

# Welcome!

Dear New Family,

At one of our three center locations or through your computer screen, you'll find a community of expert therapists, valuable resources and a network of support for your whole family.

At Easterseals, we understand that a child's success look different for each family. This is where you will find answers, celebrate progress and feel empowered to advocate for whatever you or your child needs.

For over 75 years, our clinical team has provided individualized therapy plans to best achieve a child's goals and support healthy families. This pandemic only amplifies our commitment.

If you need anything or have questions, please don't hesitate to reach out to our team at [info@eastersealsdfvr.org](mailto:info@eastersealsdfvr.org).

Parent Liaison Cara Long's favorite part of her job is greeting new families. Cara can provide educational supports, networking opportunities and resources for every member of your family. To connect, please email her at [clong@eastersealsdfvr.org](mailto:clong@eastersealsdfvr.org)



*Theresa Forthofer*

**Theresa Forthofer**  
President & CEO



## **Easterseals DuPage & Fox Valley**

**830 S. Addison Ave. • Villa Park, IL 60181 • 630.620.4433 f: 630.620.1148**  
**1316 Bond St., Suite 116 • Naperville, IL 60563 • 630.357.9699 f: 630.357.9908**  
**1135 Bowes Rd., Suite B • Elgin, IL 60123 • 847.742.3264 f: 847.742.9436**  
**[eastersealsdfvr.org](http://eastersealsdfvr.org)**

# Meet Our Experts

## Clinical Leadership



**Brittany Wilkie**  
*Director of Social Services*

Brittany recently joined the Easterseals team to continue her work within a multi-disciplinary team working with children and their families. Her experience includes direct care, support groups, reflective supervision, training and leadership. Brittany's treatment approach to child and family care is through the use of Trauma Informed Care, Attachment and DIR philosophies. Brittany also received undergraduate and graduate degrees in Social Work from the University of Iowa and Loyola University Chicago respectively. She is currently enrolled in the Trauma Research Foundation's Certification program in Traumatic Stress Studies led by Dr. Bessel van der Kolk. Previously, she worked at a DIR therapeutic day school serving children with Autism in addition to working privately in home sessions with children experiencing autism, sensory processing disorder, adjustment disorder and anxiety.



**Laura Hellier, PT, C/NDT**  
*Physical Therapist,*  
*Director of Physical Therapy*

As a member of the Easterseals DuPage & Fox Valley physical therapy team since 1991, Laura is instrumental in guiding the organization's continued growth as she leads the PT department and supervises clinical services at our Naperville and Elgin sites. She has a Bachelor's degree in physical therapy from the University of Illinois at Chicago and certifications in Neurodevelopmental Treatment for children and babies. She is an Early Intervention Provider and Evaluator for the state of Illinois.



**Valerie Heneghan, M.A CCC-SLP/L**  
*Speech Language Pathologist,*  
*Director of Speech-Language, Feeding and,*  
*Assistive Technology*

Valerie Heneghan brings a variety of skills to Easterseals DuPage & Fox Valley. She graduated Summa Cum Laude with her Master's Degree from Northern Illinois University. Valerie is a licensed Speech-Language Pathologist, member of the American Speech-Language-Hearing Association, is an Early Intervention Specialist, and holds a Type 73 School Certificate. Valerie provides evidence-based assessment and intervention for pediatric populations and their families utilizing a variety of technology to increase therapeutic outcomes via tele-therapy and face to face service delivery model. Valerie serves on the Autism Diagnostic Clinic and has additional training in the areas pediatric feeding disorders and childhood onset of stuttering.



**Andrea Sagel OTR/L**  
*Occupational Therapist,*  
*Director of Occupational & Developmental Therapies*

Andrea is an occupational therapist and early Intervention specialist and evaluator with a master's degree from University of Illinois-Chicago. She is certified and trained in sensory integration and the Sensory Integration and Praxis Test, trained in the Autism Diagnostic Observation Scale (ADOS-2), The PLAY Project, and is a member of our diagnostic clinic teams. Andrea also specializes in social skills development and Autism Spectrum Disorders. She enjoys learning from her clients, families, and co-workers on a daily basis as they work together to support the client in achieving their life-long goals.



**Karyn Voels Malesevic, AuD, CCC-A**  
*Audiologist,*  
*Audiology Manager*

Dr. Malesevic is an expert audiologist who joined Easterseals DuPage & Fox Valley as Audiology Manager in 2000. She holds a master's degree in audiology from the University of Wisconsin-Madison, a doctorate in audiology from the Arizona School of Health Sciences, and has obtained specialty training in her work with infants and toddlers. Her previous experience spans school systems, hospitals, private practices and ENT physician offices. She served on the Board of Directors for the Illinois Academy of Audiology and is a Fellow of the American Academy of Audiology, the Illinois Academy of Audiology and the American Speech-Language-Hearing Association. She has held various adjunct faculty positions and currently teaches audiology courses to undergraduate and graduate students at Elmhurst University.



**Cindy Baranoski, MS, RDN, LDN**  
*Pediatric Nutrition Therapist,*  
*Manager of Nutrition Therapy*

Cindy Baranoski is a highly respected and widely published nutritionist and dietitian. She has extensive training in all areas of nutrition for children with special needs as well as therapy and services related to their care. She is a member of multiple academies and professional practice groups with advanced certification in nutrition, dietetics, meditation and Ayurveda. In addition to serving as an evaluator and therapist for Early Intervention, Cindy also facilitates the Easterseals DuPage & Fox Valley feeding clinic and provides Tele-Therapy for all ages. She is a sought after expert and educator in her field who continually shares her knowledge by presenting and publishing on nutrition for children with special needs.



