



Admissions FAQ's for Residential Families

- **What time is the best time to connect with my student after school?**
Usually the best time to connect with your student is around 8:00pm when students are beginning to settle down but no later than 9:30pm. If you would like to connect earlier, a quick text exchange can happen right after school at 3:00pm before your student heads to activities.

- **Do students ever turn in their devices before bed?**
Yes, at times parents or staff may request to have their student turn their cell phone or electronics in to the staff office at night to prevent late night usage.

- **Are students allowed to bring cell phones to school?**
Students in the high school do not bring cell phones to school unless given permission by their teacher for class or a field trip. Day Students are allowed to bring cell phones to school but they must be off and in their backpacks. GROW students should always carry a cell phone as they often travel around the community.

- **Do students ever have technology plans?**
Yes, students may be put on a technology plan per parent request or per team decision. Technology plans can be put into place at any point during the year.

- **Who do I contact if:**
 - **I have an IEP question** – Meghan Hammond, Director of Student Services (ext. 213)
 - **My student isn't answering their phone** – Please call your student's dorm phone or direct supervisor.

- **I have a question about Academics or the Residential department** – Your Academic and Residential Lead can help with any questions academically and residentially as well as your academic Head Teacher, Advisor, or Residential Supervisor.

For general questions regarding the residential program contact:

- Sara Jackson, Middle/High School Residential Program Coordinator
- Chris Barnatchez, GROW Residential Program Coordinator

For general questions regarding the academic program contact:

- Mary Beth Thacher, Education Coordinator for the Middle/High School
- Cassie Haven, Education Coordinators for the GROW Program
- Kyle Merrill, Vocational Coordinator for the GROW Program

- **Can I take my student off campus for the weekend, overnight, or dismiss them early?**

Any time a student is taken off campus or departing early, you need to contact the Travel Coordinator, Jenna Beer (ext. 272) to make these arrangements. If you need to take your student off campus between the hours of 8:30am and 3:00pm, please sign them out at the receptionist desk in the front office of the James Center. After 3:00pm, students should be signed out in their dormitories, at the Residential Office. Please always make sure staff know you are signing them out.

- **Can I take my student off campus to lunch or dinner?**

Yes, just please remember to sign them out and coordinate this outing in advance with our Travel Coordinator. The Travel Coordinator will facilitate the plans with the dorm activities/school day to make sure everything correlates.

- **Does the travel coordinator work on weekends?**

No, the Travel Coordinator works Monday through Friday from 8:00am to 4:00pm. If it is an emergency or travel plans change during the weekend, please contact your student's dorm supervisor or the Residential Office.

- **Are students allowed to go home on weekends?**

We think it's important for students to adjust to the boarding aspect of the program and the more they are away from the program, they are missing out on many opportunities such as social skills and independent living skills. However, we do recognize that this is a sacrifice to send your student to Riverview and of course we do not want your student missing out on any important family events that may be occurring at home.
- **What size sheets should we pack?**

All beds require Twin XL sheets and students should bring their own pillow, comforter, and any special blankets or stuffed animals.
- **Can my student bring a fan or a noise machine?**

Yes, students may bring a fan or a noise machine as long as it does not disturb their roommate.
- **What if my student is sick?**

If your student is sick and you live locally, we encourage you to come to campus to get your student and bring them home – especially in the case of the flu or stomach bug. If students are not local, they will rest in Health Care until they are well enough to return to the dorm.
- **What if I can't reach anyone in the dorm?**

If you cannot reach anyone in the dorm, you should call the assigned supervisor or the Residential Office.
- **How do I get a copy of my student's schedule?**

If you need a copy of your student's schedule, you can contact their Academic Lead.
- **Can my student bring their own snacks?**

There is a designated cabinet in the dorm for special snacks that should be labeled with the student's name. Healthy snacks are encouraged as we practice wellness strategies with our students. Please remember we are a Nut Aware campus. Riverview does not provide and dorm snacks should not contain the following:

 - Foods that contain nuts or peanuts, Riverview is a nut-aware campus
 - Foods that list sugar or other refined sweeteners as one of the first three ingredients (high fructose corn syrup, rice syrup, juice concentrates, etc.)
 - Foods that contain more than 8 grams of added sugar per serving
 - Sugar sweetened beverages

- **What if my GROW student doesn't like the meal that is offered?**
If your student doesn't like the meal that is being offered, this is an opportunity for them to learn the skill of making something they prefer to eat.
- **How often will I hear from staff?**
You will hear from the Academic Lead, Residential Lead and Advisor once per month, for a total of 3 communications per month. While we strive to be proactive in communication, of course we welcome you to reach out to any member of your child's team as needed. Additionally, we have found success consolidating all-school communications into one *Friday Newsletter*; please be on the lookout for this newsletter at the end of every week.
- **Can my student watch their favorite show?**
There is one TV in the common area that is shared. Students learn to appropriately problem solve and self-advocate regarding TV programming.
- **Are gaming devices allowed?**
Gaming devices are allowed in rooms and students are encouraged to invite a peer to play with them. However, if too much gaming is preventing students from accessing the program, then parameters would be set around this device usage.
- **Should my student bring their own computer?**
Students do not need to bring their own computers as Chromebooks are provided during the academic hours. Some students do however like to bring their own laptop computers to have in the dorm.

James Center Office Hours (ext. 201):

Monday through Friday – 8:00am to 4:00pm.

Residential Office Hours (ext. 257):

Sunday through Saturday – 9:00am to 8:00pm. If there is an emergency, please call extension 400, as this is a line that's responded to any hour of the day (for emergencies only).

Health Care Hours (ext. 265):

Sunday through Saturday – 7:00am to 9:00pm. The awake overnight Health Care Staff work from 9:00pm to 7:00am.

Residential Shifts/Hours:

Residential Instructors work 2 shifts, Sunday-Wednesday or Wednesday-Saturday. Residential Instructors have time allotted for crossover and coordination of student needs.

***Please refer to the 'Roles at Riverview' handout to better understand each position of the staff member on your child's team**