



Daycare/Summer Program  
Parent/Guardian Handbook  
2023

[www.arceci.org](http://www.arceci.org)

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## Welcome!

Thank you for considering The Arc of East Central Iowa's Daycare and Summer Program, which is a specialized daycare licensed by the Iowa Department of Human Services, serving school age children with intellectual/developmental disabilities (IDD) and/or behavioral health disorders. The primary purpose of this program is to provide a safe, structured environment for individuals with IDD through supervised activities emphasizing recreational, social, leisure, and behavioral components. We can meet a variety of special health needs including seizure monitoring, briefing, tube feedings, and medication dispensation.

Our low staff-to-participant ratio allows each participant to receive the attention and reinforcement necessary for personal growth. Individuals are typically grouped by age and are offered a variety of daily activities that vary according to the needs and abilities of the participants involved. Some examples of choices include educational exercises involving safety, reading, cooking or daily living skills, social and leisure activities such as games, crafts, music, and swimming on site and within the community. The Arc is a not-for-profit agency with our mission and core values as stated below.

This handbook was designed to inform you of our basic policies and procedures for our summer program. If you have any questions regarding this handbook, please do not hesitate to speak to the director or supervisor.

### **Mission Statement**

The Arc of East Central Iowa empowers individuals with disabilities and their families to engage in lifelong opportunities to live, learn, work, play, and advocate with full dignity and inclusion in their communities.

### **Core Values**

***Dignity:*** Everyone has a right to be treated with dignity and respect. Their thoughts, feelings and desires are important in driving the priorities of the agency.

***Diversity:*** Everyone adds to the tapestry of their community. Diversity challenges us to understand others, grow stronger together, increase our cultural responsiveness and broaden our perspectives in meeting the needs of our organization and community.

***Equity:*** Everyone is unique and has value. We are committed to building upon each person's strengths, visions, and needs to support access to lifelong opportunities.

***Inclusion:*** Everyone deserves quality education, vocational, social, and living opportunities in an integrated and diverse community. Elimination of systemic barriers ensures the voices of individuals with disabilities and their families are heard.

## Open Door Policy

Parents/guardians will be afforded unlimited access to their loved one during normal hours of operation unless parental contact is prohibited by court order. A copy of this portion of the court order must be supplied to The Arc for it to be enforced.

## Program Staff

The Arc of East Central Iowa follows the Home and Community Based Services (HCBS) and Department of Human Services (DHS) guidelines for staff requirements and training.

The program is overseen by the On-Site Supervisor. Classrooms have a lead Direct Support Professional (DSP) and support DSPs. The Arc makes every effort to maintain a staff to participant ratio of 1:3 and may vary depending on the needs of the individuals. Classroom staff are responsible for maintaining daily contact with the parents/guardians of individuals through face-to-face interactions at pick up and/or drop off. Each classroom will post a daily schedule of activities in the room.

The Arc strives to meet the individual needs of each participant. If you ever have any questions, concerns, or suggestions please feel free to contact the On-Site Supervisor or Executive Director of The Arc.

The Arc may contact the school or day program your loved one attends to request information which will be used to gather best practices when working with your family member. An Authorization for Exchange of Information is completed prior to reaching out to the school, teacher, or other program.

## Location, Days, And Hours

Program Type	Location	Hours of Operation
Daycare	The Arc of East Central Iowa 680 2nd Street SE Cedar Rapids, IA 52401	Monday – Thursday 2:50pm – 6:00pm Friday 1:20pm – 6:00pm
No School Days	The Arc of East Central Iowa 680 2nd Street SE Cedar Rapids, IA 52401	Monday – Friday 7:00am – 6:00pm
Summer	Cedar Rapids Kennedy High School 4545 Wenig Rd NE Cedar Rapids, IA 52402	Monday – Friday 7:00am – 5:30pm

The Arc observes the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, and Christmas.

## Admission And Enrollment

We welcome children ages 5 – 21 that have an IDD or behavioral health diagnosis and are enrolled in school.

Summer forms are updated and posted on The Arc’s website ([www.arceci.org](http://www.arceci.org)) in March of each year for the upcoming session.

Capacity is dependent upon location and staff availability. Enrollment is taken on a first come, first served basis, with preference to individuals utilizing group ratio services. All others are placed on a waiting list until space is available.