Dear Parents:

Our social service team would like to welcome you to Easterseals DuPage & Fox Valley!

Our Director of Social Services, Brittany Wilkie, Parent Liaison, Cara Long, Social Workers, Sue Diver and Yvonne Anderson, Psychologist Citlaly Gonzalez and Care Coordinator, Kristi Gillespie are here to answer your questions and help guide you through the maze of raising a child with developmental delays or disabilities.

Please don't hesitate to call, e-mail or stop by one of our offices. For more information on our services, please see the attached document or visit our website at [eastersealsdvr.org](http://eastersealsdvr.org).

We look forward to meeting you,

Brittany Wilkie  
Director of Social Services  
630.261.6272  
[bwilkie@eastersealsdvr.org](mailto:bwilkie@eastersealsdvr.org)

Sue Diver, MSW, LSW  
Social Worker  
630.282.2035  
[sdiver@eastersealsdvr.org](mailto:sdiver@eastersealsdvr.org)

Yvonne Anderson, LCSW, CADAC, MISA  
Bilingual Social Worker - Elgin  
847.742.3264  
[yanderson@eastersealsdvr.org](mailto:yanderson@eastersealsdvr.org)

Citlaly Gonzalez, Psy D.  
Clinical Psychologist  
630.282.2036  
[cgonzalez@eastersealsdvr.org](mailto:cgonzalez@eastersealsdvr.org)

Cara Long  
Parent Liaison  
630.282.2040  
[clong@eastersealsdvr.org](mailto:clong@eastersealsdvr.org)

Kristi Gillespie  
Care Coordinator  
630.261.6213  
[kgillespie@eastersealsdvr.org](mailto:kgillespie@eastersealsdvr.org)

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[eastersealsdvr.org](http://eastersealsdvr.org)



**SOCIAL SERVICE DEPARTMENT**

What can we help you with?

- |   |  |
|---|--|
| <input type="checkbox"/> Respite Resources                    | <input type="checkbox"/> State Funding Resources |
| <input type="checkbox"/> Special Recreation Program           | <input type="checkbox"/> Long Term Care          |
| <input type="checkbox"/> Counseling                           | <input type="checkbox"/> Special Trust and Wills |
| <input type="checkbox"/> Transitions for Your Child           | <input type="checkbox"/> Parent Support Groups   |
| <input type="checkbox"/> Vocational Assistance                | <input type="checkbox"/> Home Modifications      |
| <input type="checkbox"/> Placement Assistance                 | <input type="checkbox"/> Workshops               |
| <input type="checkbox"/> IEP's                                | <input type="checkbox"/> Your Child Turning 3    |
| <input type="checkbox"/> College                              | <input type="checkbox"/> Maladaptive Behaviors   |
| <input type="checkbox"/> Anxiety                              | <input type="checkbox"/> Emotional Regulation    |
| <input type="checkbox"/> ASD and related developmental delays | <input type="checkbox"/> Developmental Trauma    |

Have a question and don't know who to ask?  
The Social Service Department is here to answer those questions!

*WHO is The Social Service Department?*

**Brittany Wilkie, Director of Social Services, 630.261.6272**

**Sue Diver, Social Worker, 630.282.2035**

**Yvonne Anderson, Social Worker (Elgin), 847.742.3264**

**Citlaly Gonzalez, Clinical Psychologist, 630.282.2036**

**Cara Long, Parent Liaison, 630.282.2040**

**Kristi Gillespie, Care Coordinator, 630.261.6213**

**Michele Tabachka, Social Services Admissions Coordinator,  
email her at [mtabachka@eastersealsdfvr.org](mailto:mtabachka@eastersealsdfvr.org) or call at 630.282.2023**

Please feel free to contact us by phone or in person when you are at the Center.  
We will help you find what you are looking for!

You can also check off any items above that you have questions about and return this form to the front desk.  
Please include your name and phone number and we will contact you.

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Date: \_\_\_\_\_



hello!

## GETTING TO KNOW EASTERSEALS DUPAGE & FOX VALLEY

Easterseals DuPage & Fox Valley is a **non-profit organization**.

In order to maintain our life-changing and expert services we rely on the support of our families, friends and the community.

Please **join us in our efforts to raise awareness and funds** so that all children can receive the services they need to reach their full potential.

CELEBRATE

### SPECIAL EVENTS

You're invited! Grab your bike and join our Bike for the Kids, get dressed up for a night at our gala, or rally your friends at our Superhero Hustle 5K. We host events of all kinds.

participate

### VOLUNTEER OPPORTUNITIES

Find out how you can assist in therapy sessions, conduct activities in our inclusive child care center, plan an event or help with special projects.

connect

### CORPORATE SUPPORT

Discover the benefits of a promotional partnership with Easterseals DuPage & Fox Valley and opportunities to network with our Board of Directors.

Hi!

### SAY HELLO!

We want to get to know you.

Contact Kelly Moreland at

[kmoreland@eastersealsdfvr.org](mailto:kmoreland@eastersealsdfvr.org) or

630.282.2029 to learn more and get involved.



Attend, share, sponsor or volunteer at one of **Easterseals DuPage & Fox Valley** events to ensure that children with disabilities and their families are empowered.

[eastersealsdfvr.org/events](http://eastersealsdfvr.org/events)

## Benefit Gala

**Saturday, April 9**

44th Annual Benefit Gala  
at the Four Seasons  
Hotel Chicago.



## Bike for the Kids

**Summer 2022**

Cyclists ride 12, 25, 50 or 100 miles to support Easterseals. Includes a kids' ride and after ride celebration at our Elgin Center.



