

# Parent Handbook

## Table of Contents

Table of Contents ………………………………………………………….…. 1

Locations 2

Purpose and Philosophy 2

Target Population 2-3

Code of Ethics 3-5

Admission Policy 5

Funding 5

Operating Policies 5-6

Safety and Administrative Policies 6-8

Family Involvement 8-11

Requesting Accommodations 11

Philosophy of Behavioral Interventions 11-12

Supplies 12

Health Policies 13-15

Grooming 13

Immunizations 13

Exclusion 13

Illness 13

Other Respiratory Illnesses 13

Fever 14

Rashes 14

Diarrhea 14

Vomiting 14

Infections 15

Special Diets 15

Emergencies 15

Complaint/Grievance Policy 16

Conflict of Interest & Non-Competition Clause 16

Outcomes 16-17

Rights 17-18

Responsibilities 19

Payment Policy 19-21



**Locations Southwest**

5321 South 138th Street

Omaha, NE 68137

**Phone** 402-895-4000

**Fax** 402-895-1607

CRCC is a comprehensive day service program serving Omaha families since 1990. Children with medically fragile conditions, developmental delays and other physical challenges find the opportunity to grow under a program offering medical, educational and therapeutic services. In light of our community’s current need surrounding COVID-19, our centers have been repurposed to serve the needs of our community’s first responders as they work on the front lines.

**Your Center:** - **Southwest** 402-895-4000

**Site Director: \_\_\_\_\_Christa Conrad\_\_\_\_\_\_\_\_\_\_\_**

**PURPOSE & PHILOSOPHY OF ORGANIZATION**

The mission of CRCC is to provide comprehensive care and family services and support to medically fragile, developmentally delayed, physically challenged and mental health/behaviorally diagnosed children and their families by providing services that evoke maximum potential and foster the development of intellectual and social competence. CRCC’s mission and enrollment criteria transcend race, class, gender, and ethnicity. In the event that an interpreter is needed, CRCC will make a reasonable attempt to provide one.

**TARGET POPULATION**

Committed to the belief that medical challenges, developmental disabilities, and special needs should not prevent children from having quality childhood experiences or from reaching their full potential, CRCC provides comprehensive care services and family support to meet the needs of children who are at risk (drug exposed, neglected, and abused), medically fragile, developmentally challenged, mental health/behavioral challenged, and/or enduring conditions that include but are not limited to Cerebral Palsy, Down’s Syndrome, feeding and seizure disorders, pre- and post-transplant conditions, spinal injuries, and traumatic brain injuries, and autism spectrum disorders.

Currently serving approximately 400 children, birth through 21 years of age, CRCC remains distinctive to our community. It is the only facility offering a full continuum of comprehensive care and services for special populations while providing all children, special needs and typical peers alike, the opportunity to find security, support, and mutual understanding. Setting CRCC apart from other programs and contributing to our growth is the provision of innovative, need driven services without replication. Other programs offer single services, but none include everything key to ultimate success as does ours.

**CODE OF ETHICS**

CRCC demonstrates its commitment to ensuring that all representatives working on behalf of CRCC operate with integrity and credibility. Ethical codes of conduct will address business practices, marketing practices, contractual relationships, service delivery, and professional responsibilities/practices. CRCC code of ethics applies to all employees, volunteers, and contract personnel and Board members.

**Business Practices**

CRCC will adhere to accepted, professional business practices that supports integrity, credibility and excellence. CRCC will comply with all applicable federal, state and local government regulations. CRCC staff members are expected to remain current with all laws, regulations, and standards relating to ethical business practices.

**Marketing/Social Media Practices**

CRCC will secure the appropriate client authorization prior to taking and using pictures or using client quotes. The use of client information will be presented with dignity and will ensure that client rights are protected.

**Contractual Relationships**

CRCC will secure the appropriate contracts identifying contracting obligations for all contract personnel. CRCC will follow all national, state and local government regulations. CRCC will secure HIPAA Business Associate Agreements as required.

**Conflict of Interest**

CRCC will avoid conflicts of interests or the appearance of conflicts of interests. CRCC will adhere to contracts and business arrangements that shall serve CRCC and the best interests of clients, not private interests.

CRCC will not purchase, accept or receive gifts, services, loans, money or gratuities that would in any way affect a favorable consideration or reflect a conflict of interest or that would negatively impact CRCC’s reputational risk with funders, clients, personnel, families, vendors, suppliers and others.

**Service Delivery**

CRCC will treat clients and others free from financial exploitation, retaliation, humiliation or abuse, including physical, sexual, emotional, or other forms of exploitation or neglect.

CRCC members requiring professional licensure/certification will maintain their license/certification and will abide by their respective code of ethics specific to their licensure/certification. CRCC staff will not practice outside the scope of their license.

