

The cover features a photograph of a young child with light hair, wearing a blue long-sleeved shirt, sitting on an orange basketball. The child is looking towards the camera with a slight smile. The background is a blurred indoor setting. The text is overlaid on a dark blue gradient in the top left corner.

easterseals
Central Illinois
2024 Parent Handbook

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Parents' Role in Therapy

A family's participation in the therapeutic process is both essential and required.

Caregivers are expected to remain onsite and attend their child's therapy session, unless your therapist has approved an alternative plan. The therapist will be teaching the caregiver strategies to practice in home and community settings. Please speak with your therapist in advance if you plan to have a different caregiver bring your child to therapy so we can discuss expectations and a consistent plan.

Easterseals Central Illinois asks families to:

- Attend at least 75% of scheduled therapy sessions.
- Remain on-site during services, unless approved by your therapist
- Participate in the therapeutic process, which could include therapy sessions, phone calls, trainings, and home programming
- Communicate relevant changes in your child, family, contact information, and insurance information

Attendance

Regular, consistent, punctual attendance is critical for making the most progress toward your child's therapy goals. We understand that illness, occasional schedule conflicts, and planned vacations will occur. Advanced or timely cancellation is extremely important.

- It is parent/guardian's responsibility to notify Easterseals with at least 24-hour notice, when possible, of any cancellation.
 - Easterseals will offer you another day or time to reschedule your appointment within the episode of care, if a time is available.
 - If you will be more than 15 minutes late to your appointment, you must call and notify us. We will make every effort to work with you to get the most out of the appointment when you arrive. Failure to notify us of your late arrival may result in cancellation of your appointment.
- Clients are required to:
- Attend at least 75% of their scheduled appointments in an episode of care. Please schedule other appointments around your therapy appointment when you are able to do so.

- Have fewer than 2 No Shows within an episode of care.

NO SHOW examples include:

- Family does not notify Easterseals when they will be more than 15 minutes late to start of appointment
- Family does not show up for their appointment and did not call in advance to cancel
- Client is not home when therapist arrives and family did not call in advance to cancel
- Child is not at daycare and family did not call in advance to cancel
- Client is not logged into telehealth session within 15 minutes of appointment and family did not call in advance to cancel

Failure to meet these requirements could result in fees and discharge from therapy services.

Clients who are discharged due to attendance may have wait a minimum of three (3) months before restarting or adding new services. Prior to reinstatement of services, the client's account balance must also be paid in full.

ABA Attendance

Consistent attendance to ABA services is crucial to your child's success. We require clients to attend an average of 80% of all scheduled hours. If attendance begins to fall under 80% of scheduled hours for 4 consecutive weeks, we will notify you so that appropriate adjustments can be made.

If attendance continues to be under 80% for 2 additional weeks, our ABA Clinical Supervisor will contact you to discuss scheduling. Please note that provider cancelations are not included in this calculation and will not negatively impact attendance rates.

For clients receiving ABA services, please be advised if you don't call to inform us you are running late and arrive 15 minutes after the start of the session, this will be considered a NO SHOW. Your child will be able to attend the next scheduled block of time, and scheduling will confirm with you what time your child can arrive.

If adherence to the attendance policy remains an issue potential outcomes could include but not be limited to being placed on hold or discharged from ABA services.

Sick Policy

No client or family member should attend a therapy session if they are ill. If your child has any change in appearance or behavior (e.g., color, lethargy, etc.), please refrain from attending therapy and call to cancel and reschedule.

If your child is sick, they may return to therapy when the following criteria are met:

Common illnesses:

- **COVID 19:** consistent with the most recent CDC recommendation for health care facilities
- **Diarrhea:** 24 hours without symptoms
- **Fever (100.4 or higher):** 24 hours fever free without the use of fever-reducing medicine
- **Pinkeye (conjunctivitis):** when eyes are clear or have been treated with antibiotics for 24 hours
- **Ring Worm:** 48 hours after the start of treatment and lesions are dry and covered
- **RSV:** 14 days after diagnosis must be fever free for at least 24 hours and have improving symptoms or a doctor's release to return earlier
- **Strep throat:** 24 hours after the start of treatment
- **Vomiting:** 24 hours without symptoms
- **Viral respiratory illness (e.g., flu):** 7 days after onset of symptoms and at least 24 hours fever and diarrhea free before return

Other common illnesses:

