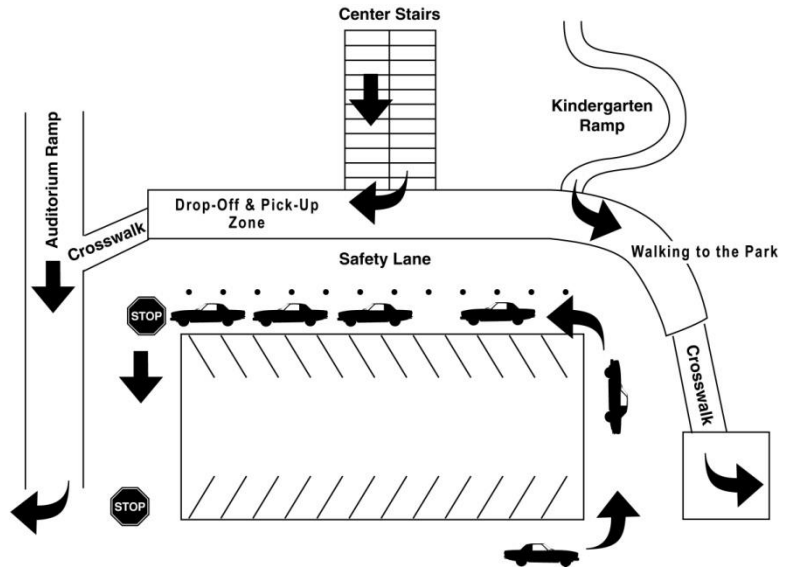
Students must be picked up at dismissal time. If students have not been picked up by the time the office closes for the day, 4:00 pm, the Sheriff's Department will be contacted to pick up your child. Thank you for your cooperation in ensuring your child's safety before and after school hours.

TRAFFIC: Because many families are driving their children to and from school, the traffic flow around the school is of great concern. Carpooling is strongly recommended. Please be sure to park on the street if you need to come into the school. For your safety, use crosswalks. **The staff parking lots are not to be used for student drop-off or pick-up.** If you arrange to pick up your child a short distance from the main entrance of the school to avoid traffic congestion, you must be waiting when he/she arrives. This includes picking up your child at the "turn-around" park and on other surface streets. **Please be aware that supervision of students is provided only at the traffic safety lane in front of the school and only immediately after dismissal.** Children may not wait unsupervised for older siblings or friends.

Drop Off & Pick Up

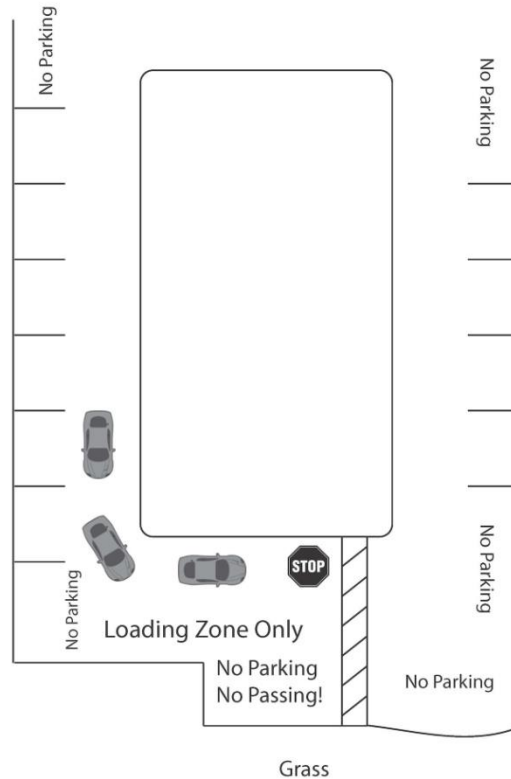
DROP OFF/PICK UP IN FRONT OF SCHOOL:

A safety lane exists for student drop-off and pick-up. Please remember to pull up as far as you can along the safety lane and when dropping off or picking up your child(ren). Do not drop off or pick up your children at any other area in the drive through lane. Children are to enter and exit cars from the passenger side only. When picking up, if you don't see your child, drive around again. Safety volunteers will help direct traffic and assist students getting into and out of their cars. Please give these volunteers your courtesy and respect. For safety reasons the parking lots are not to be used.



DROP OFF/PICK UP AT OCEAN VIEW BLVD:

Enter the driveway from the north entrance. A loading zone has been developed for student drop-off and pick-up. Please remember to pull up as far as you can along the loading zone when dropping off or picking up your child(ren). Children are to enter and exit cars from the passenger side only. When picking up, if you don't see your child, drive around again. You must pick up your children immediately after their dismissal. There is no supervision of students. Children may not wait unsupervised for older siblings or friends. Remember, if you are parking your car, do so only in marked parking spaces. Please observe the four no parking areas in the park. Parking in these areas contributes to traffic congestion and compromises the safety of the children! For safety reasons do not use the parking lots for drop off and pick up.



Illness & Injury Policies

FIELD TRIPS: Parent permission is required for students to attend any field trip. Field trips are a privilege, and exemplary behavior is expected. In addition, students unable to abide by the Education Code regulations regarding planned school activities will be excluded. Parents may only drive to from the approved destinations with no additional stops. The Volunteer Driver form and documentation must be completed and turned in two week prior to the trip. Parents chaperoning on field trips must sign-in through Raptor and click on "Field Trip" for reason of visit.

NO SMOKING POLICY: Smoking is prohibited at all times everywhere on campus and at any school-related function (e.g. field trips).



HEALTH SERVICES: We have the services of a Health Clerk five days a week, during school hours. A nurse is on campus approximately once a week.



MEDICATION TAKEN AT SCHOOL: If a student requires medication during school hours, a medical release form, available in the office, must be completed and signed by a doctor and by the parents before such medication can be given. Students may not bring to school any over-the-counter medicine (cough drops, aspirin, vitamins, etc.). Prescribed and/or over-the-counter remedies must be brought to the school office with the appropriate completed form.

ILLNESS: Students with temperatures over 100 degrees must be kept home for 24 hours after they are fever-free without the aid of medication (Advil, Tylenol, etc.). Additionally, students should remain home if they have vomited two or more times in 24 hours and must be vomit-free for 24 hours before returning. Parents must notify the health clerk if a student has had a communicable disease (including lice), fracture, or been under a doctor's care for a prolonged illness lasting five or more days. In these special cases, the student must return to school with a doctor's note releasing them to return to school.

INJURIES: Pupils requiring the use of crutches, casts, or any other appliance will need a note from the attending physician authorizing their use at school. The note should include the physical limitations as well as the length of time involved. This note **MUST** accompany the child on the first day of attendance using crutches or other appliances. A notice of authorization to attend school will be issued from the office upon receipt of the note from the physician.

Lunch and the Cafeteria

LUNCH and the CAFETERIA: Students may bring a lunch from home or receive one in the cafeteria. Students are not permitted to bring anything in a glass container, candy or soda pop. All students receive a free breakfast and lunch daily. Students may have breakfast before school or during recess.

Student Placement & Teacher Request Policy

Dear Mountain Avenue Families,

Each year, the office receives a handful of student placement/ teacher requests for the new school year. As we begin to plan for the 2024-2025 school year, we would like to make you aware of our student placement policy that is referenced when forming classes.

Classroom teachers and Principal Scott collaborate on the placement of students. Student placement is taken seriously and is initiated according to a process involving time and careful thought concerning the best interest of **every** child in each classroom. Classrooms are heterogeneously grouped to mirror our society. In order to create balanced classes of students, the following factors are considered: gender, ethnicity, ability levels, student needs, behavior concerns, and special program needs. Please note that the final decision on all student placements rests with the administration.

Requests are not encouraged but are considered. Parents can optionally complete a student placement request to Principal Scott at jrscott@gusd.net **by May 3, 2024**. Parents have this opportunity to provide information regarding their child and any special circumstance that might need to be considered. We ask that you carefully read this information and make a note of the deadline for submitting your letter, if you choose to do so. Only letters that have followed the guidelines below will be considered. There is no guarantee that a request will be granted.