**Professional Responsibilities/Practices**

CRCC will not reflect in words or actions prejudice or discrimination regarding race, color, national origin, religion, gender, age, disability, familial status, veteran status, military status, genetic information, gender identity, sexual orientation or any other prohibited basis under applicable federal, state or local laws.

CRCC will treat clients with dignity and respect and will make available accommodations that will allow participation in services.

CRCC will communicate with clients in a culturally sensitive manner and in a language and format they understand.

CRCC will safeguard the clients’ and families’ rights to make their own decisions through regular treatment meetings with the CRCC team.

CRCC will address all client rights of confidentiality and privacy as reflected in 45 CFR HIPAA, FERPA and other state and federal regulations outlining privacy, confidentiality and security.

CRCC will facilitate client access to their own record.

CRCC shall engage in professional record keeping. There will be no falsification or unauthorized destruction of client records under any circumstances. Staff are expected to keep and maintain adequate records of treatment and services rendered per professional and funding guidelines.

CRCC will honor the client’s rights and ensure all staff are trained in how these rights impact the delivery of care and decisions made.

CRCC will inform clients of how data will be collected and used to improve their performance and/or the performance of the program. In addition, if CRCC participates in research, CRCC will adhere to research guidelines and ethics.

**Prohibition of Waste, Fraud, Abuse and Other Wrongdoing**

CRCC will prohibit practices of Fraud, Waste, Abuse and other wrongdoing. Practices may include but not be limited to the following:

* Not sending or receiving any commission or rebate or any other form of remuneration for referral of clients for professional services;
* Not receiving any personal gain or profit from an CRCC or any commercial enterprise of any kind;
* Not securing a private fee for professional work with a person who is entitled to such service through CRCC unless the client is informed of such services and still request private services.
* Not obtaining a fee for professional services by fraud, deceit or misrepresentation including, but not limited to, falsification of third party claim documents.

CRCC will establish financial arrangements in accordance with the professional standards which safeguard the best interest of the client.

**Allegations of Violations of Ethical Code**

Any allegations of ethical violations will be investigated in a timely and thorough manner. Any corrective action will be identified and implemented in a timely and thorough manner.

**Advocacy Efforts for the Clients Served/Corporate Citizenship**

CRCC will advocate for clients, for their rights, for equal treatment and resources to meet their needs. CRCC will encourage and support work in a variety of public education efforts including community presentations, media communication and involvement in other community committee work.

**ADMISSION POLICY**

CRCC accepts children for enrollment on a first-come-first-served basis with a maximum of 10 children per classroom. Priority will be given to “Essential Employee’s” children.

Children ages 6 weeks to 12 years may be enrolled as needed, according to parents’ schedules or preference. To maintain the low adult to child ratio, advance notice is necessary.

All necessary forms must be completed and signed before a child can attend CRCC on a permanent basis.

**FUNDING**

CRCC has contracts with the Nebraska Department of Health and Human Services in order to provide a variety of funding options for families. Options for Funding include: Title XX, Waiver programs, Nebraska Medicaid, and Private Pay/Patience Assistance.

**OPERATING POLICIES**

Opening and Closings: CRCC SW is open Monday through Friday from 6:30am-6:00pm. If you are more than one hour late and CRCC has been unable to contact anyone listed on your child’s enrollment forms, we will contact the Police who will pick up your child for safekeeping.

Inclement Weather: In the event of bad weather conditions, the outgoing message on each Center’s answering machine will indicate whether the center will be open or closed. **Parents can call their Center and listen to the answering machine message.** The message will also be communicated to local media outlets as soon as a decision is made. If weather becomes severe while children are at CRCC, it may be necessary to contact parents to pick up children at an earlier time than usual. During a Tornado Warning, parents are strongly encouraged to wait until the warning has expired before calling or picking up their child at the center. When a tornado warning is issued, it is our policy for all children and staff to take shelter immediately and remain in place until the warning has expired.

Arrival and pickup: Children must be brought into the building by a parent, signed in daily, and left under the supervision of a staff member. The child must also be picked up in the building by a parent or authorized person and signed out. The person picking up the child must be certain that staff know the child is leaving. If the child is to be absent or will not be arriving at his/her regularly scheduled time, CRCC should be notified as soon as possible.

Our facilities are equipped with a security monitoring system. Parents will be issued a “swipe” card on the child’s first day of attendance that will be needed to access the building. A fee may apply to replace lost or damaged cards. At time of discharge, the swipe card must be returned to CRCC.

CRCC must be notified in writing if someone other than the parent or regularly authorized person will be picking up the child. We will release a client to another person via telephone only if the parent/guardian has previously stated in writing that this is permissible. **NO CHILD WILL BE RELEASED TO AN UNAUTHORIZED PERSON.** Identification will be checked by staff when anyone that does not regularly pick up the client attempts to do so.

