



## **Parent Handbook**

**1549 Georgia Avenue, S.E. Suite A  
Richland, WA 99352  
509-735-1062  
Fax: 509-737-8492**

# Children’s Developmental Center - Table of Contents

Mission, Values, & Vision.....2

Everyone Is Welcome Here, When We’re Open.....3

When You Visit the Center.....4

Family Services FAQ.....5,6

Attendance & Health Guidelines.....7

Your Child’s Health.....8

Natural Environment Guidelines.....9

Paying for Services & Financial Support Options.....10

How We Support Your Child and Family.....11

Service Options to Support Your Child’s Growth.....12

Children’s Developmental Center Policies.....13

Your Family’s Rights at the Children’s Developmental Center.....14

Respecting Your Family’s Privacy and Rights.....15

We’re Here to Listen: Grievance Policy & Procedure.....15,16

How You Can Make a Difference.....16,17

# Welcome to the Children's Developmental Center!



## Mission

Our mission is to empower families and improve children's lives through comprehensive early intervention services, education, and therapeutic services.

## Values

- **Compassion** - We approach the families we serve, one another, and our work with understanding and acceptance.
- **Communication** - We communicate consistently and respectfully with one another and the families we serve. We are a listening ear to the families we serve and one another. We prioritize confidentiality.
- **Teamwork** - We collaborate across teams, with a positive attitude, and we commit to showing up for each other and the families we serve.
- **Flexibility** - We go with the flow or bend to make our mission/goals happen. We stay open to new ideas.
- **Support** - we show support for each other and families by actively listening, showing compassion, offering resources through good and hard times.

## Vision

A community of empowered families and successful children.

### **Supporting Your Child's Growth from the Very Beginning**

Every child grows and develops at their own pace. Some children may need extra support in areas like communication, motor skills, social-emotional development, or learning. At the Children's Developmental Center, we partner with families to help children thrive.

By nurturing early learning and development, we can build a strong foundation for future success—in school and in life. We're here to support your child's unique journey and help them reach their full potential.

***Together, we prepare infants and toddlers with developmental needs... for life.***

## Everyone Is Welcome Here

At the Children’s Developmental Center, we believe every child and family deserves respect, care, and opportunity. We are committed to creating a safe, inclusive environment where all individuals feel welcomed, supported, and empowered—regardless of ability, background, or circumstance—because every child matters and every family belongs.

We do not discriminate in our services or employment practices based on:

- Race
- Religion
- Age
- Gender/Gender Identity
- Ethnicity
- National origin
- Sexual orientation
- Marital status
- Disability

We celebrate diversity by honoring each child’s unique background, culture, and identity. Our goal is to ensure that every child and caregiver feels seen, heard, and supported. You belong here.

## When We Are Open

We’re here for you Monday through Friday, 7:30 am to 4:30 pm. While we love seeing you and your kiddos, our center does take breaks for holidays throughout the year. Here’s a quick peek at when we’ll be closed:

- **January:** New Year’s Day, Martin Luther King Jr. Day
- **February:** Presidents’ Day
- **March/April:** Spring Break
- **May:** Memorial Day
- **June:** Juneteenth, Summer Break #1
- **July:** 4th of July
- **August:** Summer Break #2
- **September:** Labor Day
- **November:** Veterans Day, Thanksgiving
- **December:** Winter Break, Christmas

 For a full schedule of closure dates, please check out the current Children’s Developmental Center calendar provided to you.

## What Happens During Bad Weather

If the weather makes travel tough, we've got you covered with **telehealth appointments** so your child can still get the care they need from home. Here's what to expect:

- If you have a scheduled appointment, your provider will reach out via **text or call** to offer a switch to telehealth.
- If telehealth doesn't work for you, we'll happily **reschedule**.

Safety first:

 If roads near you are unsafe, please don't worry—just let your provider know. We may not know what it's like in your area, so feel free to **cancel or reschedule** as needed. And if your provider was planning a home visit but the roads are risky, they may need to reschedule.

