



**CHILDREN'S  
DEVELOPMENTAL  
CENTER**

**Parent Handbook**

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509-735-1062  
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Dear Parents and Guardians,

We would like to take this opportunity to welcome you and your family to the Children's Developmental Center. This handbook was designed to give you the basic information on how we operate. If you have a question that is not covered in this book, please feel free to call us. We are here to help you, your child, and your family.

The Children's Developmental Center has successfully provided early intervention services in Benton and Franklin counties since 1977. It is our goal to continue offering quality education services, speech-language therapy, occupational therapy, physical therapy, and family services to all eligible children, ages birth to three years, in the greater Tri-Cities area. We are a non-profit organization governed by a volunteer board of directors from all areas of the community. It is a pleasure to provide these services to you and your child. Please complete the eligibility paperwork as requested to help us receive the support necessary to provide your child's needed services.

The Children's Developmental Center strives to provide positive experiences for you and your family. We view your family involvement as the key to your child's development and education. To best serve your child, your input will be needed. We are excited to be a part of the TEAM working with you and your child.

## Hours of Operation

The Children's Developmental Center is generally open from 7:30 am to 4:30 pm, Monday through Friday. CDC will be closed for the following holidays and breaks:

January	New Year's Day Martin Luther King Day
February	Presidents Day
March/April	Spring Break
May	Memorial Day
June	Summer Break 1
July	4 <sup>th</sup> of July
August	Summer Break 2
September	Labor Day
November	Veteran's Day Thanksgiving
December	Winter Break Christmas

Please refer to the current Children's Developmental Center calendar for a complete listing of the days when CDC will be closed.

### **Severe Weather**

In the event of severe weather, please watch local TV stations to receive information regarding school closure information. You may also check our Facebook page for any closures or delays. The Children's Developmental Center will be listed with the regular schools if we are having a delayed start or closing for the day.

If you are transporting your child and the road conditions are unsafe, we encourage you to reschedule or cancel your child's session for the day. Because CDC serves such a large area, we may not be aware of hazardous conditions in your neighborhood. Please call us if it is unsafe for you to drive to the Center. Additionally, CDC staff may cancel natural environment visits when roads are unsafe.

## **Services Provided**

### **Evaluation**

An evaluation assesses how your child is developing. It indicates what your child does well and what kind of help your child may need. The evaluation can determine if your child is eligible for any of the services we offer.

### **Individualized Family Service Plan (IFSP)**

For children who are eligible, an IFSP will be developed with the family, their Family Resources Coordinator, CDC early intervention specialists and other agencies involved with the family for children from birth to three years of age.

### **Occupational and Physical Therapy**

OT/PT services facilitate the development of fine motor skills (e.g., grasping, scribbling, and stringing beads) and gross motor skills (e.g., rolling, crawling, walking, and jumping). Concerns with sensory motor processing and feeding difficulties are also addressed if necessary.

### **Speech and Language Therapy**

Speech-language therapy facilitates the development of receptive language (e.g., understanding words and/or gestures) and expressive language (e.g., using words/gestures to express oneself or request an object), producing speech sounds, development of auditory skills and addressing swallowing difficulties.

### **Education**

Education services are provided by special education teachers, certified teachers, and supervised education assistants to facilitate development of cognitive (problem solving), adaptive (self-help), social/emotional, and positive behavioral skills through play and social interactions.

### **Transition to School District**

Three to six months prior to your child's 3<sup>rd</sup> birthday, your school district will contact you to begin the transition process from the Children's Developmental Center to your local school district's pre-school program. You will be asked to meet with school district staff to discuss transition plans. The school district must determine if your child will continue services under the Washington Administrative Codes for children 3-5 years of age. If your child continues to qualify for services, the transition will take place on or near your child's third birthday. Our role is to assist the school district in determining the most beneficial and appropriate setting for your child. Your input, as always, is essential and welcomed.