In the case of divorce, it is important that we are aware of the custody agreement and who may pick up your child. It is the custodial parent’s responsibility to provide CRCC with a copy of the divorce decree, which will be kept in the child’s file.

**SAFETY and ADMINISTRATIVE POLICIES**

Records (progress reports, etc.) are kept in the Center files on each child. These records are available to parents upon request. Please see CRCC’s Notice of Privacy Practices for further information about how we will use your child’s Protected Health Information (PHI).

CRCC carries full liability insurance to cover professional services, commercial property, facilities, and grounds.

**Items Brought Onto Property Policy**

CRCC will provide its employees, clients, vendors, consultants, contractors and other visitors with a healthy and safe environment at CRCC locations and premises.

1. Illegal and legal drugs
2. Illegal drugs and alcohol will be prohibited in CRCC locations and premises.
3. Personnel who are suspected of being under the influence of a controlled substance or alcohol will be asked to leave the premises and CRCC leadership staff will review the situation and take appropriate corrective action. CRCC will follow agency personnel policy.
4. Any illegal substances or drug paraphernalia will be turned over to the Executive Director and the material will be properly disposed.
5. Authorities will be notified as appropriate.
6. Prescription and Over-the-Counter Medication
7. Any prescription and/or over-the-counter medication brought into the organization by staff will be secured in a locked area of the workstation and/or office.
8. Any prescription medication brought into the organization by the client’s family for use by the client during services will be turned over to nursing and will be secured in a locked room. See the Medication Use Policy and Procedure for more information.
9. Any personal medication of visitors, vendors or family members should be secured on the person or left in a locked vehicle so it is not accessible to others.
10. Weapons
11. CRCC prohibits the possession of weapons on Agency property. Weapons include, but are not limited to, firearms of any kind, explosives, Tasers, knives and other instruments with the intent to cause bodily harm and are considered dangerous.
12. Any employee, vendor, consultant, contractor in violation of this practice will be subject to prompt corrective action, up to and including termination of employment.
13. Any client in violation of this practice will be subject to termination of services.
14. Any visitor in violation of this practice will be asked to leave CRCC property.
15. Authorities will be notified as appropriate.
16. Tobacco Products
17. Due to the acknowledged hazards arising from exposure to environmental tobacco smoke and chemical associated with smoking, it shall be the policy of CRCC, NHHS- Child Care Programs and Clean Air Act to provide a smoke free environment for all clients, employees and visitors. This policy covers the smoking of any tobacco product and the use of smokeless or “spit” tobacco.
18. All smoking or tobacco products must be out of reach and sight of children at all times at CRCC sites.
19. There are no designated smoking areas on CRCC premises including personal vehicles.
20. All materials used for smoking, including cigarette butts and matches, will be extinguished and disposed of in appropriate containers before approaching CRCC premises.
21. There will be no smoking in any CRCC vehicle.
22. There will be no tobacco use in personal or business vehicles when transporting persons on company authorized business.
23. If the employee, intern or volunteer make the personal choice to engage in smoking during working hours, off CRCC property, they will be required to use a cover to protect clothes from chemicals associated with smoking. Or they will be required to change clothing prior to client contact.
24. The Safety/Wellness Committee will assist employees who wish to quit smoking by providing information on smoking cessation programs and other smoking related materials.
25. Any violation of this policy will be handled through the standard disciplinary procedure.
26. Nuts and Products Containing Nuts
27. CRCC is a Peanut Safe building. Parents, clients, staff, volunteers, interns, and guests are not allowed to bring in any product containing peanuts. This policy does not include tree nuts.
28. Please be aware that some products are prepared in facilities where cross-contamination could have occurred and this exposure may be beyond our control.
29. Miscellaneous Items
30. Any items containing latex since latex is a common allergen. For example, latex balloons.
31. Aerosol cans, baby powder and scented lotions/sprays are also not allowed.

# FAMILY INVOLVEMENT

CRCC welcomes and encourages family involvement! Opportunities exist for classroom, field trip, and special event participation, teacher assistance (which includes take-home projects), fundraising, and much more.

CRCC has an “open door” policy in relation to parents. Parents are encouraged to visit and observe at any time. Visiting your child during classroom hours helps you to get to know our teachers and staff and you’ll enjoy seeing what goes on during our busy days!

CRCC partners with other community organizations to provide Family Focus Events throughout the year. These are fun family outings for the entire family and are a great way to connect to other medical and special needs families. These events are free of charge.

CRCC occasionally sponsors guest speakers on problems and issues unique to families with special-needs children. A small resource library is also available to our parents. Nursing, Therapy, and Education consultation is ongoing and parent training is available when needed.