Need help or have questions? Reach out anytime. We're here for you and your little ones. 

## When You Visit the Center

### Emergency Evacuation Plan

Safety is essential for everyone in our community. In case of emergency, we'll relocate to a safe site next to the Children's Developmental Center—at the ARC of Tri-Cities (1455 Fowler, at the corner of Fowler & Georgia Ave in Richland).

### Accidents or Injuries

We know children learn best by moving, exploring, and having fun! Sometimes, that means a few bumps or scrapes along the way. If an accident happens during play or therapy:

- **Quick Care:** Our team will provide basic first aid right away.
- **Incident Report:** You'll receive a *Child Incident Report* explaining what happened.
- **Always Together:** Staff are never alone with your child—there's always a parent or caregiver present.
- **Open Communication:** If you'd like to talk through the details, please reach out to your child's educator or therapist. We're here for you!

# Family Services FAQ – Children’s Developmental Center

## Attendance Matters

Regular participation helps your child grow and thrive. If you need to miss a scheduled visit, please let your provider know as soon as possible.

## When to Cancel a Visit

Please contact us to cancel or reschedule if:

-  Your child or anyone in your household is feeling unwell. (Please reference page 8)
-  You have a scheduling conflict.
-  You need to reschedule for any reason.

## **Advance notice helps us support your family better.**

Whenever possible, please provide **24 hours’ notice**, as this allows us to plan and offer the best support. If that’s not feasible, at least **2 hours’ notice** would be greatly appreciated.

## What Do Services Look Like?

Services are personalized to meet your child’s unique needs and goals outlined in their **Individualized Family Service Plan (IFSP)**. They may include:

-  Home visits
-  Developmental play and activities
-  Parent coaching
-  Collaboration with other professionals

## When Will Services Begin?

Once your child is found eligible and the IFSP is signed, services will begin within 30 days. Your **Family Resource Coordinator (FRC)** will share a timeline tailored to your situation.

## Who Will Be Our Provider?

We match providers based on:

- Your child’s developmental needs
- Your location
- Provider availability

 Providers typically reach out by phone to schedule your first visit.

## **Goals & Progress**

Your child's goals are reviewed regularly during visits. When goals are met, we'll talk together about next steps, which may include:

- **Updating the IFSP**  
Adding new goals or adjusting existing ones to support continued development.
- **Recognizing Parent Coaching and Implementation**  
Your active participation—through coaching and implementing strategies at home—plays a key role in your child's progress. We'll review how these efforts contributed and plan for continued support.
- **Discussing Graduation from Services**  
If your child no longer needs early intervention, we'll talk about ending services and ensuring a smooth transition.
- **Planning for Transition**  
Preparing for the move to preschool services or other programs as your child approaches age 3.

## **Need to Make Changes or Request a New Provider?**

If you'd like to:

- Request a different provider or FRC
- Make updates to your IFSP
- 

Please contact our **Program Manager, Geanine Frost** at

 (509) 735-1062 ext. 102

or reach out directly to your FRC.

We're here to listen and support your family's needs.

## **When Do Services End?**

Services typically conclude when:

-  Your child meets their developmental goals
-  Your child transitions out of the program (e.g., turns 3)
-  You choose to stop services

We're a **voluntary program**, and open communication is key. Your FRC will guide you through the transition process.

## Questions About Payment?

For help with:

- Billing
- Insurance
- Funding

Please contact our **Billing Specialist, Brittany Moos-Johnson** at

 (509) 735-1062 ext. 108

## Attendance & Health Guidelines

### Attendance

Consistent participation helps your child get the most from early intervention and therapy.

If your child can't attend due to illness or other commitments:

- Please call, text, or email your child's educator or therapist to cancel. Whenever possible, please provide **24 hours' notice**, as this allows us to plan and offer the best support. If that's not feasible, at least **2 hours' notice** would be greatly appreciated.
- If a staff member arrives at the time and place previously agreed upon and you and/or your child are not present, you'll receive a note asking you to confirm your next appointment.

### Health

We value open communication about your child's health and wellbeing.