Parents/Guardians must accurately and thoroughly complete the application packet and required forms prior to first day of care and annually thereafter. Proof of financial information is required if requesting to utilize the sliding fee scale. Failure to submit these forms and/or pay applicable fees will result in loss of spot in the program.

Rules for acceptance are the same for everyone, without regard to sex, race, disability, religion, or ethnic background.

### **Enrollment Fees**

There is an enrollment fee of \$40.00 to guarantee placement in the Daycare program and to cover activity fees for the school year.

There is an activity fee of \$50.00 to guarantee placement in the summer program and to cover activity fees for the summer.

Enrollment fees are due at the time of registration and re-enrollment.

### **Orientation**

A **mandatory** orientation session between parents/guardians and staff will be held prior to the participant starting services. During orientation parent/guardians and participants(s) will meet with classroom staff to discuss and review the individual's needs. This meeting is crucial to ensuring that staff are knowledgeable about the best practices in working with each person and is mandated according to HCBS regulations. Individuals will not be allowed to attend the program until the responsible caregiver(s) meet with a representative of the program.

### **Drop-In Care**

Drop-in care must be pre-arranged at least 24 hours in advance and is contingent on the following: appropriate staff to participant ratios, the enrollment application is complete and on file, and the account is up to date.

### **Attendance**

According to the Iowa Department of Human Services, a record must be kept for each participant's arrival and departure times.

- **Arrival:** Arc staff assume responsibility for a participant only after they have been signed in by Arc staff. Staff will be near the entrance of the building from 7:00-9:00 am and will meet you near your vehicle for drop off. For drop offs outside of these times, parents/guardians will need to take the participant to their assigned classroom.
- **Departure:** Individuals must be picked up by an adult caregiver and signed out on the attendance sheet.

- **Absence:** Please notify the On-Site Supervisor if a participant will not be attending on scheduled days. Please specify if the participant is ill or has a communicable disease, so we can inform other parents/guardians if their loved one has been exposed to an infectious illness or condition.  
If a participant does not arrive at the site as scheduled, staff will contact parent/guardians regarding the absence.

### **Authorizing Individuals to Pick Up a Participant**

For the protection and safety of the participants, only authorized individuals will be able to pick up individuals from Arc programming. Participants will be released only to those who are **at least 18 years old** and authorized by the parent/guardian as indicated on the care plan under “Transportation Information”. Parent/Guardians may authorize as many individuals as they wish in this section of the care plan and may update this information whenever necessary in writing. Authorization signature of the parent/guardian and photo I.D. of the individual who will be picking up the participant are required. If someone other than those indicated in the care plan will be picking up the participant, please notify the On-Site Supervisor in writing prior to pick up.

### **Legal custody**

The Arc cannot refuse to release a participant to the parent or legal guardian who has or shares legal custody of that individual. In most cases, parents have equal custody rights, unless a court or valid written separation agreement provides otherwise. Therefore, if the participant’s other parent or guardian is not authorized to pick up the participant, the center must be provided with a certified copy of the court order or separation agreement awarding custody solely to one parent/guardian or denying custody of the other parent or guardian. If experiencing custody difficulties, The Arc strongly encourages clear communication with the On-Site Supervisor of the circumstances that affect the center.

### **Change of address & phone number**

Please contact The Arc office or the On-Site Supervisor immediately of address or phone number changes. If The Arc does not have a current phone number, should an emergency occur, Emergency Contacts will be notified. Services may be suspended until a current working phone number is provided.

### **Transportation**

Parents/guardians are responsible for the transportation of their loved one to and from all programming at The Arc of East Central Iowa. The school district may provide transportation to the program during the school year if written into the individual’s school IEP. It is the parent/guardian’s responsibility to confirm and set up transportation with the school district.

The Arc will provide transportation for field trips as needed.

### **Fee Policy**

The Arc of East Central Iowa accepts a variety of funding and payment options for programming including private pay, grants, or Home and Community Based Waiver Program. All funding and payment options must be approved prior to the start of services through the Contract for Care. Communication regarding changes to the funding or payment options are the sole responsibility of the parent/guardian and must be completed

prior to the service occurring. If communication does not occur prior to the service, the parent/guardian is responsible for the applicable fees for services rendered.

Program fees are assessed and billed the month following services. Auto-withdrawal is required, and The Arc will deduct private pay tuition, fees or other copays directly from the bank account or credit card provided. A \$30.00 charge will be added for insufficient funds.