## Superhero Hustle: Run for the Kids

**Saturday, October 1**

Superhero themed  
5K/2-Mile Walk for all  
abilities with a family-  
friendly post party at our  
Villa Park Center.



## Giving Tuesday

**Tuesday, November 29**

This global day of giving follows Thanksgiving, Black Friday and Cyber Monday and serves as a kick-off to the holiday giving season.



## Opportunities

**CORPORATE SPONSORSHIPS** Many companies offer employee giving campaigns, grants, sponsorships and matching gifts to causes that matter to their employees. Ask about your employer's corporate giving program and how you can introduce Easterseals to your team. Opportunities include hosting a lunch & learn that helps promote disability awareness in your workplace.

**VOLUNTEERING** We offer a range of individual and group volunteer opportunities for all ages. Single day and recurring volunteer projects are available. Do you have a talent or skill you can share?

**PROGRAM SUPPORT** Learn more about how you can make a restricted gift to sponsor a pressing need in the therapy department of your choice. Support the therapy programs and services that impact your family.

**NETWORKING** Many local clubs and organizations are involved with Easterseals. Think of how your social groups, sports teams, Girl Scout/Boy Scout troops and community of faith can get involved in our mission.

Explore peer-to-peer fundraising to celebrate a birthday, anniversary or notable achievement.

**GET CREATIVE!** Have an idea to help raise funds and/or awareness for Easterseals? We're all ears!



Follow us on social media  
[@eastersealsdfvr](https://www.instagram.com/eastersealsdfvr)

**Kelly Moreland** | Vice President of Development  
[kmoreland@eastersealsdfvr.org](mailto:kmoreland@eastersealsdfvr.org) | 630.282.2029



# CLIENT/FAMILY HANDBOOK

REVISED FEBRUARY 1, 2022

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## **EASTERSEALS DuPAGE & FOX VALLEY**

### **PROGRAM SERVICE LOCATIONS**

#### **ROSALIE DOLD CENTER**

830 S. Addison Ave.  
Villa Park, Illinois 60181  
630.620.4433 - Phone  
630.620.1148 - Fax

#### **LEE DANIELS CENTER**

1316 Bond Street  
Suite 116  
Naperville, Illinois 60563  
630.357.9699- Phone  
630.357.9908 - Fax

#### **JAYNE SHOVER CENTER**

1135 Bowes Road  
Suite B  
Elgin, Illinois 60123  
847.742.3264- Phone  
847.742.9436- Fax

#### **OUR VISION**

**We believe every child deserves to thrive in an inclusive community.**

#### **OUR MISSION**

**Our mission is to ensure that children with disabilities and their families are empowered.**

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## HOW TO USE THE CLIENT FAMILY HANDBOOK

This handbook is intended for you to use as a quick reference to answer questions that you have about your child's program at Easterseals DuPage & Fox Valley (ESDFV). Frequently asked questions have been included in addition to concerns that families have expressed over the years.

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Upon request, this information will be made available in alternative formats, such as Spanish, large print, or compact-disc. Please contact our Admission Coordinator, 630 2-82.2022, for assistance.

SECTION ONE: THERAPY SESSIONS - WHAT TO EXPECT
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- Please sign-in at the Kiosk or with Reception when you arrive and wait for your therapist in the Lobby. You may also sign-in from your Patient Dashboard before arriving for your session.
- You will sign in each time you come for services and unless you opt out, you will receive an appointment reminder the day before your appointment. You may select either text or email messages.
- At sign-in, you will complete a health screening and pay any co-pay that is due per your third-party payor.
- A parent or caregiver must remain with the client and participate in services unless prior arrangements have been made with your therapist. Parent Participation in all sessions is important for your child to receive the most effective therapy services.
- At this time, we must limit visitors to two adult caregivers or one adult caregiver and one sibling.
- All clients and visitors over age two that are medically able to wear a mask are required to do so.
- Individual therapy sessions are typically 40 - 55 minutes but may be scheduled for less/more time depending on your child's therapeutic needs and ability to manage this length of intervention. All sessions end at least 5 minutes before the next scheduled client to allow for cleaning/disinfection and necessary preparation for the next client.
- During your therapy appointment, your therapist will work with you and your child, discuss goals and outcomes of therapy services, answer questions, provide home carryover ideas, and complete documentation for the session.
- If you are unable to accompany your child to therapy regularly, you will be asked to sign a Release of Information form so that the therapist may share information about the session with the adult accompanying your child. You may contact the therapist by phone or email to discuss your child's services, as well. You will also need to sign a form to Authorize the caregiver to access medical care for your child if under 18 years of age.
- A sibling is welcome to accompany you to your child's therapy session if they do not interfere with your child's therapy, or any other therapy being provided. Siblings are not allowed to play in empty therapy rooms and may never be left unattended.
- From time to time, we provide training opportunities for students in the health professions. You will be notified in advance if your therapist will have a student assistant. Your therapist will maintain responsibility for your child's services and will supervise all sessions the student participates in.

**HOURS OF OPERATION AND HOLIDAYS:**

- Therapy sessions are scheduled Monday through Friday between 8am and 6pm in our Villa Park Center and Monday through Thursday in Elgin and Naperville. Any exceptions to this schedule need to be made directly with your therapist.
- Center programs are closed on weekends as well as on the following holidays:
  - New Year's Day
  - Good Friday (beginning at Noon)
  - Memorial Day
  - 4<sup>th</sup> of July
  - Labor Day
  - Thanksgiving Day
  - Day after Thanksgiving
  - Week between Christmas Eve and New Year's Day
- Every attempt will be made by your therapist to reschedule appointments that would normally occur on a holiday.