- **Chicken Pox:** when old blisters have formed scabs, and there are no new ones
- **C. Difficile (C-Diff):** off acute antibiotics for 48 hours, symptom-free, has formed stools, and doctor's release
- **Hand-Foot-Mouth Disease:** 24 hours after diarrhea stops and when lesions are completely healed
- **Head Lice:** Once client has been treated
- **Rotavirus:** when symptoms are gone for 24 hours or seven days from the onset of symptoms, whichever is longer
- **Staph Infection (MRSA):** 48 hours after antibiotic is started and any open sores must be covered until healed.
- **Unspecified rashes:** when clear and the rash is no longer present
 - If you aren't sure whether your child should attend therapy, please call us to discuss.
 - If your child is absent more than 2 consecutive dates due to an illness, discharge may be recommended.

Code of Ethics

Easterseals Central Illinois Will:

- Promote the optimal functioning and well-being of the people served.
- Respect and promote the rights of persons served.
- Provide services in the context of a professional relationship based on valid informed consent.
- Provide services and ensure staff are competent within the boundaries of their education, training, license, and certification.
- Understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.
- Avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment.
- Respect an individual's right to privacy.

- Disclose confidential information only with valid consent from the person served.
- Protect the confidentiality of all information obtained in the course of professional service.
- Terminate services to persons served when such services are no longer required or no longer serve the individual's needs.
- Adhere to licensing and certification law and guidelines.
- Adhere to mandated reporting laws.
- Set fees that are fair, reasonable, and commensurate with services performed.
- Consider the family's ability to pay.
- Make reasonable efforts to ensure the continuity of services to persons served.
- All staff abide by their respective discipline's Code of Ethics.
- Designate an Ethics Officer who works to assist in resolving ethical concerns

Comprehensive Coordinated Care

Easterseals Central Illinois understands that children often have numerous physicians, educators and specialists involved in their care. With a signed consent, Easterseals Central Illinois staff are committed to coordinating their care with all providers and educators involved.

Definitions

Episode of Care: An episode of care is a specific time frame in which therapy will be provided and specific goals will be worked on. This can be several weeks or several months long. When the episode of care is completed, the client will be discharged to work on continued progress and skill development in the home and community.

Evaluation: A formalized assessment of your child's current development needs. Evaluations are based on the parent and client's current functional concerns. Assessments may include standardized testing, parent questionnaires, observation, and parent/ client interviews.

Focused Treatment Model: This is the treatment model Easterseals uses to provide therapy.

Plan of Care: At the time of evaluation and with your input, the therapist will create an individualized plan of care. The plan of care will outline the specific goals your child will be working on during an episode of care.

Progress Summary: Completed to measure the client's progress towards meeting their functional goals.

Discharge

We start planning for discharge on the first day of your new episode of care. Discharge will be completed in collaboration with the client, family, and members of the service team. Discharge from an episode of care is not permanent discharge from Easterseals services. You are able to re-establish care, if needed, in the future. Reasons for discharge may include:

- Progress:
 - Achieving all established goals
 - Rate of progress does not warrant continuing individual therapy
 - Progress can be managed through community programs
- Client is transferred to a school program or other provider that can provide therapy services to meet the functional need of the client.
- Physician recommends discharge
- Behavior or safety concerns significantly interfere with the client's ability to benefit from rehab therapy.
- Not adhering to Attendance, Financial or other Easterseals Policies and Agreements
- Lack of caregiver support or involvement in programming.

If you plan to stop services, please tell your therapist(s) as soon as possible so a discharge plan or resources can be provided.

Financial Agreement

Easterseals Central Illinois is a fee-for-service agency. We will work to assist you with insurance benefit and out of pocket information. You are responsible for knowing the terms of your insurance plan. We are in network with most insurance plans. We also bill Medicaid, Managed Care Medicaid plans and Early Intervention. Copays are due at time of service. If you have a high deductible health plan, we may require a payment plan at the start of service. If you have any changes in coverage, be sure to alert us immediately. Our client financial service team is here to help and to answer any questions that you may have. Please feel free to reach out 309-686-1177.