The Arc reserves the right to suspend services to any individual with an account balance past due by 30 days or more and terminate all services for accounts 90 days past due. If your account is still outstanding after 90 days, The Arc will turn the account over to a collection agency/small claims court.

**Program Rates:**

Half Day Care (scheduled for less than 4 hours of care)	School Age
Individual (1:1) Private Pay	\$30.00 per day
Group Private Pay	\$25.00 per day
Absent fee *Regardless Funding Type	\$15.00 per day
Late pick up fee *Regardless of Funding Type	\$10.00 for every 15 minutes after the center closes

Full Day Care	School Age
Individual (1:1) Private Pay or Grant	\$80.00 per day
Group Private Pay or Grant	\$60.00 per day
Absent fee *Regardless of Funding Type	\$30.00 per day
Late pick up fee *Regardless of Funding Type	\$10.00 for every 15 minutes after the center closes

*Sliding Fee Scale Available Upon Request*

**Multi-Participant Discount**

Families that have more than one family member attending the program and are privately paying for their family member(s) to attend will be given a 10% discount for the first family member. Full rates are charged for all other family members.

**Home And Community Based Services (HCBS) Waiver Funding**

Respite or IMMT may be available for individuals utilizing an HCBS Waiver for funding. A service authorization is required prior to the start of services. Waiver funding is contingent on the following:

- the requirements and/or rules of the service can be met in the program
- the service type is appropriate for the time frame in which the participant is attending
- the appropriate staffing needed for the service is available
- to use Respite hours at programming at least one parent/guardian *cannot* be working during the time of service

Families choosing to use services through the HCBS/CMH Waivers will be subject to a holding fee (absent fee) for days that their family member is not present at the program (vacation, illness, etc.).

### **Combination Payment**

Families may use a combination of waiver funding and private payment to cover the cost of programming; however, only one payment option will be allowed per day. If switching days between waiver and private pay funding streams, the program will need to be notified of these times prior to start of service.

### **Children's Mental Health Assistance**

The Linn County Children's Mental Health Assistance (CMHA- formerly SED Wraparound Grant) fund exists to fill service gaps when insurance or other programs do not cover all the family's needs or expenses. Any family member who has been diagnosed with a severe emotional or behavioral disorder may qualify for these supplemental funds. Families must apply directly with the Linn County Children's Mental Health Assistance Coordinator.

The CMHA fund reimburses The Arc for care costs. Recipients must contact the On-Site Supervisor before care is provided so that all necessary documentation can be completed. A Notice of Decision is required prior to the start of services. If a Notice of Decision is not obtained, parents/guardians will be responsible for private payment of the participant's program attendance.

### **Department Of Human Services Child Care Assistance Program**

The Department of Human Services (DHS) provides funding for care to families with qualified income who meet the other requirements of the Child Care Assistance Program. Participants and/or caregivers must apply directly to DHS to access this funding. If approved, DHS reimburses The Arc for care costs equal to the number of days the participant attends the program and up to four absence days per month. If a participant exceeds four absences per month, the family is responsible for paying the absence fee. Recipients must contact the On-Site Supervisor before care is provided to ensure all necessary documentation is complete. A Notice of Decision is required prior to the start of services. If a Notice of Decision is not obtained, parents/guardians will be responsible for private payment of the participant's program attendance.

### **Tax Reporting Information**

Individual tax receipts for dependent care credit are available upon request. Please contact the Finance department at The Arc.

### **Withdrawal From Services**

Written notice of intent to withdraw a participant from the program is to be submitted to the On-Site Supervisor at least two (2) weeks in advance. If such notice is not given, fees will be charged for normal care rate for two weeks.

### **Meals And Snacks**

Child and Adult Care Food Program (CACFP), a Department of Agriculture food program, regulations are followed for snacks and meals served. The Arc will provide a breakfast and an afternoon snack; menus are emailed or sent home monthly and are posted in each classroom and food prep area.



**Lunches are the responsibility of the parent/guardian.** Food sent to the program must be in a bag/cooler with an ice pack (if needed). If lunch is not sent, staff will call the family to plan for one to be brought to the site. If families are unable to make arrangements, a meal following the CACFP guidelines will be provided by The Arc and the family will be assessed a \$5.00 fee.