Acceptable letters include:

- Issues relating to learning disabilities will be considered (testing from a psychologist and/or doctor diagnosis required and test results on file in the student's permanent record).
- Issues relating to medical need or physical impairment will be considered. (Documentation required in health room records).
- Emotional issues which dramatically impact the learning environment will be considered.
- Requests for a particular teaching style that would best match your child's learning style.
- Parents of multiples (twins, triplets, etc.) may submit requests to have their children together in the same class (in Kindergarten only).

Letters that will NOT be considered, and will be discarded:

- Requesting or "unrequesting" a teacher by name.
- Requesting that two students be placed in the same class unless there is a documented, valid need for special consideration.
- Requesting an "experienced" teacher or "first year teacher" (all teachers are highly qualified at Mountain Avenue Elementary).

Thank you for partnership!

Go Bears!

Google Docs at Mountain Avenue



Glendale Unified School District partners with Google to provide *Google Apps for Education*, a website used by thousands of schools worldwide to make collaboration tools available to students, teachers, and administrators. *Google Apps for Education* is a suite of online office tools made available to schools for free. *Google Apps for Education* includes:

- **Google Drive** – Provides an online creation and editing space for work processing, presentation, and spreadsheet files, eliminating file incompatibilities, and most needs for flash drives between home and school. Also used for storing documents and other schoolwork in the cloud.
- **Google Calendar** – Useful for keeping track of homework and other school events.
- **Gmail** – Used for email communication, **NOT** available for students at this time.



And much, much more!

These collaborative tools make it possible for students and teachers to work together on documents, presentations, and projects via the web.

Students at GUSD will be using *Google Apps for Education* in the classroom. **Google Drive** will allow students to create word processing documents, presentations, spreadsheets, and more. They will be able to share their documents with classroom teachers, allowing for a more paperless classroom environment. Students will receive instructions and learn how to work with their online documents both in class and at home. Students will also receive guided instruction on how to collaborate with others students and teachers to open up greater educational opportunities.

Students will be able to log into **Google Drive** at school or at home using their school issued username and password. We encourage you to use that username and password to view the work your child has created!

Your child's *Google Apps for Education* account falls under GUSD Acceptable Use Policy (Parent/Student Information Handbook), which governs appropriate use of school computers, accounts, networks, and systems. While *Google Apps for Education* accounts are accessible from home. *Google Apps for Education* accounts are for school use only. Students should not consider Google Apps accounts to be private, as GUSD staff retains the right to access accounts when needed, and have the right to monitor Google Apps account usage.

We want you to be involved with your student's education. We encourage you to log into Google Apps for Education with your student to see what it's all about! If you wish to discuss how Google Apps for Education is used at your child's school, please contact your school. To be in compliance with, COPPA (Child Online Privacy Protection Act), students under age 13 need parent permission to have email accounts. However, we are not enabling email accounts at this time.

Homework Policy

We believe homework helps to establish essential study habits and is a cooperative effort between home and school. **Mountain Avenue Elementary School's Homework Policy is in alignment with GUSD Board Policy, AR 6154.**

We will apply the following guidelines at Mountain Avenue Elementary School:

- It is recognized that individual student differences will affect the amount of time spent on homework. In addition to assigned homework, students are expected to do reading outside of the school day.
- The homework lesson will relate to what is being taught in class. The teacher may assign homework in other subject areas as needed to maximize our students' education. Supplemental Programs such as GATE and SAI-CORE may have differentiated homework assignments.
- Homework assignments are a part of each student's **effort** grade. Students are to return homework to the classroom teacher the following day or as assigned by the teacher.
- Unfinished classroom work **can be** considered part of daily required homework and **may** be completed in addition to assigned homework as long as it adheres to the suggested times for homework below.
- An important aspect of our homework policy is to keep parents informed of the school's curriculum and their children's progress. It is helpful if parents take an active interest by providing an appropriate place to do homework and by giving encouragement and support throughout the process. Please confer with the teacher if your child needs special help or is consistently spending excessive time on homework.
- Suggested times for Homework **as per GUSD Board Policy AR 6154:**

Transitional Kindergarten:	No Homework
Kindergarten:	Up to 10 minutes daily, includes nightly reading minutes
Grades 1-3:	10 to 40 minutes daily, includes nightly reading minutes
Grades 4-6:	30 to 60 minutes daily, includes nightly reading minutes

- **Often times, parents inquire about extension or added practice for their child. Families can extend their homework experiences by completing additional online lessons using the iReady program and IXL program. See your child's teacher for more information.**

Student Behavior/Discipline

PHILOSOPHY OF STUDENT DISCIPLINE AND BEHAVIOR: The legal authority for school discipline is designated by State Law to the Board of Trustees. These adopted standards of conduct, which must be met by all students, are a condition for attending Mountain Avenue Elementary School. These regulations take into account the necessity of proper conduct on the part of all students to ensure a positive and orderly learning environment. This discipline code established by Mountain Avenue School in accordance with board policy stipulates sanctions for students who fail to observe the required standards. Penalties increase according to severity or frequency of the student's infractions, with expulsion the most serious sanction.

CARE OF SCHOOL PROPERTY: Students are responsible for taking care of textbooks, library books, P.E. equipment, other school property, and personal belongings. Students and parents will be held financially responsible for lost or damaged books or damage to school property and equipment.

DRESS CODE: General appearance and clothing are the primary responsibility of the students and their parents. Cleanliness at school is a must. To promote a climate favorable to learning and to ensure student safety, student dress must conform to standards of safety, modesty, and must not disrupt the learning environment.

1. For reasons of safety, shoes with a safe sole must be worn at all times. No flip-flops or open-toe shoes, Crocs, or shoes without back support, etc., will be permitted.
2. Over-sized clothing represents a safety hazard during physical activity. Shorts, pants, or shirts that are excessively large and loose-fitting inhibit normal movement, and, therefore, may not be worn. Pants or shorts must fit properly and must be worn at the waist. Belts must be the correct size, and the end of the belt may not hang down.
3. Clothing must not disrupt the proper educational climate. Clothing that is offensive, contains violent or obscene drawings or messages, or advertises or represents alcohol, tobacco, and/or illegal substances or activities may not be worn.
4. Students must be modestly dressed. Articles of clothing that are inappropriately revealing may not be worn. Bottoms should reach the fingertips, tops should cover the midriff, and straps must be two inches wide.
5. Hats may not be worn indoors at any time. Hats may be worn outdoors for P.E. and recess.

Student Behavior/Discipline

BICYCLES: Students in grades 3 through 6 may ride their bicycles to/from school. Students are required to park and lock them at the bicycle racks. **STUDENTS MUST WEAR HELMETS WHILE RIDING BICYCLES TO AND FROM SCHOOL.** Security of the bicycle is the responsibility of the student. If a student fails to observe the helmet law, the bicycle may be held until a helmet is worn or the bicycle is picked up by a parent.



ITEMS PROHIBITED AT SCHOOL:

- Skateboards and scooters
- iPods/MP3 players
- Cameras, electronic games, or toys, unless authorized by teacher

If any of the above items are brought to school, they will be confiscated and returned to a parent.

CELL PHONES: Cell phones may be brought to school for use before and after school and may only be used in front of the school or in the park (not on the patio or in classrooms). **During school hours they must be kept turned off.** Any phones used during school hours or not in the appropriate areas will be confiscated and returned to the student at the end of the day. Security of personal cell phone is the responsibility of the student. Smart watches (i.e. Apple Watch) that has text/call capabilities must be set on **airplane mode** during school hours.

SCHOOL SAFETY/WEAPONS AT SCHOOL: Considerable time, energy, and funds have gone into strengthening safety and security measures at Mountain Avenue School and throughout the Glendale Unified School District. Keeping our school safe is everyone's responsibility. Pupils may be suspended and may be expelled if they possess, sell, or otherwise furnish any firearms, knife, explosive or other dangerous object. Children may not bring toys or replicas that look like real guns or knives, or anything else that looks like, or could be mistaken for or used as, a weapon. Laser pointers are also prohibited. Possession of such objects is possible grounds for expulsion from school.

SEXUAL HARASSMENT: The Board of Education prohibits sexual harassment of any student by another student, employee, or other person in or from the district. Teachers shall discuss the policy with their students in age-appropriate ways and should assure them that they need not endure any form of sexual harassment. Any student who engages in sexual harassment in grades 4 through 12 is subject to disciplinary action up to and may include expulsion from the Glendale Unified School District.