## **Service Options**

### **Natural Environment Services**

For children on an IFSP, services will be provided in your child's natural environment. Natural environments are where your child typically spends his or her time such as at home, a childcare, a park, or a grandparent's house. Our staff will work with you or your child's caregivers by teaching techniques to promote your child's development. We have found natural environment services are most beneficial when families are prepared to learn, eager to participate and able to schedule concentrated time to work with their child, the teacher and/or therapist.

### **Center Based Services**

You and your evaluation team will determine which setting(s) best fits the needs of your family. In some cases, there will be a combination of services at the Children's Developmental Center and in the natural environment. Your child may also benefit from therapy utilizing the specialized equipment available at the Center during occupational, physical, and speech-language services.

### **Telehealth Services**

Telehealth is when a provider uses HIPAA compliant interactive real-time audio and video telecommunications to deliver covered services that are within the provider's scope of practice. This includes a wide array of clinical services using internet, wireless, satellite and telephone media. This could be a possible option for your child's services.

### **Private Patient Services**

Private patient speech therapy, occupational therapy, and physical therapy services for children over the age of three may be available through the Children's Developmental Center. Consideration for private patient services will be on a case-by-case basis depending on the severity of the child's delay, staff availability and the equipment needed to serve the child. Private patient services will be provided at the Children's Developmental Center. A physician's referral is required at, or before, the initial private patient visit. If there is not a referral, the visit will need to be rescheduled.

## **When You Visit the Center**

### **Emergency Evacuation Plan**

In the event of an emergency, our evacuation location is adjacent to CDC at ARC of Tri-Cities on the corner of Fowler and Georgia Ave - 1455 Fowler in Richland.

### **Accidents or Injuries**

Sometimes an injury may occur while your child is playing on the playground, in the classroom, or in therapy. In the case of a minor accident or injury, your child's teacher or therapist will administer minor first aid and fill out an Illness/Injury Notification that will be sent home. If you have any questions regarding the notification, please talk to your child's teacher or therapist.

## **How You Can Help**

The Children's Developmental Center is a 501(c) (3) non-profit agency. We depend on you to help make our program successful! There are many ways that you can get involved. Please support our activities by volunteering your time, expertise, skills, donation of consumable supplies, or cash donations.

### **Donating Supplies**

Donated supplies will be used for art projects and play activities. Please talk with your child's teacher/therapist if you have any questions. We greatly appreciate your support – Thank you!

Financial and material donations are tax deductible and always welcome! If requested, a receipt will be furnished to you for tax purposes.

### **Volunteering**

You can volunteer to participate on one of the committees for an annual fundraiser, volunteer to work at these events or help gather the numerous items needed for the live and silent auctions. There are also many other volunteer opportunities throughout the year. Contact CDC if you are interested in helping with any of these events.

### **Board of Directors**

Our Board of Directors includes parent representatives. If you would like more information about this volunteer position, please contact the Executive Director at (509) 735-1062. The Board of Directors meets monthly. Parents are welcome to attend.

## **CDC Policies**

### **Sharing Confidential Information**

If you would like us to send information from your child's file for an upcoming appointment, we ask that you notify your child's teacher/therapist(s) at least 10 working days in advance. We will need your written permission to share confidential information about your child. Please contact us about completing a current Release of Confidential Information form.

### **Discipline Policy**

The Children's Developmental Center staff will attempt to prevent discipline problems by providing a variety of developmentally appropriate activities, equipment, and materials. Simple consistent boundaries will be established and understood by the children. Techniques such as positive reinforcement, praise, reminders, redirection, and appropriate modeling will be individualized to the needs of each child. All adults shall demonstrate respect and caring in all interactions with the children.

We do not allow physical punishment or verbal abuse of children by any staff or volunteer(s). Please feel free to talk with staff members if you are interested in more information regarding behavior intervention techniques.

### **Mandated Reporting**

All CDC staff are required by law to report all suspected child abuse and neglect to the Division of Social and Health Services and the Department of Child and Family Services. On any occasion that a staff member suspects child abuse, action is taken immediately.