### **Field Trips**

Field trips will be a part of all programs. Parents/guardians sign a Field Trip Permission form upon enrollment into the program and annually thereafter. Parents/guardians are given advance notice of upcoming field trips through postings or handouts. These postings will indicate the destination, time of departure, and arrival back to the program. If you do not wish for your loved one to participate in a field trip, parents/guardians must notify the On-Site Supervisor so that alternate plans can be made. Each case will be handled on an individual basis as this affects the staffing ratios of the classroom.

When taking field trips away from the site, the staff will bring the following:

1. First Aid Kit
2. Emergency telephone numbers for each participant's parent/guardian
3. Emergency telephone numbers for a responsible person who can be reached if the parent/guardian cannot
4. The telephone number of the participant's physician and dentist
5. Emergency consent form

Transportation will be provided by The Arc vans, staff, or volunteers. Any adults providing transportation will have:

1. A seat belt for each participant
2. Proof of automobile insurance
3. A valid Driver's license

The driver shall not be allowed to operate a vehicle under the influence of alcohol, illegal drugs, prescription, or non-prescription drugs that could impair their ability to operate a motor vehicle.

### **Swimming**

Individuals will have assigned swim days while at programming. Please be sure to send a labeled swimming suit/trunk and a towel on designated swim days. If you do not want your family member to swim, please notify the On-Site Supervisor in writing of your wishes. Programs will utilize local YMCA and community swimming pools. Staff will be in the pool to assist in any way necessary and a lifeguard will be on duty. If you have specific instructions about swimming, please notify the staff in the participant's room.

- If your family member needs to wear a life jacket, it is your responsibility to provide one
- If your family member utilizes diapers or briefs, it is your responsibility to provide swim briefs or covers

### **Clothing/Briefs/Assistive Devices**

The Arc asks that all individuals bring an extra change of clothing with them; accidents do happen, and paint, juice, or milk can spill easily. Please mark all items and send them in a bag with the participant's name.

If your loved one utilizes diapers or briefs, we ask that you send an adequate amount as well as wipes for their use. There is storage for large quantities of diapers/briefs, but please be sure to label the bag with your loved one's name.

If your family member has assistive devices that you would like them to utilize during the program, please contact the On-Site Supervisor to arrange a time for drop off and pick up of said device(s).

### **Toys And Electronic Devices**

The Arc provides a wide variety of toys and learning materials. We ask that toys from home, as well as personal electronic devices, including cell phones, iPods, iPads, etc. are not brought to the program. These items can often distract and cause behavioral issues for individuals. The Arc is not responsible for any lost, broken, or stolen personal property that individuals bring with them.

### **Health Policy**

For The Arc to protect and ensure the health of all program individuals, the following guidelines have been established:

- All individuals must be free of communicable diseases and have been immunized against polio, diphtheria, tetanus, whooping cough, measles, and rubella as required by the State Department of Health with exclusions allowed for medical and religious reasons.
- Any participant who has a contagious or communicable disease will be excluded from the program for the duration of the disease. The Arc will post notice of exposure to any communicable disease, clarifying the symptoms and period of communicability. Notes will be sent home with those individuals who were directly exposed. Communicable diseases/conditions include, but are not limited to chicken pox, impetigo, head lice, ringworm, strep throat, eye infection, COVID.
- Any participant who has a temperature of more than one hundred degrees Fahrenheit (100° F) will need to be picked up by a parent, guardian, or individual designated on the transportation list in the care plan within the hour. Participation in the program will be suspended until the participant's temperature is 100° F or less for 24 hours without the aid of medication.
- Any participant with vomiting or 3 or more bouts diarrhea will need to be picked up by a parent, guardian, or individual designated on the transportation list in the care plan within the hour. Participation in the program will be suspended until the participant's is free of symptom for 24 hours without the aid of medication.
- Any participant who requires significant medical expertise or medical intervention will be assessed on an individual care basis. If it is determined that special equipment and/or the medical needs of the individual exceed The Arc's ability to safely accommodate those needs, the participant may be excluded from the program.
- If you would prefer for health reasons that your family member not go outside (extreme heat), please inform the On-Site Supervisor in writing.