FIGHTING: Student safety is our absolute highest priority. Physical attacks or verbal threats against others are unacceptable. Hands or other parts of the body are to be kept off others. Students are expected to resolve conflicts peacefully. Students may not play in a rough manner which involves pushing, wrestling, "pretend fighting," etc. Fighting on school grounds will be dealt with in a very serious manner, including suspension from school.

STANDARDS OF CONDUCT: The following standards of conduct apply at all times:

- Students will accept and respect direction from adults/school employees.
- Students will respect the rights and property of other students.
- Students will respect and care for all school property and equipment.
- Students will conduct themselves in an orderly manner while at school as well as going to and from school.
- Students will observe school rules at all times.

BULLYING: New legislation defines bullying as "**one or more acts by a student or a group of students directed against another pupil that constitutes sexual harassment, hate violence, or severe or pervasive intentional harassment, threats, or intimidation that is disruptive, causes disorder, and invades the rights of others by creating an intimidating or hostile educational environment.**" Bullying also includes acts that are committed personally or by means of an electronic act, directed towards a student or a school employee. Disciplinary action will be taken when it is determined by school administration that a student has bullied another student or school employee. Consequences include, but are not limited to, suspension and expulsion.

Student Behavior/Discipline

Mountain Avenue participates in PBIS, Positive Behavior Interventions and Supports.
Mountain Avenue's Statement of Purpose:

We are a school community that champions diversity and creativity within a kind, **safe, responsible and respectful** environment.

All Mountain Avenue **B.E.A.R.S.** are expected to:

Be kind
Encouraging
Accept responsibility
Respect others and be
Safe!

Students are rewarded for following the B.E.A.R.S. expectations by receiving a light yellow B.E.A.R.S. Ticket. Any member of the faculty can give students a light yellow ticket. Once the child receives a ticket, it is their responsibility to write their name and room number on the back of the ticket and store their tickets.

Students can redeem their yellow tickets for items from the Student Store on Fridays during Recess. The student store is facilitated by Student Council.

Expected behavior for each area of campus is listed on the Behavior Matrix (next page).

Mountain Avenue Student Behavior Expectations Matrix

	Learning Areas	Restrooms	Office	Cafeteria and Lunch Benches	Playgrounds	Patio	Ramp, Stairwells and Hallways	Auditorium
B Be Kind	<ul style="list-style-type: none"> • Share class materials. • Help others. • Listen to one another. • Use kind words. 	<ul style="list-style-type: none"> *Wait your turn patiently and quietly. 	<ul style="list-style-type: none"> •Face the person you are talking to. •Say, "Please," "Thank you," "Good morning." •Use inside voice. 	<ul style="list-style-type: none"> •Say, "Please," and "Thank you," to the Cafeteria Manager, custodian, and yard duty assistants. 	<ul style="list-style-type: none"> • Use polite words. •Join students on the Buddy Bench. •Include everyone. •Apologize if you do something accidentally. 	<ul style="list-style-type: none"> •Make space for others to sit and see clearly during flag ceremonies. 	<ul style="list-style-type: none"> •Help others who drop belongings. •Say, "Excuse me," if you bump into someone. 	<ul style="list-style-type: none"> •Show appreciation to all presenters. • Share floor space.
E Encouraging	<ul style="list-style-type: none"> •Be supportive of all student efforts and answers. •Offer praise and compliments. 	<ul style="list-style-type: none"> •Remind others to use the restroom properly. 	<ul style="list-style-type: none"> •Remind others to be patient while waiting to enter campus. 	<ul style="list-style-type: none"> •Encourage others to pick up trash in your area. •Be a role model for others. 	<ul style="list-style-type: none"> • Say, "Great try", "Way to go." •Be a problem solver. •Be a positive role model for younger students. 	<ul style="list-style-type: none"> •Use appropriate applause. •Be supportive of presenters. 	<ul style="list-style-type: none"> •Remind others to stay to the right. 	<ul style="list-style-type: none"> *Use appropriate applause.
A Accept Responsibility	<ul style="list-style-type: none"> • Return materials to their place. •Accept consequences graciously. 	<ul style="list-style-type: none"> •Clean up after yourself. •Use supplies sparingly. •Report problems to an adult. 	<ul style="list-style-type: none"> •Respond to adults when spoken to. 	<ul style="list-style-type: none"> •Clean up your trash. •Check your area for cleanliness. •Wait to be dismissed before getting up. 	<ul style="list-style-type: none"> •Follow school rules for games. •Freeze at 1st bell. •WALK to line after the whistle blows. •Return equipment. 	<ul style="list-style-type: none"> •Throw away any trash you see. •Put games away neatly. 	<ul style="list-style-type: none"> •Be polite, stay to the right. 	<ul style="list-style-type: none"> •Listen attentively and follow guidelines/rules properly.
R Respect others and be	<ul style="list-style-type: none"> • Use an inside voice. *Keep hands to yourself. •Listen when others speak •Use school property. 	<ul style="list-style-type: none"> •Respect privacy of others. •Return to class promptly. •Use indoor voice. 	<ul style="list-style-type: none"> *Be patient and wait to be helped. •Keep voices to a whisper. •Address adults properly with their title (Mr., Mrs...). 	<ul style="list-style-type: none"> •Be patient in line. •Use a talking voice. •Follow all instructions from adults. 	<ul style="list-style-type: none"> •Use equipment appropriately. •Be respectful and polite to all adults on supervision. •Respect the play space of others. 	<ul style="list-style-type: none"> •Speak with a quiet voice. 	<ul style="list-style-type: none"> •Remain silent during class times. • Carry rolling backpacks up/ down the stairs. •Keep your backpack close to your body. 	<ul style="list-style-type: none"> •Remain silent during assemblies, unless asked to participate. •Keep hands/feet to yourself when seated.
S Safe	<ul style="list-style-type: none"> •Follow all staff directions the first time. •Keep all 4 chair legs on the floor. •Only walking is allowed. 	<ul style="list-style-type: none"> •Wash your hands. •Notify an adult if the restroom needs something fixed/cleaned up. •Walk carefully. •Horseplay is not permitted. 	<ul style="list-style-type: none"> •Keep doorways and areas inside yellow half circles clear. •Always use the main office side door, unless you need to visit the Health Office. 	<ul style="list-style-type: none"> •Always walk. •Use utensils appropriately. • Max. of 6 upper grade students per bench. •Sit down and stay seated until dismissed. 	<ul style="list-style-type: none"> •Tell an adult when you see someone making an unsafe choice. •Walk on playground mats. •Chasing is not permitted. 	<ul style="list-style-type: none"> •Always walk. •Keep off of brick planters. •Benches are for sitting only. 	<ul style="list-style-type: none"> •Hold on to the rail on stairs. •Use one step at a time. •Keep all belongings on hooks/against building for a clear walkway. 	<ul style="list-style-type: none"> •Enter/exit carefully and quietly.

Student Behavior/Discipline

INAPPROPRIATE STUDENT BEHAVIOR IN THE CLASSROOM WILL RESULT IN THE FOLLOWING

CONSEQUENCES: Each teacher has developed a progression of limit-setting consequences which is suited to the specific grade level and classroom. A typical progression of consequences is the following:

- 1st Infraction: Student is given a warning.
- 2nd Infraction: Student loses playtime during recess.
- 3rd Infraction: Student stays after school and parents are called. The day and time of the assigned detention is at teacher discretion.
- 4th Infraction: Conference with principal; parents contacted; further consequences to be determined by principal.

INAPPROPRIATE STUDENT BEHAVIOR OUTSIDE THE CLASSROOM WILL RESULT IN THE STUDENT RECEIVING A DISCIPLINE SLIP. Possible consequences for unacceptable behavior include the following:

- Benching
- Note/Call to Parent
- Detention
- Conference with Principal
- Suspension

SUSPENSION FROM SCHOOL MAY OCCUR AS A RESULT OF THE FOLLOWING VIOLATIONS OF SCHOOL RULES AND THE CALIFORNIA EDUCATION CODE

(Section 48900):

- Severe disruption of school activities
- Continual disruption or willful defiance of the valid authority of school personnel
- Causing, threatening or attempting to cause physical injury to another person
- Possession of a weapon or dangerous object
- Theft or willful damage of school property or private property
- Committing an obscene act, including profanity or vulgarity (verbal or written)
- Engaging in sexual harassment

The Mountain Avenue School Discipline Policy has been developed in cooperation with teachers, parents and other school staff, and is enforced by all school personnel.

