



The Brookwood School

Family Handbook 2023

The Brookwood School is a community of students, teachers, administrators and parents whose interactions with each other are based on mutual respect and awareness of the rights and needs of others. Understanding and following the rules and guidelines of the School provides a more productive community which seeks to encourage the intellectual, social, emotional, physical, and ethical development of the children we serve. In matters of conduct, it is the expectation of The Brookwood School that students and adults act honestly and respectfully at all times. Students and adults are expected to willingly support the philosophy, policies, and rules of the School. The School reserves the right to determine the appropriateness of its overall program for each one of its students.

The Brookwood School is a member of the Cooperstown Chamber of Commerce. Our Daycare is a licensed childcare provider and we follow all of New York State Daycare Regulations.

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Vision Statement

We envision teaching every student to be confident, respectful, knowledgeable, inquisitive, and inspired to become self-motivated lifelong learners.

Mission Statement

The Brookwood School prepares children to be confident, competent learners and good citizens in the community through programs and an environment that fosters their development.

Our Philosophy

Our philosophy at The Brookwood School is that each child is seen as a unique individual, and is highly respected as such. To be able to develop to his/her fullest physical, intellectual, and personal potential, we believe that each child must first achieve freedom through order and self-discipline within a warm, loving atmosphere. The Brookwood School is committed to a learning program that includes, as one of its goals, a method of recording student achievement that is consistent with the school's mission and educational objectives.

Parents Working with Schools

Parents and independent schools work together to create and sustain effective partnerships. The following principles of good practice describe the respective roles and responsibilities of both partners.

1. Parents recognize that effective partnerships are characterized by clearly defined responsibilities, a shared commitment to collaboration, open lines of communication, mutual respect, and a common vision of the goals to be reached.
2. In selecting an independent school, parents seek an optimal match for the needs of the child, their own expectations, and philosophy and programs of the school.
3. Parents are familiar with and support the school's policies and procedures.
4. Parents provide a home environment that supports the development of positive learning attitudes and habits.
5. Parents involve themselves in the life of the school.
6. Parents seek and value the school's perspective on the child.
7. When concerns arise with parents seek information directly from the school by consulting with your child's Lead Teacher first. If the concern is not corrected, please contact the Executive Director.
8. Parents share with the school any religious, cultural, medical, or personal information that the school may need to serve the child best.

Schools Working with Parents

1. The school recognizes that effective partnerships are characterized by clearly defined responsibilities, a shared commitment to collaboration, open lines of communication, mutual respect, and a common vision of the goals to be reached.
2. The school clearly and fully presents its philosophy, program, and practices to parents during the admission process and encourages dialogue that clarifies parental expectations and aspirations for the child.
3. The school seeks and values the parents' perspective on the child.
4. Teachers and administrators are accessible to parents and model candid and open dialogue.
5. The school keeps parents well informed with conferences, publications, and informal conversations.
6. The school defines clearly how it involves parents when considering major decisions that affect the school community.
7. The school suggests effective ways for parents to support the educational process.
8. The school actively seeks the knowledge it needs to work effectively with a diverse parent body.

Ground Rules

Our ground rules are simple but all-encompassing: **respect yourself, respect others, and respect the environment.**

Special Circumstances At Home

Sometimes, special events at home arise that may affect a student's performance at school. Please help us by making the child's teacher aware if events like the following occur:

- A family illness
- A parent/sibling is away for an extended time
- A death in the family
- A visiting relative
- A marital separation or divorce
- Acquisition death, or illness of a pet
- Anything else you deem important

General Information

School Hours:

The building is open from 7:00am-5:30pm. Children who participate in the Brookwood After School Program (3:15--5:30) are expected to be picked up BY 5:30pm. Please make every effort to be here by 5:30. Our staff often have commitments after school and need to be able to leave on time. Please call ahead if you are detained by an emergency. The school number is 607-547-4060. A late fee of \$10.00 will be billed for every ten minutes your child is at Brookwood past 5:30pm.