# CLASSROOM SERVICES

CRCC has a staff-to-child ratio which is lower than the State of Nebraska requires. The classroom staff are made up of teachers and paraprofessionals. The Teachers and Paraprofessionals that work at CRCC meet the educational and experience qualifications of the Child Care Licensing and Children’s Day Health Services Licensing standards that are required by Nebraska Department of Health and Human Services. These requirements are a high school diploma and 1500 verified hours of experience with young children or written documentation of approved clock hours from the Nebraska Department of Education or a Bachelor’s or an Associate’s degree in a related field. The classroom support staff (i.e. volunteers) that do not meet these requirements are not left unsupervised with clients

CRCC promotes learning through purposeful play. Classrooms provide opportunities for children to engage in choice based, meaningful experiences which encourage ownership of their learning. Through diligent planning, meaningful interactions, and descriptive feedback, classroom staff help students create relationships, develop positive attitudes about themselves and their abilities, and become part of the CRCC community.

Communication: Open communication between staff and parents is encouraged and necessary, and can be done either verbally or in writing. Daily notes will be completed, allowing parents to know what their child has done and how his or her day has been. The child’s progress will be shared by the home and CRCC through regular communication between parents and the child’s primary caregiver, either written or verbal. Additionally, family conferences are offered every 6 months for parents to have an opportunity to discuss their child’s progress and care with CRCC staff.

Toys: Our centers are adequately equipped with toys and educational materials. Toys from home could be lost or broken and sometimes cause difficulties with sharing. We encourage that personal toys (except a “sleep” toy) be left at home. We cannot accept responsibility for loss or damage to personal toys. Toys other than those used at rest time will be kept in the child’s cubby until departure time.

Client Cell Phone and Personal Electronic Use: Clients are not allowed to bring cell phones or electronic devices to CRCC. CRCC IPads are available to clients with monitored use during appropriate times of the day. If it is necessary that your child come with a cell phone or personal electronic device, it must be kept in their cubby. CRCC is not liable for any lost or damaged items. CRCC is not liable for monitoring cell phone use of a client. Public Wi-Fi is not available for client use and CRCC is not responsible for any data usage. As indicated by our HIPAA policy, picture taking is not permitted on any personal devices. All information stored or accessed on an electronic device (including cell phones) must meet standards consistent with CRCC’s confidentiality and HIPAA policies.

Food and Rest: A nutritionally balanced breakfast is served between 7:00-7:45 a.m. A nutritionally balanced lunch is served between 11:15-11:45. A morning and afternoon snack are also provided. A copy of each week’s menu will be posted on the bulletin board in the entryway or by the sign-in book.

Substitute foods cannot be served to clients except upon a physician’s written request. If a client requires a special diet, arrangements must be made with the Site Director or nurse.

CRCC is a peanut safe facility and we will not buy, serve or prepare food with peanuts or peanut butter. Because of the number of clients with peanut allergies, we ask that you not bring peanuts into our facility.

A nap/rest period is part of the daily schedule from approximately 1:00-3:00 p.m. Children who do not need a nap are expected to rest for ½ hour and then may play quietly until nap time is over. A mat will be provided by the center and labeled with the child’s name.

CRCC complies with the American Academy of Pediatrics and the Nebraska Department of Health and Human Services recommendations that all infants under 12 months of age be placed to sleep on their backs. Infants will sleep in approved cribs with firm mattresses and with no pillows, stuffed toys, or loose blankets. Parents are encouraged to send a “sleep sack” for infants to use in place of blankets during nap time.

A waiver signed by the child’s physician must be on file for CRCC to allow infants to sleep in positions other than on their backs. If a parent requests their child to sleep with a blanket they will need to sign a waiver.

# What to expect when your child is ready to transition: CRCC transitions children within their small peer group between classrooms according to age and/or readiness three times each year. CRCC teachers and families will discuss the appropriateness of the transition and will develop a plan based on the child’s developmental abilities. CRCC teachers will come together to observe the children and discuss their individual needs prior to transitioning. A gradual transitioning plan is arranged to assist the children with transitioning into their new environment successfully!

**REQUESTING ACCOMMODATIONS**

Children or parents/legal guardians are able to request accommodations in order to serve their needs. For any special requests or requests for accommodations, parents or legal guardians may take their request to the Site Director or the Director of the Program in which the client participates. The

Site Director or Program Director will involve the appropriate individuals to facilitate the discussion of the accommodation request and parents/legal guardians will receive a timely response.

# PHILOSOPHY OF BEHAVIORAL INTERVENTIONS

Positive Behavior Supports(PBS) is an approach to working with behaviors that promotes the teaching of pro-social, functional and positive behaviors to get ones needs met. It is not about “managing the difficult behaviors”, but about creating a setting in which positive behavior is continuously supported and difficult or challenging behavior is kept in perspective as a form of communication or attempt to get a need met that can be shifted toward more acceptable means with compassion, prevention, and planned intervention.