Health and Safety

In order for your child to receive the most benefit out of each therapy session, and for the health and safety of all clients and families who utilize our services, we ask the following:

- Easterseals Central Illinois is a smoke and vaping-free facility. No smoking/vaping is allowed in or around the facility.
- Easterseals Central Illinois is a gun free zone. If we see that you have a gun, we will ask you to please remove it from our facility. Repeat violations of this policy could result in discharge from therapy services.
- Children must be supervised by a guardian at all times, including in the lobby area.
- Families/clients are only permitted in therapy rooms when accompanied by a therapist
- Please turn cell phones off or to vibrate during therapy to prevent distractions during the session.
- No video/audio recording or photos are allowed during therapy without therapist consent
- Equipment is to be used only by therapists and clients
- Stocking feet only on mats, please, no shoes.
- Please do not leave personal items unattended in the lobby or therapy rooms. Easterseals Central Illinois is not liable for missing or stolen items.
- If siblings/visitors are distracting your child from therapy, we may ask you to take advantage of the lobby (an adult must attend children) or ask if other arrangements can be made for the siblings so you are also able to attend the session with your child.
- Please change diapers in the restroom. If the restroom is not accommodating, please ask a staff member to help you find an appropriate place to meet your needs.

In Home therapy

Children receiving therapy through Early Intervention and/or ABA therapy may be eligible for in-home treatment. The caregiver must remain in the home and participate during all home-based services. To provide effective and quality services, we ask that the conditions below be followed:

- Everyone in the home should be dressed, awake, and ready for therapy.
- Caregivers give their full attention to activities occurring during the therapy session, participating as necessary and appropriate.
- Electronics be turned off during therapy.
- No video/audio recording or photos are allowed during therapy without therapist consent
- Phone calls be limited to emergency only during the therapy session.
- Animals will be blocked from the treatment area.
- No smoking, vaping, drinking, or use of drugs will occur during the home visit.
- Any weapons present in the home will be stored and locked.
- If anyone in the home is ill, please call your therapist before the visit to inform them of the illness.
- Children receiving in-home ABA therapy must pass a Home Safety Checklist before initiating services.

Managing behavior during therapy

Behavior management is the process of teaching effective communication and coping skills so clients can safely and actively participate and benefit from therapy services. We are committed to providing clients, families, and staff a safe environment.

- Staff will follow organizational procedures to keep staff, clients and parents/caregivers safe.
- Staff will never use corporal or psychological punishment for discipline. Punishment and/or removal of rest or toilet habits are not permitted.
- Staff will not use physical restraints or restraint devices to control aggressive behavior.
- Staff at Easterseals Central Illinois reinforce positive behaviors consistently and use positive reinforcement to increase desired behaviors. Our goal is to develop or maintain healthy self-esteem in clients receiving services.
- Staff will make every attempt to prevent challenging behaviors by establishing clear, consistent expectations and creating proactive strategies.
- Proactive and de-escalation strategies will be used to minimize the occurrences of challenging behavior, including offering choices, easy requests before difficult requests, and behavior motivation systems.
- The specific proactive strategies will be individualized to each client's needs based on the cause of the behavior.
- Staff will seek to understand the client's environments (i.e., school, home, therapy), to better understand the challenging behaviors.

Privacy and rights

Only the client, the client's legal guardian, if the client is a minor, the Easterseals Central Illinois treatment team, and your insurance provider will have access to client records. Parents/guardians are given a HIPPA/privacy brochure at intake and annually while actively receiving therapy services. The brochure can be found on our website, www.eastersealsci.com. Parents/guardians may also request a copy of our HIPPA/privacy brochure. This brochure explains rights under federal law, including the right to review your file, request restrictions on the use and disclosure of information, and the right to revoke your consent to release information.

Requests for information from doctors, hospitals, schools, and social services agencies involved with the care of your child will be honored with a Consent for Release of Information form signed by the legal guardian. Easterseals Central Illinois will request that legal guardians update consent forms annually or more often if needed.

Resolving a Conflict

As a client of Easterseals Central Illinois, you have the right to file a grievance if you are not satisfied with services or if you feel an incident has affected the quality of your services. You will not have repercussions in service delivery due to filing a grievance. All grievances will be addressed in a confidential and timely manner.

If you have a grievance, you should first discuss it with the staff member you are working with. If this is not successful or if you feel this is not an option, you should proceed with the following steps:

1. Complete a grievance form. The form can be obtained from our front desk staff or by calling 309-686-1177 or by emailing the request to the Manager of Care Coordination and Family Support at jsimpson@eastersealsci.com.
2. Submit the grievance form to the Manager of Care Coordination and Family Support by mail (see below) or email to jsimpson@eastersealsci.com.
3. The Manager of Care Coordination and Family Support or designee will review the grievance and respond within five business days.
4. If the resolution offered is not satisfactory to you, you may request in writing that Executive Leadership review the grievance.