Please keep us informed if your child:

- Is sick
- Is taking medication
- Is having surgery or has been hospitalized
- Has any other health updates

If your child—**or anyone in your household**—is experiencing contagious symptoms (like rash, fever, pink eye, strep throat, vomiting, diarrhea, or a persistent cough), please ask to switch to a telehealth visit, or reschedule your therapy visit once symptoms have resolved.

This helps us protect the health of other children, staff, and families. Thank you for keeping our community safe and healthy.

# Your Child's Health

When your child is sick:

I have diarrhea



- 2 loose/watery stools more than normal for child in 24 hours
- Any blood or mucus in the stool

I'm vomiting



2 or more times in 24 hours

I have a rash, sores, lice, ringworm, or scabies



- Body rash (not related to allergic reaction, diapering or heat)
- Oozing open sores or wounds
- Mouth sores with drooling
- Untreated head lice, ringworm or scabies

I'm just not feeling very good



Unusually tired, low activity level, pale, lack of appetite, cranky, or crying more than normal

I have a fever



A child with a temperature of 100.4 Fahrenheit or higher, shortness of breath, cough or other signs of new illness unrelated to preexisting condition.

## Natural Environment Guidelines

At the **Children’s Developmental Center**, we believe kids learn best in the places they already know and love—like home, daycare, or the park. These are what we call *natural environments*, and we’re here to support your child’s development right where they feel most comfortable.

### Expectations

Here’s what you can expect from us—and what we ask from you—to make the most of our time together.

### What We Ask from You

- **Be ready for your visit.** We’ll show up at the time we agreed on. If something comes up, just give us a call at least 2 hours ahead if you can. If we don’t hear from you and no one’s home, we may need to review the IFSP after 3 repeated missed visits.
- **Keep everyone healthy.** If your child or anyone in the home is sick, please request a telehealth visit or reschedule. We want to keep your family—and others—safe and well.
- **Create a calm space.** Try to keep the TV off, pets in another room, and phones on silent. If other kids are around, they may join in the activities or you may have something else for them to do.
- **Make it safe and comfortable.** Cigarettes, vape products, drugs, drug paraphernalia, alcohol, and weapons are not to be present during sessions.
- **Join in!** You are your child’s first and best teacher. Your involvement is a big part of your child’s progress. We’ll use parent coaching to show you how to support your child’s development during everyday routines, this ensures that your child continues to make progress in between visits.
- **Share the info.** If another caregiver will be with your child during sessions, please pass these guidelines along to them too.

### What You Can Expect from Us

- **We’ll be on time** and come to the place we agreed on.
- **We’ll let you know** if we need to reschedule—ideally with at least 2 hours’ notice.
- **We’ll work with you, not just your child.** Think of us as your coaching partner—we’ll guide you through activities and strategies that fit into your daily life and enhance your child’s progress.
- **We’ll use your child’s favorite toys or materials** for the session and also bring other materials when needed.
- **We’ll keep you in the loop** about how your child is doing and what progress they’re making.

We’re here to support you and your child every step of the way. If you ever have questions or need to make changes, just reach out—we’re happy to help!

## **Paying for Services & Financial Support Options**

At the Children’s Developmental Center, we’re here to support your child and family. We work with many partners to help cover the cost of early intervention services.

### **State Insurance (Medicaid)**

If your child has Medicaid, we’ll bill directly.

 **No out-of-pocket cost** if your child is eligible.

### **Private Insurance**

We’ll bill your insurance company.

You may be responsible for:

- Co-pays
- Co-insurance
- Deductibles

 Payments can be made by cash, check, or credit card.

 Questions? Call our Finance Office at **(509) 735-1062 ext. 108**

### **Financial Support Available**

If paying for services is difficult, we’re here to help.

You can apply to reduce or eliminate costs like co-pays and deductibles.

 Please contact your FRC to discuss options.

### **Support from DCYF (Early Support for Infants and Toddlers)**

DCYF helps fund services for your child through the **ESIT** program.