Playground Rules

TRANSITIONAL KINDERGARTEN AND KINDERGARTEN

GENERAL RULES:

- Use good manners and play safely.
- Share and take turns.
- Use words to solve problems; don't hit others.
- A student should seek out the yard duty teacher if there is a problem.
- Please walk, skip, or gallop on the playground area. The matted area is restricted to walking.
- No tag or chasing.
- When the teacher blows the whistle twice, FREEZE and follow directions.
- Always sit while snack is being eaten. Reduce trash by using reusable containers

TRICYCLES: Please make sure to follow the signs and stay within the tricycle lanes. No speeding, passing, or bumping.

APPARATUS: Please wait your turn-one at a time while climbing, crawling, sliding down the pole, and with all other activities. The most important thing on the slide is that your feet come down first.

GRADES 1-3

GENERAL RULES:

- Safety Zone (cement areas) are for walking only in front of classrooms and the patio. Play is only on the primary and upper field (blacktop and grass areas).
- Use a quiet voice when walking into the bathroom.
- Use good manners and always wait your turn.
- Always play safely- not on steps or planted areas; play games in designated areas; be aware that we do not have tag areas.
- Games of tag or chase are not permitted.
- Running is allowed on the track and during designated games.
- Jump ropes and hula-hoops used in designated areas only.
- Bounce balls are not to be kicked.
- Equipment must be returned to the shed at the end of recess.
- Always eat snacks at designated areas; the tables or benches.
- Students are to freeze when the bells ring and wait for the yard duty to blow the whistle for directions.



RINGS AND PULL UP BARS: One direction only. First person must be across the bars or rings before another person starts. Swing by your hands, not your knees.

Buddy Bench: Students are encouraged to sit on the bench to find a playmate during recess.

Playground Rules

GRADES 1-3 (CONT'D)

PLAY STRUCTURE: Please be considerate of others on the play structure. Move about carefully for everyone's enjoyment.

- Slide down slides in a sitting position. When at the bottom, exit so others may play.
- Use the stairs and ladders carefully.
- Make sure the ladders are clear of others before climbing.
- Watch for others as you climb or play under the rock wall.
- Climb up and down carefully; no jumping from platforms.
- Running or chasing on the mat is prohibited.
- Tag/Chasing is not permitted.



Grades 4-6

GENERAL RULES:

- Students must play designated games in assigned areas. An individual may not interfere or disrupt other students' games.
- Students not involved in an assigned game must be involved in a calm activity.
- Students are not allowed to play on or near the north wall.
- Students are to use P.E. rules for all games including ball wall activities.
- Bounce balls are not to be kicked.
- Equipment must be returned to the ball barrel at end of recess.
- Students who bring snacks are to eat once seated (not while walking up the ramp) & remain seated until finished eating.
- Students are to freeze when the bells rings and wait for the yard duty to blow the whistle for directions.

PLAY STRUCTURE: Please be considerate of others on the play structure. Move about carefully for everyone's enjoyment.

- Slide down slides in a sitting position. When at the bottom, exit so others may play.
- Use the stairs and ladders carefully.
- Make sure the ladders are clear of others before climbing.
- Watch for others as you climb or play.
- Climb up and down carefully; no jumping from platforms.
- Students are allowed on the chin-up bars one at a time for chin-ups only (no knees or spinning).

Parent Involvement Policy

Any type of parent & family engagement is considered volunteer. We welcome volunteer participation. Mountain Avenue requests that all volunteers sign the "Volunteer Agreement" annually. All volunteers must register with the Raptor Visitor Management System. Please see the following three pages for specific information.

At Mountain Avenue Elementary School, there is a partnership of parents, teachers, and students to ensure that each child is empowered to develop their unique talents and respect themselves and others while embracing learning. Parents' support for their children and for the school is critical in order for their child to make responsible decisions and excel in an ever-changing world.

In the fall, parents attend Back-to-School Night, where they learn about standards and expectations of each grade level for the year. Parents, along with teachers and students, sign their commitment via the Home-School Compact sent home on the first day of school. This is a way to share with parents the responsibility for improved student achievement and the means by which the school and parents will build and develop a partnership to help students meet high education standards with our combined support.

Throughout the year, parents are kept informed of their child's achievement and of how they can support their child's continued academic progress. Information about school events involving families is translated in the appropriate languages and disseminated, along with student work, in the Thursday folder. Translations of important information are available to ensure the involvement of all groups within the school. Teachers initiate conferences with parents. Parent requests for parent conferences and e-mail or voice messages are responded to in a timely manner to maintain a close, supportive relationship between teachers and parents.

Furthermore, there are many ways in which parents can be involved in their child's education at school and in the community. Parents are invited to serve as representatives on our School Site Council or District Advisory Committee as well as the English Language Acquisition Committee or District English Language Acquisition Committee. Some other ways that parents can participate are through PTA (Parent Teacher Association), Korean Parent Group (KPG) and M.A.C.K. (Mountain Avenue Committed to Kids) Foundation. Parents also serve as art docents, classroom volunteers, and chaperones for field trips.

Parent groups (PTA, M.A.C.K, KPG) sponsor several special events throughout the year such as the Move-a-Thon, Field Day, Culture Night, Teacher and Staff monthly appreciation and a variety of sixth grade activities. Fundraising provides for many of our school's needs, such as supporting the computer lab and primary music and orchestra programs, purchasing playground equipment, and helping enhance our school-wide focus on STEAM and reading comprehension.

At our school, parents are active participants in our School-Home partnership, and we honor and recognize their commitment to our students at our annual Volunteer Flag Ceremony and at our PTA Founders' Day event.

Mountain Avenue Elementary School

Volunteer Policy

2023-2024

Note: GUSD Board Policy (BP) and Administrative Regulations (AR) are referenced throughout document.

Mountain Avenue Elementary School encourages parent and community involvement in the school in order to enrich the instructional program by increasing learning opportunities, providing supportive services to teachers and staff and enhancing community understanding and support of public education. In order to protect instructional time and maintain a safe campus, parents/caregivers and volunteers shall adhere to the following guidelines (BP 1240; AR 1240; BP 1250).

Volunteer Requirements:

- All volunteers shall be tested for tuberculosis (TB) within 60 days before the volunteer service begins and present evidence of being free from tuberculosis (AR 1240: A.4). The TB test is good for four years and then must be renewed.
- Volunteers planning to volunteer more than 15 hours are required to be finger printed. See the school secretary to make an appointment for fingerprinting to take place.
- Volunteers must sign the *Mountain Avenue Volunteer Agreement* annually.
- Volunteers must register with the Raptor Visitor Management System upon entry.

Visiting Campus:

Student safety is a priority. Therefore, all parents/caregivers/visitors must sign-in and sign-out in the main office using the Raptor Visitor Management System and visibly wear a badge when on campus (BP 1250: B). Parents/caregivers/visitors should not deliver lunches, books, homework, projects, etc. directly to the classroom, as this creates a classroom disruption. After the first week of school, parents/caregivers should not walk students to their line in the morning. Visitors of any kind shall not interfere with the operation of the school or the instructional program (BP1250: C).

Classroom Observation (non-volunteer):

Visits to individual classrooms may be scheduled through the classroom teacher or site administrator and will be limited [to approximately 20 minutes] (BP 1250-A).

Volunteering in Classroom:

Teachers often request volunteers for the classroom. Only volunteers who are scheduled will be allowed access to the classroom (AR 6116). Some teachers may choose not to utilize classroom volunteers during the instructional day.

Volunteering School-wide

Committee Volunteers: All committee meetings (PTA, MACK, etc.) must be prescheduled and calendared with the Administrative Secretary.