**EMERGENCY CLOSINGS:**

- In the event of an emergency closing, Easterseals DuPage & Fox Valley will notify the Emergency Closing Center and the information will be transmitted via internet at [www.emergencyclosings.com](http://www.emergencyclosings.com) and radio/television on WMAQ, WGN, WLS as well as Channels 2, 5, 9 and FOX TV. Additionally, we will attempt to phone you. Every effort will be made to change the message on the Centers' voicemails, as well.

**SECTION TWO: SCHEDULING, RESCHEDULING, AND ATTENDANCE**

- A member of our Admission staff will notify you of your/your child's therapy schedule.
- Every attempt is made to schedule your child's therapy sessions at optimal times for you.
- We require that you attend 85% or more of scheduled appointments. We do understand that illness and other emergencies may occur and request that you give us as much notice as possible when you need to cancel and that you work with our Schedulers to reschedule all missed appointments.
- If you fail to notify us in advance of your appointment, you will incur a No-Show fee of \$100 per session missed.
- For same day cancels that are not rescheduled/no attempt made to reschedule, you may be charged a fee of \$50.00. You are not charged if your child is ill and a reschedule is not possible!

### TO CANCEURECHEDULE AN APPOINTMENT:

- To cancel a therapy session, you should email us at [cancel@eastersealsdvr.org](mailto:cancel@eastersealsdvr.org) or complete a Cancel Card while you are at the Center. Please do NOT contact your therapist directly unless you receive services through the Early Intervention system in your home.
  - Always share the following information: your child's name, date(s) you are cancelling, type(s) of therapy, therapist's name, reason for cancel, and availability for reschedule.
- Your child's therapist will be notified and, we will contact you to reschedule your child's therapy session. If you are unable to send an email and call before/after hours, please leave a voicemail message in the site's General Delivery Mailbox.
- Please be aware that chronic cancellations may result in discharge from services. If your child attends less than 85% of his/her scheduled therapy sessions in any three-month period, your child may be subject to discharge from our therapy program. Extenuating circumstances should be discussed with your child's Case Manager. Failure of your child to attend scheduled therapy sessions for two (2) calendar weeks or three (3) times within a calendar year without notification of cancellation will result in discharge from the Center.

### WHEN A THERAPIST NEEDS TO CANCEL A THERAPY SESSION:

- If your therapist needs to cancel your child's therapy session, you will be notified as soon as possible. Every attempt will be made to reschedule your child's therapy session with another therapist on the same day.
  - Please be aware that our therapy team prepares notes which include therapy goals, status, and appropriate activities to help each other provide services to your child in these circumstances to maintain the quality of the session.
    - This is a wonderful opportunity for you/your therapist to receive consultation from another member of the department. Our therapists often leave a specific question for the covering therapist to gain another therapist's expertise.
  - If you are consistently arriving late for your sessions, your therapist will discuss alternative scheduling options and may place services on-hold until an alternate appointment time is identified.
  - If the therapist is late for your session, he/she will charge the client for only the time the child is being treated or offer to make up the time at the end of the therapy session, time permitting.
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<b>SECTION THREE: COORDINATION OF CARE, THERAPY TEAM &amp; OUR SERVICES</b>
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Easterseals DuPage & Fox Valley is committed to providing quality therapy services using an interdisciplinary team approach.

- Your child's therapy team consists of the client, family, your prescribing physician, and your therapists and consultants.
- One of the first members of our staff that you will work with is one of our Admissions Coordinator. She will explain the services available to you as well as our evaluation process, coordinate your admission paperwork, facilitate verification of your insurance benefits with our Patient Financial Representative and obtain a prescription from the referring physician, as well as work with you to schedule recommended therapy sessions.
- Once your child's needs have been identified through your input and evaluation results, your therapist(s) will be assigned.
- One of your therapists will be designated as Case Manager for the team. Your therapist Case Manager will be responsible for coordinating your child's therapy program with you. If you have any questions or concerns, you are encouraged to talk to your child's Case Manager. Your Case Manager's name is listed in your Confirmation of Services Letter.
- We also have a Care Coordinator that may assist you with a variety of needs such as working to prioritize needs based on family time and financial resource availability, helping to contact external agencies, physicians, schools for services, accessing Orthopedic, Vision, Dental Clinics, etc.
- Interdisciplinary Staffings are scheduled per client/family request or at the recommendation of the therapy team. If you would like to meet with your therapy team at any time, please contact your Case Manager or the Center's Care Coordinator.
- Participation in School meetings may be scheduled at the request of the client/family. There is a fee for this service. Please contact your therapist if you would like them to attend.

## DESCRIPTION OF OUR PROGRAM SCOPE AND SERVICES AVAILABLE

We are an outpatient pediatric medical rehabilitation program that is accredited by the Commission on Accreditation of Rehabilitation programs (GARF). New client therapy program admissions are accepted for children aged birth through 18 years of age. Enrolled clients may continue in the program past 18 years of age until the client and clinical service team goals are achieved or a more appropriate program is identified. Referrals for evaluation or therapy may be made by a parent, physician, therapist, or another agency. A doctor's prescription is required for therapy services.

Each plan of care is individualized to meet the client's and family's goals, your clinical providers will work with you to determine your child's needs and develop a plan of care (treatment plan). Our average length of therapy program is 1.8 years (21.6 months or 94 weekly visits) but this varies based on your child's needs and progress. If you or your child have any cultural, dietary or communication needs or requests, please notify your clinical providers or our Care Coordinator so that we can meet these or make a referral to an organization that can.