## **Attendance and Your Child's Health**

### **Attendance**

Children who regularly participate in their education and therapy appointments benefit most from early intervention services. If your child is ill or you have other commitments, please call, text, or email your child's teacher and/or therapist to cancel your appointment. If a teacher and/or therapist arrives for a scheduled appointment and your child is not present, you will receive a note requesting that you call to confirm your next appointment before your child's services resume. **Unexcused absences or "no shows" will result in a \$35.00 charge.**

Two or more missed appointments may result in your child being dismissed from the program or alternative locations identified and may require reconvening of the IFSP.

### **Health**

We encourage ongoing communication about your child's health. We want to know when your child is: ill, on medication, having surgery or has been hospitalized or any other pertinent information.

If your child or anyone else in the household has an illness that is contagious, we appreciate knowing so that we can inform other parents if their child may have been exposed. This would include illness such as chicken pox, strep throat, pink eye, etc.

**If your child or anyone else in the household has any of the following symptoms: rash, diarrhea, vomiting, bad cough, runny nose, sore throat or temperature**, please keep him/her home or cancel visits to the natural environment by CDC staff until the symptoms are gone. If your child is seen at your home and other people in your home are ill, please call and cancel your appointment.

## Your Child's Health

When your child is sick:



Body rash,  
especially with  
fever or itching



3 or more watery  
stools in 24 hours



Vomiting two or more  
times in 24 hours



Thick mucus,  
or draining  
from the eye



Lice or nits,  
scabies, etc.



With fever, swollen  
glands, or green  
nasal drainage



Temperature of 100°  
or more (taken under  
the arm)



Unusually  
tired, pale,  
lack of  
appetite



**Head Lice**

Head lice are increasingly common in school settings. Anyone may contract lice from another person who has them or from someone's clothes or personal items. No services will be provided in the natural environment until your child and your home are clear of lice and nits. Your child will be sent home if he/she is suspected of having head lice or nits (the eggs of lice).

Symptoms of lice: You may observe whitish eggs (called nits) that are attached to the hair shafts. They look similar to dandruff but do not flick off easily like dandruff. (You have to remove them with your fingernail). The female lays the eggs on the hair shaft near the scalp, usually at the back of the neck and above the ears. Occasionally you may see the live lice, which are small, grayish-white, wingless bugs about the size of tiny ants.

If you suspect your child or anyone else in the household might have head lice, do not send your child to the center. Cancel your natural environment appointment!

**Chicken Pox**

Chicken pox is a virus of sudden onset characterized by fever, fatigue, and blister-like spots on the body. It is highly contagious and is spread through direct contact, through the air or through indirect contact with contaminated articles. You will be notified if your child has been exposed.

Please notify your child's teacher and/or therapist if you suspect your child or anyone else in the household has been exposed to chicken pox, or if you have any questions.

**Bed Bugs**

Bed bugs are insects, and range in size from 1 – 7 mm. They prefer to feed on human blood. Bed bugs are nocturnal. Bed bugs are visible without magnification, they are reddish brown, and occasionally more clear. Bed bugs do not have wings and cannot fly or jump, but can move quickly along floors, walls, and ceiling. Bed bugs like to hide in the folds of fabric and crevices of wood. They are usually found in the seams of the bed mattress or frame, behind headboards, in clothing, in items stored under the bed and any other crevices that would provide good hiding places.

If you suspect your child or anyone else in the household might have bed bugs, do not bring your child to the center. Cancel your natural environment appointment!

## NATURAL ENVIRONMENT GUIDELINES

The Children's Developmental Center (CDC) strives to provide services for children in their natural environments. A natural environment is anywhere a child would be if he/she did not have a developmental delay. Below are the guidelines for CDC services in the natural environment.