Before your child turns 3, we’ll help you connect with your local school district or other early learning program to ensure a smooth transition.

### **Support from DDCS (Developmental Disability Community Services)**

Some services may be funded by DDCS.

 You’ll need to complete an application with your Family Resource Coordinator.

 You’ll receive a letter once your child’s eligibility is determined.

### **Community Support & Other Funding**

Thanks to generous donors, grants, and community organizations, we’re able to offer high-quality services while keeping costs low for families.

 Fundraising events and local support help keep our programs strong

 Questions? Contact our **Development Manager, Paloma DeHaan** at (509) 735-1062 ext. 126

## **How We Support Your Child and Family**

At the Children’s Developmental Center, we’re here to walk alongside you and your child every step of the way. Our services are designed to nurture your child’s growth while honoring your family’s unique journey.

### **Evaluation**

Every child develops at their own pace. Our evaluations help us understand your child’s strengths and identify areas where extra support might be helpful. This process also helps determine if your child qualifies for services through our Center.

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

If your child is eligible, we’ll work together to create an IFSP—a personalized plan that reflects your family’s goals and priorities. This plan is developed collaboratively with you, your Family Resources Coordinator, our early intervention specialists, and any other professionals supporting your child. IFSPs are available for children from birth to age three.

### **Occupational & Physical Therapy**

Our OT/PT services support your child’s physical development, including:

- Fine motor skills like grasping, scribbling, and using small objects
- Gross motor skills like crawling, walking, and jumping
- We also address sensory processing and feeding challenges when needed

### **Speech & Language Therapy**

We help your child build communication skills, including:

- Understanding language (receptive skills)
- Expressing thoughts and needs (expressive skills)
- Producing speech sounds
- Feeding and swallowing skills

### **Education Services**

Our team of developmental educators—including specialists for children who are deaf/hard of hearing or blind/low vision—create learning experiences that support:

- Cognitive development (problem-solving)
- Adaptive skills (self-help)
- Social and emotional growth
- Positive behavior

### **Additional Services**

- Play Group
- Child Behavior Management workshops

## Transition to School District

As your child approaches their third birthday, your local school district will begin the transition process to preschool services. You'll be invited to meet with school staff to discuss next steps. If your child qualifies for continued support under Washington's guidelines for children ages 3–5 years, services will begin around their third birthday. We're here to support this transition and ensure your child's new learning environment is a great fit. Your voice and insights are always valued.

## Transition to a Community Program

Some children may not qualify for a preschool program through the school district—but don't worry, we're here to help! 

If your child isn't eligible, we'll work with you to find a great alternative in the community, such as:

- **Head Start** – A free, federally funded program that supports early learning and family well-being
- **Early Childhood Education and Assistance Program (ECEAP)** – A state funded pre-kindergarten program that supports early learning and family well-being
- **Community Preschools** – Local programs that offer nurturing environments for young learners

We're committed to helping every child start strong. Please reach out—we'll guide you through the options and support you every step of the way. 

## Service Options to Support Your Child's Growth

Every child and family is unique, and we're committed to offering flexible service options that meet your needs in the most supportive and meaningful way.

### Natural Environment Services

For children with an Individualized Family Service Plan (IFSP), services are provided in settings that are **natural or typical for children of the same age who do not have disabilities**—like their home, childcare, playgrounds, a grandparent's house, or community settings. This helps support learning and development in familiar, comfortable spaces where children naturally grow and interact.

Our team partners with you and your child's caregivers to share strategies and techniques that encourage development through everyday routines and play. These services are most effective when your family is ready to learn, actively participate, and can dedicate focused time to work alongside our specialists.

### Telehealth Services

Telehealth offers a convenient and effective way to receive services from your home using secure, real-time video and audio communication. This option may be available for certain therapies and evaluations, depending on your child's and therapist needs. We'll work with you to determine if telehealth is a good fit for your family.

## **Private Patient Services**

For children over the age of three, private speech, occupational, and physical therapy services may be available at the Children’s Developmental Center. These services are considered on a case-by-case basis, depending on your child’s needs, staff availability, and equipment requirements. A physician’s referral is required before the first visit.