## **Required Health and Safety Forms**

All individuals must have the following on file prior to the start of the program:

- A completed care plan that includes parent/guardian contact information, emergency contact information, doctor, and dentist contact information, and must be signed and dated by parent/guardian
- A signed Arc release and DHS release for summer programming
- A statement of health status with parent/guardian signature
- Written authorization for medication administration when applicable, this includes over the counter medication
- Written authorization for tube feeding administration when applicable
- School age individuals must have a copy of the most recent physical on file and a current, dated immunization card with physician and parent/guardian signature

## **Medication Policy**

Medication prescribed or ordered by a physician or dentist administered during program hours must have written authorization and instructions. The Arc has the right to contact the prescribing doctor's office to confirm or clarify medication instructions.

- All medication shall be supplied to The Arc in its original container, properly labeled and will be administered only by authorized personnel who have received the medication manager training certification or by DSP's that have taken The Arc's medication dispensation training.
- Guardians must complete and sign the Medication Administration form prior to medication dispensed to the participant and renewed monthly thereafter.
- Over-the-counter medication or nonprescription medications shall be supplied in the original container and be labeled with the participant's name.
- Medication will be stored in a locked box in a locked cabinet on site. Medication requiring refrigeration will be stored in a locked container placed in the refrigerator.
- To ensure security and presence of emergency medication transferred to/from programming, a daily twofold check system will be in place. At participant arrival, Arc staff will confirm medication is present and will document this in the comments section of the Attendance Log. At pick-up, the caregiver will confirm medications are present and staff will initial the Attendance Sheet prior to leaving the program. If the participant arrives without designated emergency medications, or if there is an issue with said medications, an Arc representative will be required to call guardians (if not present at drop off) immediately to inform them of the situation and complete an incident report.

## **Injuries**

Every effort is made to keep individuals safe; however, it is possible for individuals to acquire bumps, bruises, and scratches. If the injury is serious, you will be notified by telephone immediately. If, in the opinion of The Arc staff, the injury warrants emergency treatment an ambulance will be called and the participant will be taken to the closest/preferred medical facility, typically St. Luke's or Mercy Hospitals, and parents/guardians will be notified immediately. Parents/guardians are responsible for any costs incurred due to any emergency treatment.

Parent/guardians will be notified of minor incidents via an oral report at pick up or by phone call or text message. A report will be completed and written confirmation of

notification of incident will be obtained for all incidents. Parents/guardians may request copies of incident reports at any time.

### **Confidentiality Policy**

All information regarding program individuals, including both computer and paper based, shall be stored in files at The Arc. Such documents will be accessible only to Arc staff as needed. Prior to providing information regarding a participant to an outside agency, the participant parent/guardian will have signed a release and been given an explanation regarding the need to disclose this information.

The following exceptions do not require prior permission:

- Program staff when needing information concerning a participant's health or safety needs
- Arc professional staff when viewing records directly related to their job functions
- Appropriate parties in a health or safety emergency
- Representatives authorized by the Department of Human Services

### **Mandatory Reporting Of Abuse**

The employees of The Arc are mandatory reporters of child and dependent adult abuse and are required to report any incident where abuse is observed or suspected. This includes abuse by staff, volunteers, parents/guardians, or any other source. Persons found guilty of failure to report abuse may be subject to fine or prosecution by the authorities.

### **Supervision And Access Policy**

The Arc of East Central Iowa is committed to providing a fun, safe, and structured environment for all individuals. The Arc programs that are DHS licensed do not allow any person in the center who is not a staff member, substitute, or volunteer who has had a record check and approval to be involved with the program to have "unrestricted access" to participant(s) for whom that person is not the parent, guardian, or custodian. "Unrestricted access" means that a person has contact with a participant alone or is directly responsible for supervision of participant(s).

### **Discipline Policy**

Discipline at Arc programming is designed to be consistent, with an emphasis on redirecting the participant's undesirable activity to an acceptable one and includes explanations of the rules and expected behaviors. Staff are trained to use positive reinforcement for good behavior and attempt to ignore improper attention-seeking behaviors. "Time away" from an activity or area is used when necessary and is not more than one minute for each year of age. It may be only a few seconds depending on the seriousness of the offense. If there is a serious infraction involving your family member, you will be notified immediately.

### **Bite Policy**

The Arc of East Central Iowa is committed to ensuring the physical and emotional well-being of the individuals served in its programs. The Arc strives to minimize the occurrence of individuals biting other individuals, staff and/or other community members by providing individuals with supports that address their social and emotional needs in a nurturing and safe environment. When working with individuals, Arc staff are required to use only positive, safe, and approved non-aversive techniques and instructional strategies to deal

with individuals who bite others. If continual biting occurs, the participant may be asked to be picked up early or dismissed from the program.