Who To Call For What

Phone: (607) 547-4060 Fax: (607) 547-2835 E-mail: info@thebrookwoodschoo.org or rschultz@thebrookwoodschoo.org Website: www.thebrookwoodschoo.org

If you have a question concerning:

- Your child or his/her classroom, speak to the teacher.
- Observations or scheduling conferences, speak to your child's teacher.
- Financial concerns, speak to or email at finance@thebrookwoodschoo.org

*****Please be sure to inform the office of any changes in your information such as address, phone numbers, and/or email addresses. All emergency information must be kept up to date. *****

Computer Checking In and Out

At this time we will be signing your child in and out each day due to the pandemic. We hope to get back to parent check in and out soon. Every adult who is bringing in or signing out a child should have their own door code. **DO NOT GIVE YOUR NUMBERS TO OTHERS.** If an approved adult is dropping off or picking up your child, please let us know. This too is for accuracy and legal reasons. Anyone can be added to our drop off/pick-up list; just let the office know.

Financial Obligations

The Brookwood School is an independent daycare and preschool. It is self-supporting and depends on the tuition it receives from enrollment to meet its financial obligations. Your commitment to these obligations is what enables us to provide the exceptional care your child deserves.

School tuition payments are an annual obligation. Your payment options are:

- Pay annual tuition (September-June) in full by September 1 and receive a 5% discount

- Pay monthly by the 15th of the month

Bassett employees that are ***paid bi-weekly*** will receive a 10% discount which will be automatically deducted from payroll. Tuition installments and childcare payments are due upon receipt. A statement reflecting your total outstanding obligation is emailed at the beginning of each month. A finance fee of \$15 or 2% of the balance, whichever is greater, will be charged twice monthly, on the 15th and the last day of the month.

It is the parent's responsibility to verify each monthly statement to ensure their deductions are adequate to cover charges. For all parents, including Bassett employees, additional payments may be necessary at times when there are expenses incurred over the contracted amounts. Please remember to review your account for these items. Payroll deductions do not cover these charges and unpaid balances are subject to finance fees.

All accounts must be current to be eligible for After School, Summer Care, and other programs. If tuition and/or childcare accounts are in arrears, this could jeopardize enrollment in all Brookwood programs. Any account that goes unpaid will be sent to a collection agency, which could affect your credit rating.

It is important that you carefully read and understand the Financial Terms & Conditions. FOR ACCURATE INFORMATION, ALL QUESTIONS & CONCERNS REGARDING YOUR STATEMENT MUST GO TO THE FINANCE OFFICE ONLY. That email address is finance@thebrookwoodschoo.org.

Admission and Financial Aid

The Brookwood School makes every attempt to provide clear and accurate information to families considering the school as an enrollment option. We welcome and appreciate referrals from current families and recognize the value of "word of mouth" marketing. Individual tours and visits are also welcome. The School has a rolling admissions policy whereby if there is a spot available in a program and the admissions process has been completed, we will enroll that spot. As part of our admissions policy and procedures, The Brookwood School does not discriminate on the basis of race, creed, gender, ethnicity, or age. There are many forms that the State of NY requires under licensing regulations, so the Admissions Office will contact you periodically for updated/needed items.

The school works together with families to make Brookwood as affordable to families as possible, while ensuring that our excellent staff and programs are not having to sacrifice. Therefore, we encourage families to work closely with our Director to discover what discounts may be available to them and how to apply based on need and program openings. To find out more about the process, contact the Main Office.

Calendar and Snow Days

Note that our school calendar differs somewhat from local public schools. Please check our website: www.thebrookwoodschoo.org for the monthly school calendar. This is the most accurate and up-to-date. We will notify families of any closures or delays via Brightwheel app and on our Facebook page.

The Brookwood School Online

Check our website, www.thebrookwoodschoool.org, frequently for updated school information. This is one of the best sources for up-to-date forms, handbooks, calendars, and more. Each program has a series of pages and links, as well as general information and access to materials. Please be sure to download the Brightwheel app to receive all of the most up to date information from your child's classroom, as well. We post recent photos and information on Facebook too.

Attendance

Please let us know if your child is going to be absent by calling the school or notifying your child's teacher. This helps us keep track of attendance, and helps us determine if/where any illness might be occurring, and work together to keep contagions down.

Communications

There are numerous ways in which parents and the school can communicate. The school tries to keep parents aware of the latest news through various methods:

Individual Notes, Phone Calls, and Conferences

For individual communication with your child's teacher please use notes, the Brightwheel app or phone calls. Each staff member can be reached and will get back to you as soon as possible.