### The **Caregiver's** responsibilities:

- Be ready for staff to arrive or call (at least 2 hours before the scheduled appointment when possible) to cancel.
- Please cancel if your child or anyone else in the household is ill or if there is an existing condition to prevent spreading illness to our staff and the other children they serve.
- Be present for the scheduled appointment: "No shows" may result in services being discontinued. It is the caregiver's responsibility to reschedule. Staff **will not** contact you to reschedule. Staff **will not** come to your mutually agreed upon visit location until you have contacted your child's teacher or therapist to reschedule.
- Provide a safe, quiet, and clean environment for the session. This includes providing appropriate activities for other children in attendance and keeping pets out of the room, TV off, cell phones on silent, etc.
- The setting should not impair a staff member's comfort or health due to inappropriate dress, tobacco smoke, drug activity, animal dander or excrement, insect infestation, or an excessively unclean or hostile environment.
- Plan to be involved and participate throughout the session. You are expected to be involved in the activities to promote your child's development during the session in order for you to incorporate the activities into your family's daily routine.
- Share these guidelines with other caregivers who will be involved in early intervention sessions.

### The Children's Developmental Center **Staff's** responsibilities:

- Arrive at the mutually agreed upon natural environment location at the prearranged date and time.
- Contact the caregiver when it is necessary to cancel an appointment either due to illness or a conflict with the scheduled time (at least 2 hours before the scheduled appointment when possible).
- Act as a facilitator, involving the caregiver in learning opportunities for the child.
- Provide appropriate materials and equipment (as needed) for the delivery of services while incorporating the caregiver's materials and equipment into the session.
- Provide the caregiver with information regarding the child's progress on his/her established goals and objectives.

When the above conditions are not being met or when the caregiver and child have been absent without prior notification on more than one occasion, the option of receiving center-based services may be offered to the family. Center based services may be available if the child would benefit from a different environment or from the specialized equipment available at the Center. CDC services will be discontinued in the event of multiple unexcused absences or violation of the caregiver's responsibilities.

**\*Unexcused absences or "No shows" will result in a \$35.00 charge.**

## **Payment for Services**

### **State Medical Insurance**

If you receive state medical insurance, we will bill all therapy services directly to Medicaid. There is no out-of-pocket cost required if your child is Medicaid eligible.

### **Private Insurance**

If you have private insurance for your child, we will bill all therapy services directly to the insurance company. You will be responsible for co-pays, co-insurance, and deductibles at the time of service. Parents are responsible for all costs that the insurance company processes with a patient responsibility balance. Cash, check, and credit card payment options are available through the Finance Office at 735-1062, ext 108.

### **Hardship Request**

Families faced with a hardship in paying for co-pays, co-insurance and deductibles may request an application seeking to reduce or eliminate these charges. Please contact [rhondaf@childrensdc.org](mailto:rhondaf@childrensdc.org) or 735-1062 ex. 108 for hardship application. You will be notified of eligibility or ineligibility once the application is reviewed by management.

### **Other funding sources**

The services at CDC are made possible by many funding sources throughout the Tri-Cities and surrounding communities. Collaboration with community organizations, such as United Way and private donations and grants, ensures that your child and family receive quality education, therapy, and family services. Your family can help the Children's Developmental Center by completing appropriate applications. Fundraising events and grants help sustain our programs.

### **Department of Children, Youth, and Families (DCYF)**

DCYF through the Early Support for Infant and Toddlers (ESIT) program invests in your child by providing the Children's Developmental Center with funds to help support services for your child and family.

### **Division of Developmental Administration (DDA)**

All children who qualify for the ESIT program also qualify for DDA services. Portions of your child's therapy and/or education services are supported by DDA. An application is required and will be provided to you. DDA has many other services, which they will discuss with you once eligibility has been determined.

# Client's Rights

## Your Family's Rights

A child's parent(s) or legal guardian, with legal residency in Benton or Franklin County and reside within the service region of the Children's Developmental Center, has the right to have their child evaluated at the Children's Developmental Center.