Throughout your program, you and your providers will discuss progress and goals. This may be informally during your therapy sessions or in a more formal team meeting. As your/your child's program progresses, it may be recommended that service frequency be reduced, a break taken, or a transition to one of our community-based programs occur. At all these points, as well as at discharge, our team will remain available to answer questions, provide ideas or referrals, and re-evaluate if you are concerned about your child's ability to function as well as possible at home, school, and in the community.

As a freestanding outpatient center, we do not provide services to children and young adults requiring inpatient, intensive day treatment, nursing, or other advanced medical services. We will refer clients requiring services for wound care, due to burns, are ventilator dependent, or are not adequately medically stable to receive services in our outpatient environment to a more appropriate setting. Additionally, we do not provide services to clients with a primary psychiatric, psychologic, or behavioral impairment or issue that would render service provision unsafe for the client or others. As a medical rehabilitation center, we do not enroll clients requiring educationally- or cognitively-based services.

Physical Therapy (PT) - physical therapy assists children with gross motor concerns and delays to better use and coordinate their muscles. Physical therapists may utilize exercise and manual therapy techniques or adaptive equipment to help your child achieve his/her goals.

Occupational Therapy (OT) - occupational therapy emphasizes use of the arms and hands for support and manipulation, visual-motor coordination, sensory processing, daily living skills such as dressing and self-feeding, fabrication of splints and adaptive equipment, and play development.

Speech/Language Therapy (ST) - treatment is provided in the areas of speech and language development, articulation disorders, oral-motor and feeding disorders, respiratory/phonatory function, hearing impairment and assistive technology.

Assistive Technology (AT) - assists children who are unable to typically vocalize to learn how to communicate and express their thoughts, needs and desires in alternative ways.

Nutrition Therapy (NT) - a registered licensed dietician individually assesses the nutrition status of your child and works with you and your child and the therapy team to achieve optimal nutrition goals.

Community-based Therapy Programs - Imaginative community-based and Center-based therapy programs bridge the gap between your child's one-on-one therapy and traditional community-based programs. Information about current offerings may be found on our website at [www.eastersealsdofv.org](http://www.eastersealsdofv.org) or by contacting our Admissions Coordinator for community-based and clinic services at 630.282.2022.

Audiology - provides hearing evaluations, hearing screenings, hearing aid evaluations, dispensing and repairs for both children and adults.

Social Work and Psychological Services - provides evaluation and individual counseling for children and/or their parents along with support groups for siblings, teens, and parents. Also provides community resource information and behavior management consultation.

Parent Liaison - assists families with school transitions, advocacy, family support services, community resource referrals and behavior management consultation.

Lily Garden Childcare Center - provides full- or part-time childcare for children in our fully inclusive Child Development Center located at our Villa Park site. Please contact the Director of the Child Development Center at 630.261.6283, for information about openings and fees.

Clinics - contact our Admissions Staff at 630.620.4433 to make an appointment if your child's therapist recommends that your child attend one of the following clinics that are held at the Villa Park Center: Autism Diagnostic, Medical Diagnostic, Neurodevelopmental, Vision, Orthopedic, Dental, Positioning and Mobility, Feeding, and Respiratory Clinics.

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SECTION FOUR: POLICIES & PROCEDURES
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To maintain our quality of service, Easterseals DuPage & Fox Valley has set policies and procedures as below.

Change of Contact Information - Be sure to keep your information up to date through our secure Patient Dashboard. Please be sure your address, e-mail addresses, phone numbers and/or emergency contacts, and insurance information is correct.

Consent to Release Medical Records - Clients/legal guardians may access all records from the Patient Dashboard and may download and forward copies to other providers as preferred. If copies need to be sent by our staff to any individual including a parent of a child over the age of 18, an "Authorization for Release of Medical Records" must be signed and on file. All requests should be made not less than two weeks from time needed and sent to [records@eastersealsdfvr.org](mailto:records@eastersealsdfvr.org). A fee may be charged if substantial amounts of records are requested for legal proceedings, etc.

Do NOT Resuscitate (DNR) Requests - We do NOT accept DNR requests. Our policy requires that we provide CPR and call 911 for emergency medical services when a client requires resuscitation.

Guardianship - As a pediatric healthcare provider, we must document legal guardianship for our clients. Please do not be offended if you are asked to provide copies of court documents establishing guardianship and as you receive these, please share a copy for our records. If you have questions about the process for establishing guardianship as your child ages, please consult with a member of our Social Services team.

Parent Participation - parents are requested to participate in the child's therapy whenever appropriate. If another adult will regularly bring your child for services, you will be asked to sign a Release of Information form so that your therapist may share basic information with them. Parent/Guardian MUST Remain at the Center for all therapy services for your child's safety/security and in the event of an emergency.

Patient Dashboard - all families have access to the Patient Dashboard. Log-in information is shared at the time of Admission or by contacting [pQrtalhelp@eastersealsdfvr.org](mailto:pQrtalhelp@eastersealsdfvr.org). Your username is your email address that you have registered with. You will set your own password. The dashboard allows you to access all signed therapy reports, pay your fees, sign-in for appointments, and update your demographic information, medical history, or insurance information.

Portable Health Record - Many families find it helpful to develop a portable health record to collect important healthcare information regarding their child. These may be as simple as a folder or binder where you gather all your medical reports, physician contacts, and prescription information, all the way to an electronic record which you purchase or develop on your own. Please contact our Social Services team with questions.