An important part of supporting the child’s use of positive behaviors is to pay attention to the setting. CRCC staff may alter or adapt the classroom environment to better suit the client’s needs. Some examples include but are not limited to:

1. Keeping space clean, safe, organized, and engaging.
2. Keeping schedules and routines.
3. Being prepared with purposeful and meaningful activities that are suitable to the mix of clients.
4. Adjusting lighting, temperature, noise, length of activity etc.

CRCC direct care staff are required to provide mutual respect between children and staff. They are also required to utilize the following supportive skills when interacting with clients. These skills will help to build positive relationships with the persons served.

1. Use empathy. Do not judge or discount a person’s feelings. Treat clients with compassion.
2. Role-model gentleness. Make sure the tone, volume, and cadence of your voice match the respectful words you choose. Be aware of the message you send with your gestures, movements, and facial expressions.
3. Speak to children at eye level.
4. Create a safe environment.
5. Engage with clients.
6. Talk in a language that the child can understand.
7. Praise positive behaviors
8. Set consistent and realistic expectations for each client
9. Know each clients’ unique needs, likes, dislikes, triggers, and motivators.

CRCC staff members use de-escalation techniques and natural, logical consequences to address maladaptive behaviors. CRCC uses Non-Violent Crisis Intervention techniques (CPI) by trained staff only. No other physical intervention is approved. CRCC does not approve of physical holds and/or restraints for disciplinary purposes. Employees may not carry clients to force compliance. If a client is requiring physical holds and restraints to maintain their own personal safety or the safety of others, they will be discharged from services at CRCC.

Due to the varying cognitive abilities of children served by CRCC, teaching staff adapts their means of intervention according to the individual needs of the child. In the event a child becomes non-compliant and threatens the safety of children and/or staff; parents may be contacted and required to pick up their child.

# SUPPLIES

While CRCC keeps many supplies on hand, it is necessary for parents to provide most of their child’s daily supplies. The following is a list of supplies that parents **MUST** provide in order for their child to attend CRCC. This list provides examples of supplies, and **is not inclusive of everything you may** **need to supply**. You will be supplied with a check list of supplies based on your child’s individual needs. **All medical equipment required for daily care must be supplied by the parents and brought to the center.** Please contact the nursing staff if there are any questions as to what you may need.

1. Medications that we will need to give your child on a recurrent basis. While we keep certain over-the-counter medications such as Tylenol on hand, it is best to bring your own. Please see our health policies section on medications and ask our nursing staff if there are any questions. **Medications need to be in a labeled bottle.**
2. Back-up supplies: It is always a good idea to have extras in case of an emergency. Such supplies may include: a complete set (or two) of extra clothing, an extra tracheostomy in the correct size, extra suctioning supplies, oxygen, and an extra g-button kit (Mic-Key) in the correct size.

Children should arrive at the center dressed for the day in comfortable, washable clothing suitable for all kinds of activities. Warm clothing for winter play (boots, mittens, snow pants, etc.) is recommended. A complete change of clothes, including underwear, is necessary for use in case of accidents.

**HEALTH POLICIES**

CRCCs primary concern is the health and well-being of the children enrolled. However, the responsibilities of parents to their jobs, education, and other commitments must also be taken into account. For these reasons, the Center has established health policies, which protect the children without placing unnecessary restrictions on parents.

# Grooming

Personal grooming (such as nail clipping) is the responsibility of the parent due to the potential for injury and infection.

# Immunizations

The State of Nebraska requires that records of all children enrolled in day care or preschool programs contain information of immunization. Immunization is required for all children enrolled in CRCC unless medically contraindicated within 30 days of enrollment.

# Exclusion

There are several reasons for excluding a child from group care. CRCC makes every attempt to balance the needs of a child with those of the family and the limitations of the child care setting. Medically fragile children are at an increased risk of infection if they come into contact with a child who is ill (i.e. Strep throat). Public health reasons such as this will always provide justification for excluding a child from care. The Center has the responsibility to maintain a healthy environment for all children, staff, and families. If a child cannot participate comfortably and receive adequate, appropriate care without interfering with the care of other children, he/she should be kept at home.

# Illness

The physical appearance of all children is monitored closely by staff. Any changes in behavior or appearance which might indicate that a child is ill are reported the nursing staff, who then contact the child’s parents if needed. A temperature is taken if fever is suspected.