## **Children’s Developmental Center Policies**

### **Sharing Confidential Information**

To share details from your child’s file, please contact our front desk staff at **(509) 735-1062** at least **10 working days** in advance. We’ll need your **written permission** to release any personal information—just ask about completing a current *Release of Records* form.

### **Positive Guidance and Support**

At CDC, we promote respectful and nurturing environments for all children. Here’s how we support positive behavior:

- We provide developmentally appropriate activities, materials, and equipment tailored to each child.
- Our team uses techniques like praise, encouragement, redirection, and role modeling to support children’s social-emotional growth.
- Simple, consistent boundaries are established with care and sensitivity.

 **No physical punishment or verbal harm** of any kind is allowed.

You’re welcome to speak with our staff if you’re interested in learning more about our behavior support practices.

### **Mandated Reporting**

The safety and wellbeing of all children is our top priority.

All CDC staff are required by law to report any suspected child abuse or neglect to the Division of Social and Health Services and the Department of Child and Family Services. If concerns arise, action is taken promptly and responsibly.

## Your Rights in Washington’s Early Support for Infants and Toddlers (ESIT) Program

Washington’s **ESIT program** is part of a federal law called **IDEA (Individuals with Disabilities Education Act)**, specifically **Part C**, which ensures that young children and their families receive early intervention services. These services are designed to support your child’s development and help your family thrive.

### As a Parent, You Have the Right To:

- **Be in control.** You must give permission before any evaluations, services, or changes are made.
- **Receive services at no cost.** Evaluations, assessments, service planning, and coordination are free.
- **Be part of the team.** You’ll be invited to all meetings where decisions are made about your child’s services.
- **Get help quickly.** After a referral, your child’s evaluation and first IFSP meeting must happen within **45 calendar days**.
- **Have a personalized plan.** If eligible, your child will receive an **Individualized Family Service Plan (IFSP)** tailored to their needs.
- **Work with multiple professionals.** Evaluations involve experts from different fields (like therapists and educators).
- **Say no.** You can refuse any part of the process—screenings, evaluations, or services—at any time.
- **Request an evaluation.** You can ask for one at any time, and it will be provided with your consent.
- **Receive written notice.** You’ll get timely written notice before any changes are proposed or refused regarding your child’s services.
- **Access services in natural environments.** Services are provided in places where your child normally spends time (like home or daycare), whenever appropriate.
- **Keep your information private.** Your family’s personal details are protected and kept confidential.
- **Get your records.** You can receive an initial copy of your child’s early intervention records for free.
- **Review and update records.** You can inspect, review, and request changes to your child’s records.
- **Receive copies of evaluations and plans.** You’ll get a copy of each evaluation, assessment, and IFSP as soon as possible after each meeting.
- **Resolve disagreements.** You can request mediation or a formal hearing if you disagree with decisions.
- **File a complaint.** You have the right to submit an administrative complaint if needed.

### Who is Considered a “Parent”?

This includes birth parents, adoptive parents, legal guardians, foster parents, or anyone acting in the place of a parent with whom the child lives.

### Need Help Understanding Your Rights?

A **Family Resources Coordinator (FRC)** can guide you, explain your rights, and suggest helpful materials to support your child’s development.

## Respecting Your Family's Privacy and Rights

At the Children's Developmental Center, we honor the trust families place in us and are committed to protecting the privacy of every child and caregiver we serve. We recognize that each family's story is unique, and we treat all personal and medical information with the highest level of care and respect.

All client records—past and present—are considered confidential. We will only share information when you give us written permission through a **Release of Records** or **Consent to Share** form. You have the right to change your mind at any time—just let us know in writing. These forms are reviewed and updated annually to reflect your current wishes.

We ensure that all records, whether paper or electronic, are stored securely and are only accessible to authorized Children's Developmental Center staff. In accordance with the **Health Insurance Portability and Accountability Act (HIPAA)**, your child's medical information is protected and kept confidential.