Executive Leadership will respond within 30 business days with a determination/resolution

All written correspondence can be mailed to:

Easterseals Central Illinois

Attention: Manager of Care Coordination and Family Support

507 E. Armstrong Avenue

Peoria, IL 61603

Rights Statements for Clients

As a client receiving services at Easterseals Central Illinois you have the right to:

- Speak and be heard
- Be free from all forms of abuse and neglect

- Obtain copies of your therapy file
- Be told the results of all evaluations and your progress in therapy
- Be treated fairly, no matter what your ethnicity, race, gender, gender identity, language, culture, disability status, or religion
- A grievance system to resolve your concerns without retaliation for filing a grievance

Rights Statements for Families

As a parent with a child receiving services at Easterseals Central Illinois, you have the right to:

- Participate in treatment planning and implementation of your child’s services
- Receive results of all evaluations and documentation related to treatment and progress upon request
- Confidentiality
- Contact your Care Coordinator to request a meeting with your team at any time
- A grievance system to resolve your concerns without retaliation for filing a grievance

Safety Resources

Your community may offer a program which provides individuals and families with a method to alert first responders to your child’s developmental level. Please contact your local community to inquire about enrolling in such a program.

City of Bloomington - 309-434-2059

Premise Alert Program - www.cityblm.org/government/departments/fire/premise-alert-program

Peoria County Sherriff’s Office - (309)697-8515

Premise Alert Program - www.peoriacounty.org/545/Premise-Alert-Program

McLean County Health Department - (309)888-5450

<https://health.mcleancountyil.gov/244/McLean-County-Functional-Needs-Registry>

Other resources:

- For additional safety and emergency planning visit www.redcross.org or download one of their mobile apps to put lifesaving information at your fingertips before the next emergency arises.
- 2-1-1 is Illinois' non-emergency resource number that connects people with important community services. To learn more, visit www.illinois211.org

Scope of Services

Easterseals Central Illinois provides services for individuals from birth through age 21. Easterseals Central Illinois does not discriminate based on race, ethnicity, national origin, cultural beliefs, disability, gender, gender identity, familial status, parental status, religion, or sexual orientation. Care is taken to be respectful and responsive to your health beliefs/ practices, cultural, communication, and language needs. We ask that you speak with your therapist or care coordinator if accommodations are needed.

Considerations for starting (and continuing) services include:

- Medically and behaviorally stable enough to benefit from services
- Functional outcome(s) identified by the legal guardian
- Consent for services
- Physician prescription for treatment
- Need for specialized services
- Parent involvement in the therapeutic program
- History of attendance
- Payment considerations

Therapist Qualifications - ABA

Direct therapy is provided by behavior technicians with ongoing supervision from Board Certified Behavior Analysts (BCBAs). At onset of employment, behavior technicians may not be certified, however Easterseals Central Illinois ensures that all new hires undergo training regulated by the Behavior Analyst Certification Board (BACB) which is followed by a competency evaluation from a BCBA and the Registered Behavior Technician (RBT) exam administered by the BACB.

BCBAs are certified by the BACB at time of hire and are required to have a Master's Degree in Applied Behavior Analysis (ABA) or a related field with ABA coursework, a minimum of 1,500 fieldwork hours, and pass the BCBA certification exam administered by the BACB. BCBAs are then required to participate in continuing education in order to maintain their certification.

Therapist Qualifications - REHAB

Therapy is provided by registered and licensed therapists who specialize in pediatric therapy. Those therapists providing Early Intervention services are enrolled in the State of Illinois Early Intervention Program. We employ therapists and support staff knowledgeable in their field and with experience working with families. Easterseals Central Illinois is committed to the ongoing professional development of our providers to provide the highest quality of service.

Transition to school-based and Community Based services

Easterseals Central Illinois supports and facilitates the transition of clients receiving services as they move into educational and/or community-based programs and services.

If your child is receiving services through Early Intervention your service coordinator will discuss transition to school based services.

For children not enrolled in Early Intervention, Easterseals Care Coordinators provide families with information on how to access school services and, with signed consent and parent's request, help facilitate referrals for school-based therapy services.