Prescriptions -A prescription from a medical doctor is necessary to receive therapy services. The prescription for each service provided must include a diagnosis, including the numeric diagnosis code, so we may submit for insurance reimbursement. Our staff will monitor prescription renewals however, it is the responsibility of the parent to notify the Center of any change in doctors. Securing accurate prescriptions is ultimately your responsibility. If a current prescription is not on file, therapy services must be placed on hold until it is received.

Renewal of Service Agreements. Privacy Notices, Releases, Medical History- annually, you will receive a set of documents via our *Patient Dashboard* that must be completed and signed. Many of these documents are required under Federal Law or by our accrediting agencies and so must be completed by all enrolled families. Others allow us to best meet your/your child's needs.

Videotaping/photography of services - we understand that families may wish to videotape or photograph their child during therapy services as a personal record of the child's development and/or for a reminder of how to complete an exercise. We cannot allow any other clients to be included and no more than the therapy provider's hands should be seen in the record. The service provider must grant permission prior to the activity. Under no circumstances should these be posted to social media without the express knowledge and consent of the provider, and we retain the right to review all potential posts prior to their dissemination. NO outside parties may videotape services without prior approval by the therapist.

## SECTION FIVE: DOCUMENTATION & TRANSITION PLANNING

- Documentation is a critical part of providing quality services to your child and family. Establishing goals, reviewing progress, and coordinating a meaningful Plan of Care/Treatment Plan for each client is very important. With your input, your child's therapist will develop a Treatment Plan within one (1) calendar month of your child's first visit. This plan defines both long-term focus areas and short-term goals for therapy.
- Your child's progress is documented at the end of each therapy session and summarized in a progress note at least every six months. The treatment plan is revised as your child meets goals and as you and your therapist identify further areas for treatment. If your insurance requires an alternate documentation schedule, please notify your therapist as soon as possible.
- Progress summaries along with the Plan of Care/Treatment Plan are sent to your prescribing doctor. You may access your reports from the secure Patient Dashboard. If you would like someone in addition to your doctor to receive this information, please contact the Medical Records Department at [records@eastersealsdfvr.org](mailto:records@eastersealsdfvr.org) or our receptionist to complete a Release of Information form as required by HIPAA.

### TRANSITION/DISCHARGE PLANNING:

- Transition and Discharge Planning will begin early in your child's services. Each therapy program is tailored to your child's special needs and lengths of service will vary based on your child's needs and your goals.
  - You and your therapist will work together to identify skills needed to help your child be ready for both the small and large life transitions such as going to school, participating in social activities, etc.
  - Our goal is to achieve maximum independence for your child. Your Case Manager, along with other designated staff such as the care coordinator, social worker, or parent liaison, will assist you with the identification and arrangement of necessary transition services.
  - Please do not hesitate to request assistance from your therapist(s), care coordinator, or our social service team for any of life's other transitions your child may need to make. We will provide information and referral contacts when Center resource expertise is not available in the area that you request.
  - Should you choose to discharge from services for any reason prior to the completion of your program, please know that we will assist you with referrals and will forward a final progress summary to your prescribing physician and any other individuals that you request.
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SECTION SIX: GENERAL INFORMATION
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**ACCESS and SECURITY** - all programs must be entered and exited through the front main lobby entrance. All other doors are locked from the outside and are used as emergency exits only. Surveillance cameras are in use throughout our sites.

**BUGS and BUTTERFLIES** - You are invited to express your satisfaction or concern about any aspect of our Centers. "Butterflies" and "Bugs" forms are located at Reception.

**BULLETIN BOARDS** - Center and community information is available to you on the bulletin boards. If you would like to post a notice or article on one of the bulletin boards, please date it and give it to the Receptionist for review and approval by Center management.

**CAR SEAT SAFETY** - Please contact your local fire department for assistance with safe use of your child's car seat.

**CLIENT CONCERNS** - Whenever possible, we encourage families to attempt to work through issues with their therapist(s). Recognizing that this is not always possible, please ask to speak to your therapist's manager or our Vice President of Clinical Services to discuss your concerns.

**FAMILY RESOURCES** - Family Resources are available at each of our sites for families to use while waiting. **AT THIS TIME, THE FAMILY ROOMS/PLAYROOMS ARE CLOSED AND WILL RE-OPEN WHEN OUR COVID MITIGATIONS ALLOW US TO DO SO!** Please contact Reception for assistance with Resources.

**LOST and FOUND** - A "lost and found" box is available at Reception. Please remember to never leave your personal belongings unattended.

**OPTing OUT** - In an effort to keep you informed regarding our programs, services, and events, we will send you emailed and mailed materials from time to time. If you prefer to not receive information to either your email and/or home address, please notify us at Reception or through our Admissions Department and we will mark your files accordingly.

**PETS** - For the safety and security of our clients, staff and visitors, pets are excluded from all Center Buildings. A service animal (as defined by the Americans with Disability Act) is not a pet and, therefore, not excluded.

**PHONE CALLS** - If you need to make a phone call from any of the Center phones, please contact the Receptionist.

**VENDING MACHINES** - At the Villa Park Center, there are soft drink and snack machines located directly across from the kitchen. No food or drink is allowed in the treatment rooms.

**READING MATERIALS/INTERNET ACCESS** • Parent Resources including internet access are available at each center. In Villa Park, they are housed in the Mary Alice D'Arcy Center for Family Services. Please see the Receptionist in Elgin or Naperville for assistance and locations of resources.

**SAFETY** - To safeguard against injury, cuts, bruises, etc., we require shoes always be worn on Center property. **EXCEPTION:** No shoes should be worn on therapy mats unless you are directed to do so by your therapist. Socks must always be worn.