When your child transitions to a new school or program, we will gladly share current assessments to support their continued growth—only with your signed consent. All records are securely maintained and will be safely destroyed seven years after your child leaves our Center.

Confidentiality is a core part of our ethical commitment to families. Every staff member, volunteer, and partner who may access personal information is legally and ethically required to uphold this trust.

**Important Note:** In certain situations, we are required by law to share information without your permission—such as when there is concern about child abuse or neglect, or when ordered by a court. These instances are handled with care, and our priority remains the safety and well-being of your child.

## We're Here to Listen: Grievance Policy & Procedure

At the Children's Developmental Center, we are committed to creating a safe, respectful, and inclusive environment for every child and family. We recognize that concerns may arise, and we welcome feedback as an opportunity to grow and better serve our community.

If you, as a parent or legal guardian, have concerns about the quality or quantity of services your child has received—or if you believe your child has experienced discrimination—you have the right to share your experience. We are here to listen and respond with care.

### **Step 1: Contacting the Executive Director**

- Please submit your concern in writing within 14 calendar days of the incident.
- Your written grievance will be respectfully placed in your child's confidential file.
- The Executive Director will respond in writing within five working days of receiving your grievance. This response will also be added to your child's file.
- You may choose to receive the response in person or by registered mail—whichever feels most comfortable for you.
- You are encouraged to bring an advocate or support person to help you navigate the process.

## **Step 2: If Further Action Is Needed**

If you feel the Executive Director's response does not address your concern—or if your grievance involves the Executive Director—you may contact the Chair of the Board of Directors within 14 calendar days of the incident.

- Your written grievance will be added to your child's confidential file.
- The Chair will conduct a fair and thorough review and present findings to a panel of Board members within 14 calendar days of receiving your grievance.
- The panel's written decision will be placed in your child's file, and you will receive a copy by registered mail.

## **Step 3: Protection from Retaliation**

We want you to feel safe and supported. Anyone who raises a concern or assists in the grievance process is protected from retaliation, coercion, threats, or discrimination.

## **Step 4: Continuing the Process**

If you still feel your concerns have not been adequately addressed—and your grievance involves your child's services—you may contact your **DDA Case Manager** to continue the process. We will support you in accessing the resources you need.

We are committed to equity, transparency, and accountability. Your voice matters, and we are here to ensure every child and family is treated with dignity and respect. Our commitment to equity means actively identifying and removing barriers, creating inclusive opportunities, and ensuring that resources and support are distributed fairly so that every child can thrive—regardless of race, language, ability, or background.

## **How You Can Make a Difference**

The Children's Developmental Center is a proud 501(c)(3) non-profit organization, and we thrive because of the incredible support from families like yours. Whether you have time, talents, or resources to share, there are many meaningful ways to get involved and help us continue making a positive impact in the lives of children.

### **Donate Supplies**

We love using creative materials for art projects and play-based learning! Donated supplies help bring joy and imagination into our classrooms and therapy sessions. If you're interested in donating, please check in with your child's teacher or therapist to see what's needed. Your generosity is truly appreciated—thank you!

## Financial & Material Donations

All donations—whether financial or material—are tax-deductible and go directly toward supporting our programs and services. If you'd like a receipt for tax purposes, we're happy to provide one. Every contribution, big or small, helps us grow and serve more families.

## Volunteer Opportunities

We welcome volunteers throughout the year! You can:

- Join a planning committee
  - Finance
  - Facilities
  - Parent
- Help out at events
- Assist with gathering items for our live and silent auctions
- Explore other volunteer roles that match your interests and availability

If you're curious about how you can help, just reach out—we'd love to hear from you!

Contact our **Development Manager, Paloma DeHaan** at (509) 735-1062 ext. 126

## Join Our Board of Directors

We value parent voices in our leadership! Our Board of Directors includes parent representatives who help guide our mission and vision. If you're interested in learning more about this volunteer opportunity, please contact our Executive Director at (509) 735-1062. The board meets monthly, and all parents are welcome to attend.