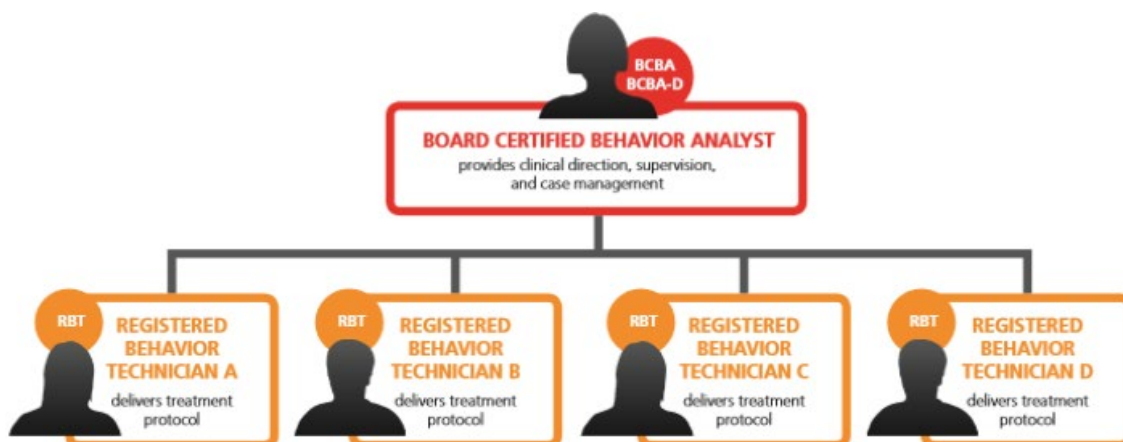
Easterseals Central Illinois may continue to provide outpatient therapy services during the transition to school-based services and in addition to school-based services when recommended by the treating therapist.

Planning for transition from outpatient therapy services to community and/or school-based programs and services will be introduced at the evaluation and reviewed throughout care.

Treatment Philosophy for ABA Therapy

ABA services are delivered in 2 models- comprehensive and focused therapy and are based on recommendations from research and guidance from the Behavior Analyst Certification Board (BACB). ABA utilizes a tiered delivery method. Two main types of therapists are used in the delivery of ABA services: Board Certified Behavior Analysts (BCBA) and Registered Behavior Technicians (RBTs).

The model below is from the BACB Treatment Guidelines to help best understand tiered delivery. RBTs will provide direct therapy while BCBA's will create your child's treatment plan as well as provide ongoing supervision and parent training sessions.



Treatment Philosophy for Rehab therapy:

Easterseals Central Illinois provides treatment and interventions that are guided by proven and evidenced-based strategies.

We use a Focused Treatment Model of Care. Therapy programs are short-term with clearly identified Focused Functional Outcomes.

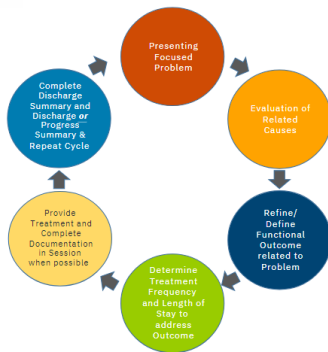
Focused Functional Outcomes are designed to:

- Maximize a client’s daily living skills
- Aid in your child’s participation in family and community activities
- Provide a clear focus and direction for all our interventions

Evaluations at Easterseals Central Illinois are based on client/family functional priorities. The



FOCUSED TREATMENT MODEL Interval of Care



evaluating therapist will determine if your child will benefit from ongoing therapy based on standardized testing, clinical judgment, and functional priorities. The therapist will then recommend how frequently your child should be seen for therapy in order to meet the functional outcomes. This frequency can vary depending on a number of factors, including the client’s ability to make consistent progress.

A plan is developed for each client/family receiving services.

Developing the plan is a team effort with parents, clients, and service providers. The plan aims to develop functional outcomes to guide the team and define your child's next steps and transition plans. Each interval of care should address no more than two functional outcomes. The therapist will monitor your child’s progress and change your home program as your child advances. A goal of therapy is for the family / guardians to become independent in providing treatment strategies.



Clinical Locations

Peoria Center

507 E. Armstrong, Peoria, IL 61603
Phone: (309)686-1177
Fax: (309)686-7722



Bloomington Center

Located in the Bloomington-Normal YMCA
202 St. Joseph Dr, Bloomington, IL 61701
Phone: (309)663-8275
Fax: (309)662-7872



Other Locations



Easterseals Learning Academy

110 Fandel Rd, Germantown Hills, IL 61548
Phone: (309)383-3001



Timber Pointe Outdoor Center

20 Timber Pointe Lane, Hudson, IL 61748
Phone: (309)383-3001



CFC #14

CFC #16

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Ste. 110
Peoria, IL 61615

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Suite 508
Champaign, IL 61820

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