- The child's parent(s) or legal guardian has the right to be notified of a scheduled evaluation.
- The child's parent(s) or legal guardian has the right to attend an Individualized Family Service Plan (IFSP) meeting to discuss the evaluation results. The parent or legal guardian is a valuable partner in the formation of an appropriate program for their child's coming year.
- The child's parent(s) or guardian has the right to participate in all annual IFSP meetings.
- The child's parent(s) or legal guardian has the right to their child's records generated by the staff of the Children's Developmental Center.
- The child's parent(s) or legal guardian has the right to be notified if a change is to occur in the quality and/or quantity of services received by their child.
- The child's parent(s) or legal guardian has the right to request a meeting to discuss changes proposed by the staff.
- The child's parent(s) or legal guardian has the right to utilize the agency's grievance procedure.
- All of the rights afforded a child and the parent(s) or legal guardian of the child by the funding agency will be followed.

## Non-Discrimination

The Children's Developmental Center does not discriminate in employment practice or children's services because of race, religion, age, gender, ethnicity, national origin, sexual orientation, marital status, or disability.

## **Client Confidentiality/HIPAA**

The Children's Developmental Center considers all past and present client files and records to be confidential. Confidential information will not be released without prior written permission on the Release of Confidential Information form. The parent/guardian may rescind any previously signed Release of Confidential Information by stating so in writing. "Release of Confidential Information" forms are updated annually.

All records, electronic or paper will be kept secured by the Children's Developmental Center. The files are not available to any unauthorized individuals and are secured at all times. In accordance with the medical privacy rules under the Health Insurance Portability and Accountability Act (HIPAA), medical information is kept secure and confidential.

Only authorized CDC staff has access to the client files.

When a child leaves the Children's Developmental Center, and upon receipt of a signed Release of Confidential Information form, current assessments will be shared with the new school/program. All client records will be destroyed seven years after the child leaves the Children's Developmental Center.

Confidentiality is basic to maintaining professional ethics and community respect. Staff, volunteers, and workers who have access to personal information are obligated by both law and ethics to honor this trust.

**Note: The law does not require us to obtain your permission to release information if we suspect child abuse/neglect and are reporting it to The Division of Social and Health Services or Child and Family Services, or if we have been ordered to release information by a court document.**

## **Client Grievance Policy/Procedure**

1. If the parent(s) or legal guardian of any child enrolled at the Children's Developmental Center has a grievance against the quality and/or quantity of services received at CDC or feels their child has been discriminated against, they may contact the Executive Director in writing, within 14 calendar days after the incident.
  - a. The written grievance will be placed in the child's main chart.
  - b. The Executive Director must submit a written response to the grievance within five working days after receipt of the grievance and this response will be put into the child's chart.
  - c. The child's parent(s) or legal guardian will be given the choice of receiving a copy of the written response in person at the Children's Developmental Center or by registered mail.
  - d. Parents are encouraged to enlist advocates to help negotiate.
  
2. If any child's parent(s) or legal guardian feels their response from the Executive Director is unacceptable or their grievance is against the Executive Director, they may contact the Chair of the Children's Developmental Center Board of Directors, within 14 calendar days after the incident. The Chair is the liaison to the Children's Developmental Center from the Board of Directors.
  - a. The written grievance will be placed in the child's main chart.
  - b. The Chair will conduct an investigation into the grievance and present the information to a panel comprised of the Chair and members of the Children's Developmental Center Board of Directors within 14 calendar days after the grievance is received.
  - c. The written decision of the panel will be placed in the child's chart.
  - d. The child's parent(s) or legal guardian will receive written notification by registered mail.
  
3. Complainants and others who have assisted in the investigation are protected from retaliation, coercion, threats, or discrimination.
  
4. If the child's parent(s) or legal guardian continues to find the response of the Executive Director and the Chair of the Board of Directors unacceptable, AND the grievance involves the child's services, AND the Children's Developmental Center grievance procedure has been exhausted, contact your DDA Case Manager to continue the grievance process.