For emergencies or to change dismissal arrangements, please notify your child's teacher and the front office. The Main Office phone number is: 607-547-4060

Parent Involvement

As a parent of a Brookwood Child, you have the unique opportunity to be highly involved in your child's educational experience. All too often, parents don't know how to be a part of their child's school and sometimes even believe that teachers don't want parents to be involved. That's not true at Brookwood.

- **Talk with teachers:** Don't hesitate to speak with teachers to discuss your child's school experience. Don't wait for a problem to arise. If you sense a difference in your child or your child tells you a story about something that happened at school, call us and inquire. Miscommunication causes more problems than anything else. We only ask that you contact teachers during their work day and not at home. They will respond as soon as possible.
- **See your child in action.** Visit the school. Seeing children in their school environment is a worthwhile experience for parents. However, we ask that you call ahead to schedule a time when a visit will work well for the teaching and learning environment.
- **Share a talent or your knowledge.** Brookwood parents collectively present to our school community a vast array of interesting talents and an incredible knowledge base. We encourage you to visit a class, conduct a field trip or monitor a project.

Every Brookwood teacher recognizes the value of knowledgeable parents. If this is of interest, please let your child's teacher know or notify the front office.

Partners in Education

As a parent, you have a key role in how your child learns and in how effective the school can be. We invite you to be an active, involved member of the school community. It is extremely important that parents take an active role in the school by helping out with events and by sharing their views, concerns and ideas. This is the best way to participate in meaningful ways. There will not be formal meetings, but we hope you will respond to phone calls or emails seeking volunteer help. We also hope you will share your expertise with any of our classes.

Safety and Crisis Information

Below is a general list of information to be followed in the event of an emergency or crisis at Brookwood. This is a general list. Detailed information would be released in the event of an actual emergency.

General Information

- Faculty and staff have been trained and are knowledgeable about emergency and crisis procedures.
- All classrooms have our emergency procedures posted.
- Every attempt will be made to communicate with parents via the Brightwheel app, phone calls, emails, and any means necessary regarding such situations.

Policies and Procedures

Emergency Closings

From time to time we may need to close the entire building for emergency purposes. **IF** the building is closed for more than 5 days we will issue a credit towards tuition for the following month.

Covid- 19/ Pandemic Policy

Due to being in a pandemic we have the following procedures set in place. If your child or your child's classroom is required to quarantine per NYS Department of Health regulations your family will not be eligible for a credit or refund. However; if your child's classroom is required to close twice within a 45-day period your family will be credited the number of days the room was closed the second time. The credit will be issued towards the following month's tuition.

Confidentiality for each student is preserved in accordance with the Family Educational Rights and Privacy Act (FERPA). Any information about a child's status educationally and financially is kept in confidence with limited access by school employees.

Discipline and Self-Management - Children are expected to respect the property and persons of others and the school at all times. Children who steal or deface the property of others, or who intimidate or violate the rights of others, will be put on notice. Each child facing a disciplinary action will be treated according to his/her individual incident. The child, with the help of his/her teacher, will help to determine a reasonable solution. Subsequent offenses will result in disciplinary action, up to and including expulsion. Bullying is defined by "a variety of negative acts carried out singly or repeatedly characterized by a real or perceived imbalance of power in which a more powerful child or group is attacking a child or group who is less powerful." It may take any of three forms: physical (hitting, kicking, spitting, pushing, taking personal belongings); verbal (taunting, malicious teasing, name calling, making threats); Psychological (spreading rumors, manipulating social relationships or engaging in social exclusion, extortion, or intimidation). The Brookwood School will be giving each family a "Behavior Management Plan" in which it will outline the steps we take to redirect negative behaviors. This will also be reviewed with the Teachers each year and will be posted in the classrooms.

Philosophy of Discipline at the Brookwood School

1. The cornerstone of the Brookwood Discipline Policy is to maintain the safety and dignity of all children at the school.
2. Children should be taught to respect themselves, respect others, and respect the environment.
3. Problems are best resolved through talking, listening, and understanding.
4. Children should be taught that their actions have consequences.
5. Response by teachers and administrators to concerning or unacceptable behaviors must be immediate and consistent.
6. Parental involvement should occur early and consistently.
7. Confidentiality should be maintained.
8. Responses to concerning behaviors may initially include:
 - Redirecting
 - Reaching a reasonable solution with the child on how to avoid repetition of behavior
 - Speaking to the child outside of the classroom, an informal visit to the office, contacting parents etc.