Mountain Avenue Volunteer Agreement 2023-2024

Guidelines for Volunteers:

- **ATTIRE:** Please maintain appropriate attire for a school setting.
- **CONFIDENTIALITY:** It is extremely important that you do not talk about students observed while you are volunteering. Please respect student and parent rights. If an incident occurs, it is the teacher's/administrator's responsibility to contact the parent. It is important to be respectful of the privacy of others.
- **DISCIPLINE:** Volunteers may not discipline students. If a situation occurs between students at school, whether it involves your child or other children, please notify the teacher and/or school officials to take care of the discipline. Never involve students in conversation regarding personal inquiries, etc.
- **ELECTRONIC DEVICES:** Electronic listening or recording devices and/or photography may be used for assemblies or performances, but may not be used without the teacher and/or principal's permission on campus at other times. Cell phones should not be used during volunteering or visiting unless there is an emergency situation. Cell phones should always be on silent mode. **(BP 1250: D)**
- **EQUIPMENT:** Use school equipment (in the workroom) **ONLY after being trained** by the administrative secretary. If there is a problem with the equipment, please notify the main office. Do not try to fix it yourself.
- **LEARNING ENVIRONMENT:** Please remember that we need to create an environment that is optimum for learning. Please limit conversations in hallways, outside classrooms, and in the workroom area.
- **SIBLINGS and/or OTHER CHILDREN:** Volunteers should not bring siblings and/or other non-Mountain Avenue students onto campus during the school day.
- **SUPERVISION:** Work only with students under the direction and the proximity of a supervising teacher or staff member. Volunteers shall perform only those services authorized at the school by an employee of the district or an appropriate designee. **(AR 1240: A2 & 3)**

I have read and agree to volunteer guidelines.

Signature: _____

Printed name: _____

Email address: _____

Cell & Home phone: () _____

Student(s) name(s): _____

Student's Teacher(s): _____

Date: _____

**Please sign and return this to the school office along with your TB clearance.
Thank you!**

For Office Only

Approved by: _____ Expires: _____

Date Rec'd: _____

Needs Fingerprinting? Yes / No

PTA

The National PTA is recognized as the oldest and largest volunteer association working exclusively on behalf of children, youth and their families. The objectives of PTA are:

- *To promote the welfare of children and youth in home, school, community and place of worship.*
- *To raise the standards of home life.*
- *To secure adequate laws for the care and protection of children and youth.*
- *To bring the home and school into a closer relationship, so that parents and teachers may cooperate intelligently in the education of children and youth.*
- *To develop between educators and the general public such united efforts as will secure for all children and youth the highest advantages in physical, mental, social and spiritual education.*

Mountain Avenue's PTA was founded when the school opened in 1967. It is a community of students, teachers, staff, parents, officials, and businesses working together to help ensure the school's success. Our PTA provides a multitude of programs including the Visual Arts Education Program, Science Fair, Book Fair, Reflections, Drama Program, Field Day, Carnival, enrichment assemblies, room parent volunteers and much, much more.

VOLUNTEERING

The Mountain Avenue PTA extends an invitation to all parents to share their time and talents. There are many different opportunities to become involved. Your time, energy, and input are appreciated on a small scale or a grand one. Whether it is for one hour a week at home or at school or at a particular event that interests you, we are happy to include you in any volunteering effort. Simply contact any PTA representative (see the list of officers) for more information. Mountain Avenue requests that all volunteers sign the "Volunteer Agreement" annually.

MEETINGS

Attending PTA meetings is a great way to stay informed about activities and events happening at our school. Association meetings are held once a month. Please check the weekly bulletin and the on-line calendar for date and time information.

FUNDRAISING

PTA's main focus is not fundraising, but rather, making sure that every child has a voice and a well-rounded educational experience. PTA does ask for your financial support in two ways: one is the membership drive and the other may be one annual fundraiser generally held in the fall.

Please visit the website for a full list of Executive Officers

<https://www.gusd.net/site/default.aspx?PageID=2411>

M.A.C.K.

Mountain Avenue Committed to Kids (M.A.C.K.) is a non-profit organization consisting of parents, teachers and staff committed to promoting quality education for the children at Mountain Avenue School. This is done primarily by raising money and funding grant requests from teachers and staff. M.A.C.K. was created in 1992 by Grace Chase, a PTA mom, because National PTA by-laws prevent expenditures in some areas of need for our school.

In October, we will host our annual M.A.C.K. meeting. Please come and hear all about M.A.C.K. and our plans for the school year that support and contribute to the education of your children. You can also learn more about M.A.C.K. on the M.A.C.K. pages of the school website.

www.gusd.net/MountainAvenue

This website is regularly updated with upcoming school events, class information, and helpful links. Please bookmark the website and check it regularly.

FUNDRAISING ACTIVITIES

The activities sponsored and organized by M.A.C.K. are done so that M.A.C.K. can raise approximately \$100,000 a year to fund all *current* programs and additional support for Mountain Avenue, children, teachers, and staff. This money is wholly raised through the following M.A.C.K. fundraising activities and your support.

- Annual Fund Drive - The Annual Fund Drive is launched in October to raise funds needed to support the school throughout the year. Donation envelopes will come home in your child's Thursday folder. M.A.C.K. spends, at a minimum, \$150 per student each year. We appreciate your financial support for our biggest source of fundraising.
- Move-a-thon – Get ready to sponsor your favorite Mountain Avenue students as they have a fun time moving their bodies as many laps as they can on the upper field. This year's event will be held in April weather permitting.
- eScrip - Register online at www.escrip.com or call 1-800-592-0942. You must use our Group ID #136559648. M.A.C.K receives a percentage of your purchases from Vons and other participating vendors.
- Register online at Ralphs.com; you must re-enroll on an annual basis in September. You can also support Mountain Avenue by using eScrip's mobile app. Download the Benefit mobile app to your phone; register a credit card; choose Mountain Avenue Committed to Kids as your school; then use the app to purchase gift cards to Starbucks, Lowe's, Marshall's, Barnes and Noble, and other major retailers. A portion of your gift card purchase comes to our school.

M.A.C.K.

HOW YOUR DONATIONS ARE SPENT

M.A.C.K. supports school programs, teachers and facilities. It has funded or is currently funding the following items through grant requests or as an ongoing expense:

Staffing Needs:

- Visual Arts Teacher and Program
- Core Plus funding
- \$25 per student for each teacher (to be used at teacher discretion)
- Support for afterschool clubs

Technology/Engineering Needs:

- Chromebooks, ELMO's, and other tech needs for classrooms
- Lego Robotics kits for all grade levels
- IXL Learning Software, Accelerated Reader Software

Other Identified Needs:

- Support for the art program including the kiln, clay and other art supplies
- Science lab equipment and supplies
- Service contract and supplies for copier machines
- College scholarships for Mountain Avenue alumni high school seniors
- And much, much more!!!

MONTHLY MEETINGS

Parents and staff are welcome to join our regular board meetings, held most months at 6:30 P.M. on the third Wednesday of the month in the staff lounge. Meetings are posted on the school calendar on the website. All grant requests are reviewed at these meetings. Your ideas and suggestions for future grants to improve the quality of our children's education are greatly appreciated. All are welcome to attend!

Please visit the website for a full list of current board members

<https://www.gusd.net/Page/2363>

Safety Policies & Emergency Preparedness

The best way to meet any unexpected emergency is to have a plan and be prepared. Our primary responsibility is the safety of all Mountain Avenue students and staff.

SAFETY POLICIES: The Mountain Avenue community of caring teachers, staff, and parents has fostered a warm and inviting school culture. This is who we are and we will strive to maintain this trait. However, for the safety of our students, you are asked to adhere to the following guidelines:

- No adult is to enter our school unless they have signed in at the main office using the Raptor Management System.
- Yard Duty assistants have supervision duty when school opens at 8:00 A.M. Parents and/or visitors must wear their visitor sticker at all times.
- Classroom doors will be kept locked at all times, with the Door Blok in place.

EMERGENCY INFORMATION: For your child's safety, parents should update contact information using the Parent Connect Website or notify the main office of any change of address, home, and work telephone numbers that occur during the year. Accurate information is needed so that a teacher, principal, nurse or other school employee can notify a parent or other designated responsible adult without delay in case a child becomes ill or is injured at school. If a major fire, earthquake or other disaster should occur during school hours, children will be kept at school in a safe area until an authorized adult comes to pick them up.