### **Dismissal Policy**

The Arc reserves the right to discharge any participant from any program or service administered by The Arc. If a participant is discharged, the Arc will attempt to make suggestions to the participant and their team, and/or referrals to the case manager or other agencies for the consideration of other appropriate services. If possible and/or appropriate, The Arc will assist with the transfer of a discharged participant to another program or service provider.

#### **Service Termination for Day**

The Arc reserves the right to terminate services for a participant for the day for reasons included, but not limited to illness, behavior, weather, etc. The parent/guardian has the responsibility of responding to The Arc's phone call within 15 minutes and pick up of the participant within one (1) hour of the initial phone call.

#### **Voluntary Discharges**

Voluntary discharges may occur at any time. The participant or participant's representative has the right to voluntarily discontinue services for any reason. The Arc requests a two-week notice for the discontinuation of any services.

If a two-week written notice is not provided, the participant or their representative will be charged the normal rate for two weeks of care. If there are extenuating circumstances, exceptions to the two-week notice may be requested by the participant or their representative. All exception requests will be reviewed on an individual basis by Arc managerial staff.

#### **Involuntary Discharges**

An involuntary discharge requires a 30-day written notice to the participant and/or their representative by The Arc. An exception is made to the 30-day notice if the circumstances causing the discharge, as determined by The Arc, warrant immediate removal of the participant from the program or service.

The reasons for involuntary discharge from Arc program(s) and/or service(s) may include but are not limited to the following types of situations in which the participant:

- Is a dangerous threat to themselves or others
- Is unduly disturbing to other participants
- Has functional, medical, or behavioral needs that exceed the parameters of the service or support
- Consistently refuses, cancels or no-shows for services
- Fails to provide pertinent information judged to be critical to the development of appropriate services (i.e., required regulatory medical records or immunizations)
- Fails to provide releases of information or sign service agreements that are critical to the delivery of appropriate services
- Fails to pay fees owed for services and/or supports
- Does not follow the parameters of the services or support
- Fails to utilize services, when available and authorized, on a quarterly basis at minimum

## **Right To Appeal**

Any participant receiving services from The Arc of East Central Iowa has the right to appeal or file a grievance for any rule or policy enforced, procedure used, treatment received, or decision made by The Arc of East Central Iowa. No one may limit or interfere with this right. Participants making an appeal or grievance will not be subjected to retaliation or barriers to services. A copy of the Appeals and Grievances Policy may be requested at any time.

## **Arc Programs and Services Committee**

The Programs and Services Committee provides input and recommendations to the On-Site Supervisor. This committee is composed of parents of individuals, community members, disability professionals, Arc staff, and The Arc of East Central Iowa Board Members.

## **Fire, Severe Weather, Tornado, Bomb Threat, Active Shooter, Floods, And Other Natural Disasters**

The Arc site-based programs have established policies and procedures if there is an emergency such as a fire, tornado, bomb threat, flood, or other natural disaster. The Arc ensures that required inspections of the locations in which the program occurs are met on an annual basis. Fire and tornado drills are held monthly. During severe weather, The Arc checks for emergency information regularly. In the event of a flood, bomb threat, or active shooter, staff follow the instructions listed at each site.

## **The Arc of East Central Iowa Contact Information**

Address: 680 2<sup>nd</sup> St SE  
Cedar Rapids, IA 52401

Telephone: (319) 365-0487

Fax: (319) 365-9938

Daycare cell: (319) 329-3743

Website: [www.arceci.org](http://www.arceci.org)

Daycare Supervisor: Devin Hartl- x1017; [dhartl@arceci.org](mailto:dhartl@arceci.org)

Senior Program Manager: Whitney Alber- x1022; [walber@arceci.org](mailto:walber@arceci.org)

Director of Finance: Philip Schramp- x1058; [pschramp@arceci.org](mailto:pschramp@arceci.org)

Senior Operations Director: Kyle Schramp- x1021; [kshramp@arceci.org](mailto:kshramp@arceci.org)

Executive Director: Theresa Lewis- x1000; [tlewis@arceci.org](mailto:tlewis@arceci.org)