Conflict Resolution, and Choices and Consequences

The Brookwood School faculty believes that self-management is a priority for students' success in the learning environment. High expectations are in place for children to manage their own belongings, behavior and schoolwork. In order to facilitate children's growth toward assuming full responsibility in these areas, the faculty teaches self-management as part of the curriculum, especially in the fall.

Conflict Resolution

At The Brookwood School, time and attention is devoted to teaching children constructive ways to deal with the conflicts that naturally arise when groups of people work closely together. When children are engaged in conflict, the expectation at The Brookwood School is that they will seek peaceful and appropriate ways to resolve those conflicts. Children are not always equipped to do that upon entering school; therefore, they are given the skills and vocabulary when necessary. In addition, adults and other children model conflict resolution for them. The steps of conflict resolution are outlined below:

1. The child identifies the problem and his or her feelings. Example: "Someone knocked my blocks over and that made me really angry."
2. The child expresses the problem and his feelings to the other person involved. Example: "I feel angry when my blocks are knocked over."
3. The other person takes responsibility for the problem and takes some action to rectify the situation. Example: The second child apologizes and offers to help rebuild the blocks.
4. If there is further conflict, for example: the child does not take responsibility for the problem, the problem is discussed with each child taking turns sharing his or her feelings until they agree upon a mutually acceptable solution. If students are unable to reach such a solution, they request assistance from a teacher, who then assists with the process.

Choices and Consequences

Decision-making is a vital part of students' growth and development. A safe, nurturing environment helps students feel comfortable to make choices and to experience the natural consequences of those choices. Teachers celebrate the positive consequences with students and support students emotionally during negative consequences. When natural consequences are not apparent or effective, teachers and students determine logical consequences, such as loss of a privilege (unnatural consequences, such as rewards and punishments, are controlled by adults and encourage dependence on adults, thus inhibiting progress toward self management). Feeling the natural and logical consequences of their actions helps students develop responsibility and improved decision-making.

Harassment

Harassment of a child by other children or any member of the staff is a violation of Federal Law and is contrary to The Brookwood School Board of Trustees' commitment to provide a physically and psychologically safe environment in which to learn.

In addition to sexual harassment, which includes unwelcome sexual advances or any form of improper physical contact or sexual remark, harassment shall also include any form of speech or action that creates a hostile, intimidating, or offensive learning environment.

A student or parent is able to report to the office any incidence of harassing behavior, whether it be from a fellow student, staff members, or a school visitor, in a way that avoids embarrassment and protects the confidentiality of the child. All such reports will be acted upon promptly. Anyone found to have violated this policy shall be subject to disciplinary action up to and including dismissal from the School.

Personal Belongings and Toys

The children have specific places for their belongings. We provide a personal space for your child's jacket and backpack. Each child needs to bring a complete change of clothing (including socks), which are labeled with his or her name, in a zip lock bag. We store these clothes in the classroom until needed. Should any clothing be sent home wet or dirty, please provide us another set of clean labeled clothing the next school day. Sometimes clothes need to be borrowed; please clean and return them.

Medical

Administration of Medication to Children

Parents: Please read to avoid confusion in the future.

The Brookwood School strongly urges that all medications be administered at home whenever possible. Please consult the prescribing physician or dentist to ascertain if the medication can be given at times when your child is at home. These procedures are designed to protect your child and The Brookwood School. Please get forms from the Front Office.

Non-Prescription Medication requires both parental and physician's signature. Please refer to the Non-Prescription Medication Release Form for details.

All medications must be kept in the original labeled bottle or container. Over-the-counter medication must be kept in the originally labeled container and be labeled with the child's first and last name. Prescription medications must contain the original pharmacy label that lists:

1. Child's Name
2. Authorized prescriber's name
3. Pharmacy name and telephone number
4. Date prescription was filled
5. Name of the medication
6. Dosage
7. How often to give the medication
8. Date medication shall be discontinued or length of time it is to be given

Before the School will give your child prescribed medication which must be taken at school, State Law requires that:

1. The parent completes and signs the Medication Consent Form (which is valid for 6 months unless a change occurs).
2. The physician or dentist completes and signs a physician's authorization form. A note from the doctor will not be accepted unless it contains all of the information contained in the State Law.
3. Completed and signed forms must be returned to school before the medication can be given at school.
4. Each medication must have a separate set of forms.
5. Any change in dosage will require new forms before the new dosage can be given.