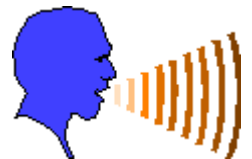
EVACUATION: We conduct emergency evacuation drills at least once a month to practice safe, orderly exits from buildings. All students and staff report to their assigned evacuation locations. We remain on the playground until the buildings and surroundings are safe to re-enter.

STUDENT RELEASE: There are two things to remember when picking up students after an emergency evacuation:

- No cars will be permitted on school grounds. Please park on the street.
- Walk up the west ramp to the Playground/Release Gate. Students will be released at the Release Gate to an authorized adult.

EMERGENCY I.D. TAG: Students will only be released to those designated on their Emergency I.D. Tag, unless the parent indicates that the child may also be released to someone he/she recognizes. Please keep this information current by notifying the school office of any changes.

COMMUNICATION: If there is an emergency that effects the District, a message with updated information will, if possible, be available by calling (818) 241-3111. The District's Website, www.gusd.net, has an emergency information page, if needed. Glendale Education Cable Channel 15, GREG-TV Channel 99 on AT&T U-verse, and Channel 6 (City of Glendale) also may be used to televise emergency information. Channel 15 and Channel 6 may only be seen within the school district. You can also listen to KIEV, AM 870 for emergency information for the City of Glendale. If necessary, we are prepared to stay with your child for an extended period of time.



COMFORT BAGS: Students may bring a comfort bag to school to be kept in our storage bin. **This is optional.** In June, the bags will be returned so they may be replenished for the next year. A comfort bag is a gallon-sized plastic bag stocked with some of the following suggested items:

- Suggested Food Items: non-perishable individually wrapped foods, canned fruits or meats with pull tabs, fruit rolls, energy bars, peanut butter & crackers, nuts

Suggested Personal Items: emergency telephone numbers (local and out of state), family picture, small game, deck of cards, coloring book, small toy.

Emergency Preparedness Plan

Parent and Guardian Information

The goal of the Mountain Avenue Elementary School Emergency Disaster Plan is the protection of students and employees should a major disaster occur. The plan identifies members of the school's disaster teams and outlines responsibilities. The plan is updated and revised annually by the school's Safety Committee. In accordance with Glendale Unified School District policy for the release of students during an emergency, Parents/Guardians can expect the following procedures to occur at Mountain Avenue Elementary School:

Procedures for Release Of Children To Authorized Adults:

- Parents/Guardians go to the "Student Request Gate," the west ramp of the school next to the blue wall. All other school entrances will be locked to assure student safety.
- Parents/Guardians must show identification to enter campus.
- No more than 20 Parents/Guardians will be allowed on campus at a time. Parents/Guardians will walk up ramp and locate their child(ren). They will confer with the student supervision personnel.
- Parents/Guardians will bring their child(ren) to the "Student Release Gate" (near the school library on the primary playground. Adults should have a piece of personal identification (i.e., Driver's License, picture I.D, etc). Children will only be released to adults listed on their emergency contact list.

Please make sure...

- That your family's emergency information is kept current at all times.
- Notify the school office **IMMEDIATELY** if there is a change of address or phone number.

Basic Action Following a Natural Disaster/Earthquake

- When it is safe, teachers and students will evacuate the building and go directly to their designated classroom line-up area on the primary playground.
- Teachers will take roll and report the names of the missing or injured to the school Command Center. All students will put on their identification/ emergency release tags.
- School teams (Search and Rescue, First Aid, etc.) will report to their stations.
- District employees will remain with and supervise students until they are picked up.
- Parents/Guardians will receive a phone call via the school's or district's automated calling system informing them of what is happening at the school as soon as phone lines are available.

Lockdown

- In a school-wide lockdown situation, all doors and gates will be locked. The office will also be in a lockdown mode and phones may not be answered during this time.
- All students will take shelter in the nearest classroom. No student will be released to go home until an "all clear" is given.
- Parents/Guardians/Visitors will not be allowed in or out of campus.
- Parents/Guardians will receive a phone call via the school's or district's automated calling system informing them of what is happening at the school as soon as phone lines are available.

We practice various safety drills (earthquake, fire, and lockdown) throughout the year to ensure student preparation and safety. We appreciate your understanding and patience during a time of crisis.

Thank you for your help in our commitment to the safety of your children.

School Fundraisers

Students enrolled at Mountain Avenue Elementary School are not required to pay any fee, deposit, or other charge for participation in an educational activity offered by the school or the District, except as authorized by law. Donations are sought and accepted for various activities and supplies, and are at times critical to the continued success of classes and activities, but donations are voluntary.

PTA FUNDRAISER: Mountain Avenue PTA holds one large fundraiser each year in the fall. The proceeds from this fundraiser help fund this year's PTA objectives. Some objectives are visual arts education, enrichment assemblies, science fair and science lab supplies, reading incentives, and parent education.

BOOK FAIR: The PTA sponsors an annual book fair in the spring to help raise money to buy books for Mountain Avenue's school and classroom libraries. The Book Fair is held during the day as well as before and after school and includes a special family evening.

MOVE-A-THON: For this M.A.C.K. fundraiser, students collect pledges for the number of laps they can complete around the upper field during a fun-filled morning.

SIXTH GRADE FUNDRAISERS FOR SPECIAL ACTIVITIES: There will be a variety of activities throughout the year to fund sixth grade special activities and to assist in funding the sixth grade trip.

STUDENT COUNCIL – The student council occasionally sells items before school on Fridays to raise funds for school improvements and student council projects.

OFFICE DEPOT: Please tell the cashier at Office Depot to credit Mountain Avenue when you make a purchase (account number 70009175). Mountain Avenue receives a credit of 5% of your purchase on selected items.

AMAZON: Mountain Avenue's 6th Grade class receives 6% of your purchases made with Amazon. If you shop with Amazon, please use the link:

http://www.amazon.com/?_encoding=UTF8&tag=mountavenuel-20&linkCode=ur2&camp=1789&creative=9325

School Events

NEW FAMILY ORIENTATION: Held the day before school starts, led by the principal, and hosted by the PTA hosts to welcome our new families, give them a tour of the school and answer any questions they have about Mountain Avenue.

FRIDAY FLAG CEREMONIES: This weekly event is held every Friday at 8:25 A.M. on the patio. Assemblies include classroom presentations and recognition of students who have shown exemplary behavior.

BACK-TO-SCHOOL NIGHT: This evening is planned for parents to visit their child's classroom, to learn the year's expectations and procedures from the child's teacher, and for volunteer sign-ups (classroom volunteers, room parent, parties, etc.). This is a parent-only night.

PLANTING AND BEAUTIFICATION DAYS: These days are organized on a Saturday to clean up and add plants to the school in an effort to keep our campus looking beautiful.



RED RIBBON WEEK: Each fall, Mountain Avenue and PTA participate in the annual Red Ribbon *Make Health Choices* campaign. Bracelets, , as well as planned meaningful activities, are provided to all students to reinforce the message.

YELLOW RIBBON WEEK: In January every year, the District recognizes and supports the Safe and Drug-Free Schools' message that should be a safe haven for students to excel and learn. This week also focuses on the importance kindness and acceptance of others.

SCIENCE FUN FAIR: All students are invited to participate in this fun science event by putting together projects on topics that interest them. Projects may be completed either individually or as part of a group. Projects are displayed in the auditorium. All classes are invited to view the various projects during the day; family and friends are encouraged to stop by and check out the projects during Parent/Family Event.

FOUNDERS' DAY: The Mountain Avenue community comes together on this special evening in the spring to celebrate the founding of the school and the PTA. The election of new PTA officers for the upcoming year takes place and Honorary Service Awards are presented

BOOK FAIR FAMILY NIGHT: Enjoy a family evening shopping for books and attending book readings at Mountain Avenue's book fair.

OPEN HOUSE AND ART NIGHT: This is a special evening for students and parents to visit Mountain Avenue's classrooms and admire student work and projects. Plan to view a fabulous collection of artwork created by each student during their PTA visual art classes throughout the school year.