# Other Respiratory Illnesses

Symptoms such as severe coughing and congestion, breathing difficulties, etc. may greatly restrict a child’s ability to participate in Center activities. In addition, proper treatment of the illness may not be possible in the Center environment. Parents should consider these factors in making a decision about bringing a child with these symptoms to the Center. **As with any other illness, the discretion of the nursing staff will be a deciding factor for determining if a child may attend and when he/she may return.**

# Fever

For children ages 3 months and younger that are ill and present with a temperature of above 97° or below 100° Fahrenheit by forehead and/or under the arm, may attend services if the cause is known and a public health reason for exclusion is not present. All other aged children with fevers less than 100° degrees may attend services if the cause is known and a public health reason for exclusion is not present. Children with undiagnosed sources of fever, or a temperature higher than 100° (or below 97° for 3 month olds and younger) forehead/under the arm x2 times, may not attend the Center. Parents whose child develops a fever during the day, the temperature will be assessed and if it meets the above described fever threshold, parents will be contacted and the child will be sent home. After the parent is contacted the child will need to be picked up within 1 hour. If a parent or guardian cannot be reached, the emergency contact person will be called. Children with a fever may return to the Center after the child has been without a fever for 24 hours, without the use of any fever-reducing medications. If a child is initiated on antibiotics, they may return to the center 24 hours after the start of antibiotics. If a child appears to be ill, and is without a fever, it is at the nurse’s discretion whether or not the child may attend CRCC at that time.

# Rashes

Any child with a skin rash will be excluded from care until a physician’s diagnosis is made and no health risk to other children is present. Many skin conditions, such as impetigo are highly contagious, and the child must be excluded from care until the proper treatment occurs. An exception to this policy would occur when a child has a previously diagnosed, non-contagious skin condition, such as eczema.

**Diarrhea**

Diarrhea can be a symptom of many things from allergies to serious contagious illnesses. For this reason, **any child with 2 or more uncontained diarrhea stools** will be isolated immediately and excluded from care until the cause is identified and no risk to the health of other children exists. Depending upon accompanying symptoms, we ask that you keep your child at home for 12-24 hours following the last episode of diarrhea. Contact the nursing staff for an approved return day/time for your child. Children with severe diarrhea may be excluded from the Center, regardless of cause, for reasons of sanitation and limited staff resources.

**Vomiting**

Vomiting, particularly when associated with other symptoms (abdominal pain, lack of appetite, fever) will be cause for parental notification and exclusion from care until the child has recovered. As a general rule, your child will be able to return to the Center once he/she is tolerating foods and fluids without difficulty —usually 24 hours after the last occurrence of vomiting. In the case of a child with previously diagnosed severe reflux, the decision to exclude the child from care will be made by the nursing staff and will be based upon staffing resources at that time.

**Infections**

Bacterial or viral infections of the eyes, skin, sinuses, etc. with signs of redness, drainage, or swelling should be properly treated by a physician. Many are contagious and pose a health risk to other children. Therefore, a child with any infection must be seen by a physician for diagnosis and treatment when necessary, and will be excluded from care until the risk to other children is eliminated. In the case of bacterial infection, the child may return to the Center after he/she has been on antibiotics for 24 hours.

**MEDICATIONS**

No medications will be administered aby any CRCC staff member.

**SPECIAL DIETS**

The Center can provide special diets for children with allergies or other dietary restrictions. However, a physician’s statement is necessary before any exception to the Center’s nutrition program will be made. Parents may be asked to provide substitute foods for their child. Contact nursing staff for arrangements.

**EMERGENCIES**

CRCC has detailed emergency and disaster preparedness plans in place. Each designated area has maps with exits and shelters labeled. Fire suppression equipment is available throughout the building. Alternative locations have been established for each site for the event that the center needs to be evacuated (i.e. fire, gas leak, etc.). If evacuation does occur, parents will be notified by phone as quickly as possible. Please contact the Site Director at your location if you would like more specific information on our emergency preparedness plans.

In any type of emergency we will make every attempt to notify parents immediately. **Please make sure we have correct phone numbers in our files at all times.** We must have a number where we can reach a parent or other responsible party who is authorized to care for the client. If it is not possible to reach the parent(s), our staff will call the person listed as the emergency contact.

In the event of a CODE status or other serious medical emergency, it is the policy of CRCC to administer basic first aid and/or CPR until transportation to the nearest hospital is secured. Designated Staff and Nurses at CRCC are certified in First Aid and CPR. CRCC is equipped with emergency back-up oxygen and suctioning.

The Center’s standard procedure in any situation regarding a child’s health is to first contact the parent(s). If the situation requires immediate medical attention and a parent is unavailable, the child’s physician will be contacted. Only in cases where medical treatment is necessary, and the parents and physician cannot be reached, or in a life-threatening emergency, will the child be taken directly to the hospital. If there is a medical emergency, the child will be transported to the nearest hospital, per the policies of the City of Omaha. Parents will be informed as to which hospital their child has been taken to as soon as that information is available.