**SECURITY** - Please do not leave children or other valuables unattended at any time. You must remain onsite during all therapy services and be available in the event of an emergency. Report any security concerns to Reception immediately.

**SERVICE ANIMALS** - The Americans with Disability Act defines a service animal as "any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability." In accord with the ADA, Service Animals are permitted to accompany individuals while here for services. Therapy Animals are not Service Animals under the ADA.

Care and behavior management of the Service Animal remains the responsibility of the handler and at no time may the Service Animal be left unattended. Please see policies and procedures posted at the Center for specific infection control, licensing, and vaccination requirements.

**TELEPHONE ACCESS FOR CLIENTS WITH HEARING IMPAIRMENT** • Please use the Illinois Dual Relay service to contact us (1.800.526.0844).

**VOICEMAIL** - Confidential voicemail is provided for all staff members. Messages left on the General Delivery Mailbox will be forwarded to the appropriate staff member by Reception.

SECTION SEVEN: FUNDRAISING AND MARKETING ACTIVITIES
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Our organization offers a variety of opportunities to participate in fundraising and raise awareness of our programs. Information about these opportunities is promoted at the Reception Desk, on the Lobby video screen, on informational bulletin boards, via social media, and email updates. For information about upcoming events, please contact the Special Events Manager by phone 630.282.2031 or email [info@eastersealsdfvr.org](mailto:info@eastersealsdfvr.org).

**CENTER NEWSLETTER** - The Center publishes an electronic newsletter through email, on our website and can be mailed to your home at your request.

**GALA COMMITTEE** - The benefit gala committee hosts the Center's largest fundraising event. This black-tie dinner dance at the Four Seasons Hotel Chicago includes a cocktail reception, assorted auctions, dinner, and dancing to a live band. Committee members help determine a theme, decor, menu, auction packages and other event details. New Gala committee members are always welcome. Please contact the Special Events Manager at 630.282.2031.

**RUN FOR THE KIDS COMMITTEE** - Easterseals DuPage & Fox Valley hosts a family-friendly 5K Run/2 Mile Walk for all ages and abilities every spring. This superhero themed event encourages participants to sign up as individuals or teams and run or walk in capes and costumes. The morning includes a silent auction, raffle, entertainment and awards for the top finishers and fund raisers. If you are interested in helping plan, promote and recruit participants for the Run for the Kids, please contact the Special Events Manager at 630.282.2031.

**SOCIAL MEDIA** - Follow us on Facebook, Twitter, Instagram, Pinterest, and LinkedIn to stay up to date on the latest news, resources, and events at Easterseals DuPage & Fox Valley. Easterseals DuPage & Fox Valley: @EasterSealsDFVR. Please do not post videos or photos of therapy sessions depicting your therapist on social media without prior consent from the therapist.

SECTION EIGHT: BILLING, INSURANCE, AND PAYMENT OF FEES
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As a courtesy to our client families, we will forward claims to any insurer that you request once you provide the information for us to bill. Please note the following:

- Our staff will assist you, the parent (insured member), with the insurance verification process as necessary to identify what, if any, specific requirements may exist so that all prior approvals are established and in order before beginning services. It is important to understand that benefit verifications are never guarantees of payment by third-party payers.
- It remains the insured member's responsibility to be sure that appropriate pre-authorizations, certifications, or referrals required under their plan have been secured prior to the initiation of services and when renewals are necessary. Some groups will not send referrals to the provider so please be sure that you send us the referral when you receive it.
- If any supporting paperwork is needed from the Center, your therapist will assist you. In certain cases, the documentation required might be needed from the prescribing physician, as he/she is the treating medical professional diagnosing and prescribing the therapy, thus establishing the medical necessity for services.
- If your insurance plan requires a referral, therapy must be put on hold until the referral is received, unless you prefer to self-pay while the referral is pending. Failure to have a referral or other required authorization may result in the Center's inability to file a claim with your insurance company; therefore, the costs will be passed along to you – the parent/client family.
- Initial insurance claims for covered services with contracted health plans are filed by the Client Services (Billing) Department. Follow-up filings and claims for non-covered services and/or non-contracted health plans require communication between the family and staff.
- We must be made aware of any changes in insurance information, referral forms/numbers, or authorization forms/numbers. Failure to do so will leave the client family responsible for payment of all fees incurred. Please be sure to supply us with a copy of any new insurance cards through your Patient Dashboard.
- Remember that filing a claim with any third party does not relieve the parent/client family from financial responsibility for treatment and equipment costs.
- Co-pays and co-insurance are due at time of service!!! Please be prepared to pay at check-in. You may consult your Patient Dashboard for amounts due and securely store a payment method for your convenience. If you are not sure if you have a copay, please contact our Billing Department for verification.

- If you are having difficulty paying your fees, please contact our Client Services (Billing) Department. There are programs that you may be eligible for to assist you. Failure to maintain your balance current and not respond to attempts to manage fees may result in service interruption.

Questions regarding insurance and/or billing should be directed to the Client Services Department which is located at the Villa Park Center. The Client Services Department phone number is 630.620.4433.

If you are at the Villa Park Center and wish to speak to someone in the Client Services Department, please contact the Receptionist to learn if a member of the staff is available. If not, please leave your name and telephone number so that a member of the Client Services Department may contact you as soon as possible.