Immunizations

State regulations require that every child has a yearly medical form on file in order to attend school. All children must be immunized against Measles, Mumps, and Rubella (MMR); Diphtheria, Pertussis, and Tetanus (DPT); HbCV (HIB); Polio; Hepatitis B (HDV); and Pneumonia (PCV). The Varicella (chicken pox) vaccine is required for all children born on or after 1/2/98. The Department of Health also requires that you provide documentation of 2 tests for lead for children at the ages of 1 and 2 years.

The Brookwood School will always follow guidance given by the New York State Department of Health. At this time any staff member that is not fully vaccinated against Covid-19 is required to be tested on a weekly basis. All staff and preschoolers are required to wear a mask while inside regardless of their vaccination status. We are recommending all children over the age of two wear a mask inside as well.

Accident/Incident Report Form

In the event your child becomes injured at school, we will ask you to sign an "Incident Report Form" we will also provide you with a copy of the form to take home.

Communicable Diseases and the 24-Hour Rule

A communicable disease is any health condition that is contagious (for example, anything from some common cold symptoms to chicken pox). When your child is clearly ill, and certainly when contagious, he or she should not be in school. To prevent the spread of communicable disease to others, and to prevent your child from returning to school before recovering fully, The Brookwood School has established these procedures, based upon recommendations from the NYS Department of Health.

To determine whether a child is well enough to be in school:

- **Parents-before school:** Sending sick children to school can result in widespread illness and absences. If you suspect that your child is getting sick or if your child has any of the symptoms listed below, please keep him or her home. A child that is not well enough to participate in all regular school activities, both indoors and outdoors, should stay home. Please do not send in a note to exempt children from activities.
- **School Staff-during school:** Many of our staff members have been trained in First Aid and/or the prevention, recognition, and management of communicable disease to determine if a student needs to be: 1) isolated temporarily, 2) sent home from school, or 3) attended to by an emergency squad.

To determine when a child is well enough to return to school: Students who return to school too soon after an illness are usually not well enough to benefit from being at school. Remember that a child who is not well enough to participate in all regular school activities, both indoors and outdoors, must stay home.

"The 24-hour Rule"

1. The child must be symptom-free for 24 hours, before returning to school.

- a) Keep your child home until all symptoms are gone for a full 24 hours.
- b) Keep your child at home until a normal temperature has been registered for 24 hours.

2. In any of the following cases, the child must be treated by a physician and be symptom-free for 24 hours before returning to school:

- a) Redness or swelling of the eye: conjunctivitis
- b) Spots or rashes that remain
- c) Vomiting more than 2 times per day
- d) Diarrhea more than 2 times per day

3. If your physician has prescribed an antibiotic, wait until your child has been taking the antibiotic and is symptom-free for at least 24 hours before returning to school.

4. If your child contracts a communicable disease, please call the school immediately so we can inform other families of the diagnosis. When children have been exposed to a contagious disease, parents will be notified by parent letter or email.

Symptoms

1. A student with any of the following symptoms will be isolated temporarily”

- Unusual spots or rashes
- Sore throat or difficulty swallowing
- Elevated temperature (but under 101 F)
- A sick student will rest in a quiet space away from other students, where he or she can be observed and heard by a staff member for worsening conditions until parents can be notified.

2. A student with any of these symptoms will be sent home:

- Vomiting
- Conjunctivitis
- Diarrhea
- Severe Coughing
- Mucous that is not clear
- Yellowish skin or eyes
- Stiff neck
- Difficulty breathing
- Temperature above 101F
- Grey or white stool
- Rash
- Evidence of lice, scabies or other parasitic infestation

When your child becomes ill during the school day, pick him/her up as soon as possible, for your child's own welfare and comfort, as well as to minimize the spread of the illness. If you are unable to come to school on short notice, make arrangements in advance with a relative or neighbor who is listed on the Emergency Release form to come to school and pick up our child. A child who is **sent home from school with any of the above symptoms may not return to school the following day even if they are cleared by a Doctor. These are NYS Daycare Regulations that must be followed at all times. Your child's Teacher will let you know if they need to be tested for Covid-19 in order to return to school.**

Emergency Procedures for Serious Illness or Injury

In case of serious illness or injury, a member of the school staff will:

1. Call 911. The child will usually be taken to Bassett Hospital.
2. Call the child's parents. If a parent cannot be contacted, call alternate persons listed in the child's file.
3. Notify the Main Office of the child's condition and the action taken.