# COMPLAINT/GRIEVANCE POLICY

If a child/parent/legal guardian feels that CRCC’s services have not met expectations, it is a right to express complaints without fear of reprisal or discrimination, and to be informed of the resolution made to the expressed concern. CRCC staff will not retaliate or create barriers to service to those individuals who express complaints and grievances. It is the responsibility of CRCC to respond in a timely manner and to investigate all concerns, complaints, and grievances thoroughly.

It is the right of the child/parent/legal guardian to work with an advocate during a complaint or grievance process. Grievance forms are readily accessible at the front desk at each service location.

In order for CRCC to address concerns, clients/parents/legal guardians are encouraged to take any concerns they have directly to the staff or program where they are having the problem, and try to resolve the situation directly. If the situation or concern is not resolved or cannot be resolved in this manner, clients/parents/legal guardians are able to make complaint verbally or in written format by using the grievance form. All formal complaints or grievances will be addressed by a manager or director. The manager/director will follow-up with the client/parent/legal guardian who expressed the complaint/grievance.

# Conflict of Interest & Non-Competition Clause

# The employment of CRCC staff in other similar programs might represent a conflict of interest. Therefore, no employee of CRCC may be employed concurrently in other programs that provide similar services as provided by CRCC, without the prior knowledge and consent of the CRCC administrators.

Current clients of CRCC may hire employees for temporary respite care (i.e. baby-sitting). All payment arrangements are between the parent and CRCC staff member providing the care. Employees may provide this type of care when and if it does not interfere with regular scheduled working hours of the staff member or the center’s hours of operations.

# OUTCOMES

CRCC is passionate about providing excellent and quality care for the children and families we serve. This is why we collect data in order to make improvements upon our services and programs. The areas in which we collect data include, but are not limited to, Efficiency of Services, Effectiveness of Programs, Accessibility to Individuals Needing Services, and Satisfaction of Persons Served. CRCC will be asking parents/legal guardians their thoughts and opinions on our services in order to meet the needs of the children served and to make improvements. This data will regularly be shared with parents/guardians, staff, and children.

# Client/Parent/Legal Guardian Rights

1. CRCC has the responsibility to provide our clients and their families with appropriate and quality services, and is committed to the protection of each client’s rights. The following is a set of guiding principles for client care.
2. You and your child have the right to be admitted for service only if CRCC has the ability to ensure safe, professional care and treatment. Once admitted, you have the right to care provided by trained and competent employees in a nurturing and protective environment that is conducive to your physical and emotional well- being. This includes freedom from verbal, physical and psychological abuse, mistreatment, exploitation and neglect. Your personal property will be treated with respect, as well.
3. You and your child have the right to expect all efforts will be made to ensure continuity and quality of care and treatment in the CDHS setting. When your physician or supervising practitioner orders any or all services offered by CRCC, such as mental health, rehabilitation and skilled nursing services, you have a right to receive those services as ordered. You have the right to communicate with your physician or supervising practitioner directly.
4. You and your child have the right to receive dignified, considerate, and respectful care and the right to privacy consistent with the care provided. This will include consideration without discrimination of your age, gender, color, race, religion, national origin, and abilities. You can expect that all of our communications and your records and personal information, including IEP/IFSP, will be kept confidential as detailed in the Notice of Privacy Practices.
5. You and your child have the right to exercise your religious beliefs.
6. You and your child have the right to request information about your diagnosis, prognosis, educational progress, and treatment, including alternatives to care and risks involved, in terms that you can readily understand. If CRCC is unable to provide the information you seek, we will assist you in contacting your physician, supervising practitioner, or accessing resources that can answer your questions in order that you may make informed decisions about your care.
7. You and your child have the right to be informed, in advance, of the care and treatment to be provided and any changes to the care and treatment provided. You have the right to participate in the planning and review of your care plan. To the extent needed, you will be provided with instructions and education to ensure your understanding of the care plan. You have the right to be informed, in advance, of any changes in policies and procedures affecting the care and treatment or charges for services.
8. You have a right to request a CRCC staff member to attend your child’s IEP/IFSP meeting.
9. You and your child have the right to refuse care and be informed of the possible health consequences of this action.
10. You and your child have the right to be informed of CRCC’s criteria and procedures for admission, discharge, transfer and termination of services prior to admission.
11. You and your child have the right to review and receive a copy of all health records pertaining to you as you request and as explained in the Notice of Privacy Practices.
12. You and your child have the right to receive CRCC’s Payment Policy prior to receiving care and to request a detail of charges prior to initiating services. You will be informed of your eligibility for third-party reimbursement at the beginning of services, and you have the right to request information about your eligibility or authorization status at any time. You have the right to receive information about your bill and can request an itemized explanation of your charges regardless of how the costs are to be paid.
13. You and your child have the right to be free from chemical and physical restraints, including locked seclusion, imposed for the purposes of convenience or punishment, and not required to treat medical symptoms. You have the right to expect that staff will take actions against immediate threats to the safety of the clients and themselves using the least restrictive means available per CRCC’s policies and procedures.
14. You and your child have the right to formulate advance directives (i.e. living will, power of attorney for health care, etc.) and have CRCC comply with this directive in accordance with our policies and procedures. CRCC will notify you if we cannot comply with any part of your advance directive. You have the right to be informed that CRCC’s “DNR” policy includes providing emergency services, including CPR, to all clients, staff and visitors and calling for the emergency medical response team, who may, upon arrival, implement any standing DNR document that is already present in the client’s medical chart.
15. You and your child have the right to voice your complaints or grievances and suggest changes in service or staff without fear of reprisal or discrimination. You have a right to be informed of the resolution.