FIELD DAY: Field Day is an annual event that brings together students from Transitional Kindergarten through sixth grade for a day of fun and games. The students engage in a variety of activities such as a sack race, a three-legged race, a tricycle race, and a water balloon toss. Parent volunteers assist in organizing these activities and in making this day a huge success.

Student Enrichment Opportunities

Thank you to M.A.C.K. and PTA for funding and sponsoring several of these activities on campus. Please note that clubs and programs do not have unlimited space. Based on student interest, some clubs may be capped at certain enrollment levels. Not all clubs are available each year.

ART CLUB: Facilitated by a teacher, students have the opportunity to learn about the elements of art and the principles of design while developing artistic literacy in the area of visual arts.

CONNECTIONS CLUB: A safe space for upper grade students who are committed to creating an inclusive school community and fostering respect for all genders, races, and identities.

CHORUS: An optional choral music program is offered to students before school one day a week. Chorus is for students in grades 3-6. There are two sessions – one in fall and one in spring. Each session concludes with a music program performed at a school assembly and for family and friends in the evening.

Student Enrichment Opportunities

INSTRUMENTAL MUSIC PROGRAM: An optional instrumental music program is available one day a week during the school day for students in grades 4-6. The children perform in school assemblies in December and May.



MATH CLUB: This is an enrichment club open to all students in grades 3-6. It is sponsored by teachers and meets once a month. Students will think critically, collaborate in teams, and solve fun and challenging problems competitively. They will also work on creative, exciting, hands-on math projects and activities.

MATH Field Day TEAM: Our Math Field Day Team is comprised of students from 4th -6th grades. The purpose of this team is to expose students to higher-level math activities as well as to prepare the members to possibly compete in the Glendale and Los Angeles County Math Field Days. Interested students take an initial qualifying exam to participate on the team. As Math Field Day approaches, team members take a final qualifier exam to represent our school at the GUSD Math Field Day competition in April.

NATIONAL REFLECTIONS PROGRAM: Reflections is a cultural arts program developed in 1969 by the National PTA to interest students in the arts. The program encourages many forms of art and creative thinking. Ideas are expressed through entries within the six categories of literature, music, photography, visual arts, dance and film.

STUDENT COUNCIL: Student Council is made up of students from 4th - 6th grades. Officers are elected by a vote of their peers. The goal of the Student Council is to provide on-going service to our school. Student Council meets twice a month after school. Parents are encouraged to work as advisors along with a faculty representative.

SPELLING BEE: Our school Spelling Bee is a friendly competition among students in grades 4-6. Our school champion represents Mountain Avenue in the Glendale Unified School District Elementary School Spelling Bee.

VISUAL ARTS PROGRAM: This is a M.A.C.K. and PTA-sponsored program, the goal of which is to nurture art appreciation in our school children by providing selected art lessons to each grade level in our Art Room.

Supplemental Programs

Please contact your child's teacher for more information on the programs below.

STUDENT SUCCESS TEAM (SST): The school site Student Success Team is the vehicle for initially addressing the needs of any pupil enrolled in school who exhibits difficulties in learning and/or behavior.

INDIVIDUALIZED EDUCATION PROGRAM (IEP): An individualized program for students with special needs is designed to develop and meet appropriate educational goals.

SPECIALIZED ACADEMIC INSTRUCTION - CORE (SAI-CORE): The goal of the program is to provide specialized assistance to individuals with exceptional needs. The SAI-CORE teacher coordinates special educational services with the regular classroom program for each individual enrolled in the SAI-CORE program.

GIFTED AND TALENTED EDUCATION (GATE): Programs designed and implemented at school sites provide appropriate, differentiated instruction or alternative learning opportunities for identified gifted students.

ENGLISH LANGUAGE DEVELOPMENT (ELD): This program is designed to develop fluency in English for our limited English proficient students as effectively and efficiently as possible. Our goals are to promote students' cross-cultural understanding and acquisition of English while providing an equal opportunity for academic achievement.

INDEPENDENT STUDY PROCESS: This program is designed to meet the needs of students who are going to be absent for five or more consecutive days. A contract is negotiated between the student, teacher, and parent in which the teacher assigns a body of work comparable to what would be done in the classroom during the contract time. Check with the teacher for appropriate use **at least 2 weeks prior to the trip.**

INTERVENTION in READING and MATH: Intensive support in the areas of reading and math are provided to students who are not proficient. Student participation is based on state and classroom assessments and is meant for students considered at risk of being far below their grade level standards in English Language Arts and Math.

On-Going Committees

SCHOOL SITE COUNCIL (SSC): The California Education Code requires the formation of a School Site Council at each site. This council or advisory committee, composed of parents, teachers, staff, and the principal, is responsible for developing a school plan. SSC is a resource to the total school community, staff, parents, and students. The school plan and budget are reviewed annually and updated to reflect changing needs and priorities within our school. The role of the SSC is to inquire, inform, suggest, recommend, and evaluate the school plan. The goal is to promote the success of all students.

The SSC makes recommendations regarding the expenditure of categorical funds awarded our school. This council is not a fund raising organization. SSC meetings are held after school or in the evenings a minimum of four times throughout the school year. School Site Council is comprised of teachers and classified personnel elected by the staff, parents elected by the parents, and the principal.

The SSC elects officers annually. Offices of chairperson and secretary are elected from the membership. One of the parent positions is reserved for a representative of our English language learner student population. School Site Council meetings are open to all parents.

INSTRUCTIONAL LEADERSHIP TEAM: This team is composed of the principal and teachers representing each grade level. The team meets monthly to review school progress in meeting school-wide and grade-level goals in reading comprehension; plan staff developments, and make decisions that enhance the instructional needs of our students.

Student Recognition

FLAG CEREMONY: Flag ceremonies are held on the school patio at 8:30 A.M. every Friday. The purpose of the Flag Ceremony is to supplement the instructional program and create an environment that fosters democratic ideals and promotes cross-cultural understanding and respect. Parents and friends are invited to attend the ceremonies. Many assemblies include classroom presentations.

BEST CITIZENS (Grades K, 1, 2, & 3) **AND SUPER CITIZENS** (Grades 4, 5, & 6): A student who has demonstrated the behavioral attributes of our GUSD Character and Ethics word of the month is selected from each classroom to receive the Citizenship Award at our weekly Flag Ceremony.

Combination Classes

Formulating student classroom assignments at the beginning of the school year is a complex process. It involves the input of the school principal as well as the input of each child's classroom teacher who worked most closely with the children throughout the previous year. Many factors are considered as the teachers work together to develop educationally sound groupings for each classroom. Testing data is also considered so as to maintain the integrity and balance required for a good instructional environment in every class. During this important process, our professional staff carefully evaluates the social, academic, and emotional needs of every child which are also considered prior to assignment.

When new students enroll in our school, they are distributed based on class size. District policy set class size for grades TK-3 at 26 students while 36 students make up grades 4-6.

When a student is assigned to a combination class, the child will have the unique opportunity of enjoying an exciting year filled with a variety of learning experiences. Parents are often concerned and sometimes wonder why their child has been placed in a combination class. As detailed above, the staff and principal carefully consider each and every student prior to assignment in a combination class. Students are not randomly placed, because we want to make sure each child has a successful experience. We follow the following criteria when selecting students for combination classes: current Mountain Avenue students, independent workers who are self-motivated and express a positive attitude towards learning, and students who are above average academically in core subjects.

Guidelines of the Mountain Avenue Staff to Ensure Student Success in a Combination Class

1. When possible, staff will not place students in a combination class two years consecutively. However, due to our size and circumstances beyond our control, we cannot guarantee that students will not be in consecutive combo classes.
2. To the greatest extent possible so as to minimize social disruption, the staff will ensure that students in combination classes are on the same schedule for recess, lunch, and PE at the same time as their peers in their respective grade levels.
3. Assignment of student teachers, high school interns, and retired teachers when available, will be offered first to the teachers of combination classes.

Students in combination classes retain their respective grade-level assignments and maintain their grade-specific curricula. Teachers often choose grade level standards which overlap and create small groups to meet the needs of the individual students. GUSD has specific curriculum pacing plans and benchmark assessments, which hold all teachers accountable.