In case of accidents or injury, the supervising adult will:

1. Administer first aid or seek out a qualified staff member.
2. Contact the parents or their designated alternate, if after evaluating the injury, it is necessary for the child to be seen by a physician. Transportation to a physician is arranged and provided by the parents. The School is not responsible for providing transportation to a physician.
3. The staff member who observed the accident or injury will complete an Incident Report.
4. Apprise the Main Office of the child's illness or injury and treatment, and contact the parents if substantial first aid is administered or if an accident report has been written

Mandated Reporter

In accordance with State law, everyone employed at The Brookwood School is a mandated reporter, and as such, must report any suspicion of child abuse, whether by another employee, parent, or another adult legally responsible for the child.

The Universal Precautions

The Universal Precautions policy covers all employees who may "reasonably anticipate" coming into contact with human blood and other potentially infectious materials, which includes any body fluid that is visibly contaminated with blood.

1. Each employee may in the course of her or his daily activities come into contact with potentially infectious materials. Those situations are, but not limited to the following:

- a.) Providing assistance after an accident has occurred with children, employees, parents and/or volunteers.
- b.) Assisting children during medical procedures, nosebleeds, times of illness, etc.
- c.) Changing diapers of children or cleaning up after a child has a toileting accident.
- d.) Handling of potentially infectious material such as soiled clothing, tissues, and diapers.

2. The following preventative measures are to be used to reduce the spread of all infectious and contagious diseases:

- Wash hands regularly. Hand washing is the best way to protect both child and caregiver.
- Wear disposable gloves while cleaning up blood, bloody saliva, urine, feces, vomit, or if there is a skin rash or open cut on the hands. If skin contact is made with these substances, wash the affected areas with soap under running water.
- Wear disposable gloves when changing a child's diaper.
- Throw away disposable gloves after each use. Everyone must wash their hands after wearing and removing gloves.
- Place disposable diapers in a pail lined with a plastic bag. Tie the bag securely when filled.
- Supervise toilet-trained children to ensure that they wash their hands well after using the restroom.
- Clean up blood and bloody fluids on surfaces with 1 part ordinary household bleach diluted in 10 parts water. The bleach solution should be fresh and used on the day it is made. Isopropyl alcohol, Lysol disinfectant, and hydrogen peroxide can also be used.
- Have mouthpieces or resuscitation bags on-hand to minimize the need for mouth-to-mouth resuscitation in an emergency.

3. All employees must adhere to this Universal Precautions Policy.

4. If an employee or volunteer has been exposed to a blood borne pathogen during the course of school business, she or he must notify her or his supervisor immediately.

Food

Classroom Birthday Celebrations

If your child would like to share a snack with classmates on his/her birthday, we welcome a special and healthy treat. Please make arrangements with your child's Teacher several days in advance.

NOTE: We realize that it may not be possible to include all members of a child's class to a birthday party off of school grounds, but we also know that children who are not invited feel hurt. Therefore, we ask that unless you are inviting everyone, **please mail invitations from home**, and make arrangements for guests to go to your party from home rather than from school. Please remind your children not to discuss parties in school.

Lunch

Children must bring a lunch, clearly labeled with their name. Please include an ice pack or thermos, as we cannot accommodate lunches in our refrigerators.

Childcare: Before and After School Care, Vacations, Snow Days and Summer Care

The Brookwood School is open for quality childcare during school vacations, snow days, and throughout the summer. We also offer before and after-school childcare from time to time based on demand. (Please check with the director regarding whether this is currently being offered.)

The children are involved in a variety of programs such as crafts, field trips (when applicable), workshops, games, music, and performances. All community children are welcome to enroll in Vacation Care and Summer Care. The programs are for children ages 3-12. Children are welcome to come for as much or as little time as is convenient for the family. They must, however, have the appropriate forms on file before they can attend. When in service, blocks of childcare hours are available for after-school childcare or families may use this service on an hourly basis.