# Client/Parent/Legal Guardian Responsibilities

When using CRCC services, you and your child have the responsibility to:

1. Treat all staff, visitors, and other clients with courtesy, dignity, and respect.
2. Ask for clarification about any policy, procedure, treatment, or care when needed.
3. Be respectful of CRCC property and other’s personal property.
4. Provide accurate information when completing forms and when providing information to staff.
5. Adhere to the policies outlined in this handbook that apply to you/your family.
6. Adhere to the expectations outlined in the service agreement.

# CRCC Payment Policy



**Scheduling and Cancellation:**

You are responsible for **scheduling services for your child by communicating** regularly with the Center staff. Make sure you understand any limits on number of visits or hours authorized by insurance or third party payers, as it is your responsibility to pay any charges for services beyond the limit of what has been authorized or pre-approved to schedule.

Client Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client DOB: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In order for CRCC to provide quality, safe care in our day programs, we schedule in advance and drop-in care is not allowed. We rely on the scheduling information provided in order to staff each classroom appropriately at all times. Your child may be denied care on days that have not been scheduled in advance, OR if you show up one hour later than care was scheduled without proper notice and approval.

You must inform the Center in advance if any services need to be changed, cancelled or rescheduled. Please note, if you fail to cancel skilled care or therapy when your child is absent or pick up your child late (after closing time), you will be responsible for paying additional fees. If you repeatedly fail to cancel services or stay outside your reserved hours, we have the right to limit attendance and/or suspend services.

|  |
| --- |
| **Fees:**  In addition to charges for care or treatment, additional fees may be charged. These fees include:   * **$10.00 Late Fee** will be assessed when a child in Skilled Care is picked up on a weekday after 6:05pm. An additional $1.00 per minute will be billed to the client’s parent/guardian for pickup later than 6:15. During weekend hours, the Late Fee will be assessed beginning five minutes after scheduled closing times. * **$25.00 “No Show” Fee** per day**.** “No Show” fees are charged when your child is scheduled to attend or participate in any treatment or care, and you do not notify CRCC one hour prior to the scheduled start time. * **$25.00 Insufficient Funds Fee** will be charged for credit card, debit card, or personal check returns showing insufficient funds. To avoid this fee, be sure CRCC is made aware of any changes of accounts that are on file and that funds are available on the scheduled withdrawal dates. |
| **Billing:**  Skilled care is billed based on attendance or services provided. We charge a minimum of one hour of care per day when a child attends and then in 15 minute increments thereafter. CRCC will submit claims to applicable third party payers based on the funding/insurance information provided. Any portion owed by the family will be charged on weekly statements. Charges to families may include private or self-pay rates, patient assistance rates, and family copayments, deductibles, or co-insurance. Families may also be responsible for any unpaid or denied charges due to exceeding authorized visits / hours and changes to eligibility and/or coverage.  Payment from the family must be remitted by the Friday following any week in which the child attended. All copayments will be charged based on attendance or are due the 1st of the month. A weekly statement of activity, including charges and payments, is provided showing the balance due. Statements are available at the front desk by the Tuesday following attendance for the previous week and payment must be remitted by Friday.  Payment may be made via check, cashier’s check, credit/debit card or cash. Charges to credit and debit cards will be processed every Friday. If your payment is not received by end of day Friday, attendance may be put on hold until payment is received or arrangements made with the billing department. The organization requires that a credit or debit card be placed on file with the organization as a back-up method for payment.  Any additional fees incurred will be billed to you and are due upon receipt. You may inquire about your account at any time by calling the billing office at 402-895-4000 or emailing BillingTeam@crccomaha.org  CRCC reserves the right to refuse services to any client whose account is not in good standing. If you receive payment directly from a payer for any service CRCC has provided, it is your responsibility to reimburse CRCC in full and provide CRCC with a copy of the Explanation of Benefits received with the reimbursement. | |