Mountain Avenue has an exceptional staff and all of our teachers have experience in combination classes throughout their careers. Also, all staff has been trained in differentiation of instruction, which supports all students. With experience, flexibility, and creativity, our teachers are capable of successfully teaching a dual-age class. Grade levels work together to support the combination teacher, which may include rotations in Science and/or Social Studies, field trips and special projects.

Your child's teacher will explain the logistics and challenges of the combination class as well as suggest ways for you to support your child at home to ensure a successful year of learning during Back to School Night.

Child Development Child Care CDCC Department

CHILD CARE PROGRAM: The Child Care Program is available to children registered to Mountain Avenue Elementary School. Registration is ongoing for children in Transitional Kindergarten through sixth grade. However, due to high numbers, there may be a waitlist to receive child care.

This supervised before-and-after school program offers extended learning opportunities, utilizing grade level standards and student interests, and focuses on all aspects of children's development with emphasis placed on language arts and mathematics. Homework assistance is provided. A snack is provided daily.

Hours of Operation:

Monday–Friday, 6:30 A.M. to 6 P.M.

**Closed on all government holidays and one week at winter break. Open during all other school holidays and staff development days.*

For Self-Supporting Child Care Program information, please call (818) 249-3252



Glendale Unified School District

Uniform Complaint Procedure

For employees, pupils, parents and/or guardians, advisory committees, private school officials,
& other interested Parties

WHAT IS A UCP COMPLAINT?

A complaint under the Uniform Complaint Procedures (UCP) is a written and signed statement by an individual, public agency, or organization alleging a violation of federal or state laws governing certain educational programs.

WHAT AGENCIES ARE SUBJECT TO THE UCP?

The UCP covers alleged violations by local educational agencies (LEAs) (school districts and county offices of education) and local public or private agencies which receive direct or indirect funding from the State to provide any school programs, activities, or related services. Charter schools which receive federal funds are also subject to the UCP or where specified in statute.

WHAT EDUCATIONAL PROGRAMS AND SERVICES ARE COVERED BY THE UCP?

- Adult Education
- After School Education and Safety
- Agricultural Vocational Education
- American Indian Education Centers and Childhood Education Program Assessments
- Career Technical Education
- Child Care and Development (including State and Preschool)
- Child Nutrition
- Discrimination, harassment, intimidation, bullying, student lactation accommodations, and Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) resources
- Foster and Homeless Students
- Local Control Funding Formula (LCFF) and Local Control and Accountability Plans (LCAP)
- No Child Left Behind (2001) programs (Title I-VII), including improving academic achievement, compensatory education, English learner programs, and migrant education (to be replaced by the Every Student Succeeds Act [ESSA] beginning in 2017-18)
- Physical Education: Instructional Minutes
- Pupil Instruction: Course Periods Without Educational Content or Previously Completed Courses
- Regional Occupational Centers and Programs
- Special Education
- Tobacco-Use Prevention Education
- Unlawful Pupil Fees

WHAT ISSUES ARE NOT COVERED BY THE UCP?

Not all complaints fall under the scope of the UCP. Many concerns are the responsibility of the District, including classroom assignments, common core, grades, graduation requirements, hiring and evaluation of staff, homework policies and practices, provision of core curricula subjects, public meeting laws (such as the Brown Act), student advancement and retention, student discipline, student records, and other general education requirements. The District, however, may use its local complaint procedures to address complaints not covered by the UCP.

In addition, the following complaints are referred to other agencies for resolution and not subject to the UCP:

- Allegations of child abuse are referred to County Departments of Social Services, Protective Services Divisions, or appropriate law enforcement agency.
- Health and safety complaints regarding a Child Development Program are referred to the Department of Social Services for licensed facilities, and to the appropriate Child Development regional administrator for licensing-exempt facilities.
- Employment complaints are sent to the California Department of Fair Employment and Housing.
- Allegations of fraud are referred to the responsible Division Director at the California Department of Education (CDE).

HOW DO I FILE A UCP COMPLAINT AND HOW IS IT PROCESSED?

The District UCP complaint policies and procedures provide the information needed to file a local complaint. The District ensures annual notification to its students, employees, parent/guardians, school and district advisory committees, appropriate private school officials and other interested parties of the District's UCP complaint policies and procedures, and the opportunity to appeal the decision to the CDE. The District must provide the complaint policies and procedures free of charge.

WHAT ARE THE RESPONSIBILITIES OF THE COMPLAINANT?

- Receives and reviews the UCP complaint policies and procedures from the District.
- Files a written complaint by following the steps described in the District's UCP complaint procedures.
- Cooperates in the investigation and provides the District Superintendent or designee with information and other evidence related to the allegations in the complaint.
- May file a written appeal to the CDE within 15 calendar days of receiving the District's decision if he/she believes the District decision is incorrect.
- Must specify the basis for the appeal and whether the District's facts are incorrect and/or the law is misapplied. The appeal packet must contain a copy of the original complaint to the District and a copy of the District's decision.
- Where applicable, within 35 calendar days of receiving the CDE's decision, may submit a request for reconsideration by the Superintendent of Public Schools at CDE. The CDE's decision or report will notify the complainant if there is a right to request reconsideration. The request for reconsideration must designate the finding(s), conclusion(s), or corrective action(s) in the CDE's decision for which reconsideration is requested, and the specific basis for requesting reconsideration. The request must also state whether the findings of fact are incorrect and/or the law is misapplied.

WHAT ARE THE RESPONSIBILITIES OF THE DISTRICT?

- Ensures compliance with applicable federal and state laws and regulations.
- Adopts UCP complaint policies and procedures consistent with the *California Code of Regulations*, Title 5 Sections 4600-4687.
- District Superintendent or designee is responsible for receiving, investigating and resolving complaints and makes sure the staff member is knowledgeable about the laws/programs he or she is assigned.
- Must give the filing party an opportunity to present information and/or evidence relevant to the complaint.
- Protects complainants from retaliation.
- Resolves the complaint and completes a written report within 60 calendar days of receipt of the complaint unless extended by written agreement of the complainant.
- Must advise the complainant of the right to appeal the District's decision to the CDE within 15 calendar days of receiving the decision.

WHAT ARE THE RESPONSIBILITIES OF THE CDE?

The UCP authorizes the CDE to process appeals of the District's decision on UCP complaints; or in certain specified situations, to intervene directly and investigate the allegations in the complaint. The CDE:

- Reviews, monitors and provides technical assistance to all Districts regarding the adoption of UCP complaint policies and procedures by the local governing board.
- Refers a complaint to the District for resolution when appropriate.
- Considers a variety of alternatives to resolve a complaint or appeal when:
 1. The complainant alleges and the CDE verifies that, through no fault of the complainant, the District fails to act within 60 calendar days of receiving the complaint.
 2. The complainant appeals a District decision if he/she believes the decision is factually and/or legally incorrect.
 3. When requested by the complainant, the CDE determines when direct intervention is applicable.
- Requires corrective action by the District if noncompliance issues are identified during the investigation.
- Provides monitoring and technical assistance to District to ensure resolution of findings of noncompliance.
- Where applicable, notifies the parties of the right to request reconsideration of the CDE's decision by the Superintendent of Public Instruction at the CDE within 35 calendar days of the receipt of the decision.
- For those program governed by part 76 of title 34 of the *Code of Federal Regulation*, notifies the parties of the right to appeal to the United States Secretary of Education.

WILLIAMS COMPLAINTS

A Williams complaint concerns instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or misassignment, and may be filled anonymously. The District must have a complaint form available for these types of complaints, but will not reject a complaint if the form is not used as long as the complaint is submitted in writing. Under applicable regulations, a notice must be posted in each classroom in each school notifying parents and guardians of the matters subject to a Williams complaint and where to obtain a form to file a complaint.

A Williams complaint must be resolved by the school principal, District Superintendent or designee. A complainant who is not satisfied with the resolution has the right to describe the complaint to the local governing board at a regularly scheduled meeting of the board. Except for complaints involving a condition of a facility that poses an emergency or urgent threat, there is no right to appeal to CDE.

In the case of complaints concerning a condition of a facility that poses an emergency or urgent threat, a complainant who is not satisfied with the resolution has the right to file an appeal to the Superintendent of Public Instruction at CDE within 15 calendar days of receiving the District decision.

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Oral translation of the content is available.
Please call the main office for assistance.