#### PROCESS FOR APPEAL OF FINANCIAL ISSUES

- Every effort must be made by all parties to keep appeals confidential.
- Client family completes an Appeal Request Form (available from the Receptionist) and formally requests that the Finance Committee review their concern. The confidential form is returned to the President/CEO's office and forward to the Chairman of the Finance Committee.
- Prior to the Meeting: Client family and Center personnel present relevant information in writing on the Appeal Request form.
- The Finance Committee reviews documentation, consults appropriate Center policies, and discusses case. If requested by the client family or personnel, an opportunity to offer further information in person is afforded.
- Following the Meeting: The decision of the Committee is discussed with the family as soon after the meeting as possible but not more than ten (10) business days later. The decision of the Finance Committee is final.
- A meeting report is completed by the Chairman of the Finance Committee, or designee, and scanned in the client's file

## WE ARE PROUD OF OUR OUTCOMES!!!

According to our Client Family Survey conducted in November 2020:

100% of our clients are satisfied with the services they receive!

99.2% of our clients agreed that they will recommend us!

And, most important, 98.7% agreed that services resulted in positive changes or progress!!!

The average length of therapy programs is 1.8 years or 94 visits, variation by service type and diagnosis are shared below.

Diagnosis:	OT	PT	AT/ST
Cerebral Palsy	6.18 yrs. 320 visits	3.04 yrs. 158 visits	3.59 yrs. 187 visits
Sensory System and/or Attention Disorder	1.45 yrs. 75 visits	1.36 yrs. 71 visits	1.12 yrs. 58 visits
Congenital Malformation, Genetic syndrome, or chromosomal anomaly	2.31 yrs. 120 visits	2.12 yrs. 110 visits	2.54 yrs. 132 visits
Autism Spectrum Disorder	2.01 yrs. 105 visits	1.94 yrs. 101 visits	1.76 yrs. 92 visits
Developmental Delay	1.38 yrs. 72 visits	1.54 yrs. 80 visits	1.27 yrs. 66 visits
Speech-Language, Hearing and Feeding Disorder/Delay	.77 years 40 visits	—	0.98 years 51 visits
Neurological Disorder, including seizures	5.47 yrs. 284 visits	3.37 yrs. 175 visits	3.59 yrs. 187 visits
Musculoskeletal, Neuromuscular Disorder	0.69 yrs. 36 visits	1.77 yrs. 92 visits	—
Orthopedic condition/injury:	—	0.23 yrs. 12 visits	—
ALL:	1.77 yrs. 92 visits	1.95 yrs. 101 visits	1.58 yrs. 82 visits

Most clients continue to live at home, attend school, and participate in community activities while enrolled in our services. Our goal is to coordinate schedules and services to support participation and success in the child's natural environment both during the program and upon discharge.



## CLIENT APPEALS POLICY/PROCESS

This policy exists to provide all persons receiving non-contract services an avenue to appeal the decision of one or more members of the Center's staff.

Persons served at contract sites must follow the appeal policy of the organization that is contracting services from the Center.

Unless Center management feels there is a well-documented safety concern, the client may continue Center services during the appeals process. Easterseals DuPage & Fox Valley personnel are prohibited from retaliatory behaviors or actions toward a client/family in response to client family request for appeal.

### PROCESS FOR APPEAL OF THERAPY OR CHILD-CARE RELATED ISSUES!

#### General Guidelines

- All appeals are to be held **confidential** by all parties involved.
- All requests should be made in writing with a copy of the letter of request to the staff member involved and the member of Center management identified in each step of the process.
- Families may request assistance with this process from their Case Manager, a Parent Liaison, or a Social Worker.
- Families may invite an advocate to participate in any step of this process.

Prior to the formal appeals process, we encourage that an informal discussion/meeting between the service provider and client family occur to discuss options/solutions to the current conflicts.

If informal discussion does not lead to client family satisfaction, a formal appeal may be requested.

#### Step One: Client Family Meeting with Center Service Provider and Service Provider Manager

- As requested, a parent/client conference will be scheduled with the Center service provider, the service provider's manager, and the client family to discuss concerns.
  - The Treating Therapist is responsible for scheduling the meeting.
    - Conference will occur within two weeks following receipt of written request.
    - The requesting family will be contacted within two business days of receipt of the written request to obtain scheduling availability.
  - Following the conference, staff member(s) will:
    - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
    - Notify the client's Case Manager regarding the conference outcome.
-

*If parent/client is not satisfied with outcome of the meeting, move to Step Two.*

**Step Two: Client Family Meeting with Center Service Provider, Manager and Vice President of Clinical Services**

- Parent/client requests a conference by notifying the Service Provider's Department Manager of request, preferably in writing.
- The Department Manager will ensure that a conference is scheduled with the Service Provider, Department Manager, Vice President of Clinical Services, and the client family.
  - Conferences will occur within two weeks following receipt of written request.
  - The requesting family will be contacted within two business days of receipt of the written request to obtain scheduling availability.
- Following the conference, the Service Provider will:
  - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
  - Notify the client's Case Manager regarding conference outcome.

*If parent/client is not satisfied with outcome of the meeting, move to Step Three.*

**Step Three: Client Family Meeting with Center Service Provider, Manager, Vice President of Clinical Services or Programs, and President/CEO**

- Parent/client completes an "Appeal Request Form" and formally requests a conference with the Service Provider, Department Manager, Vice President of Clinical Services and President/CEO. Forms are available from the Receptionist.
- The confidential "Appeal Request Form" is returned to the office of the Vice President of Clinical Services.
  - The Vice President of Clinical Services will contact the family to obtain scheduling availability within two business days.
  - The Vice President of Clinical Services, with support from the Assistant to Executive Management, will schedule the meeting which is to occur within two weeks of receipt of that written request.
- Following the conference, the Service Provider will:
  - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
  - Provide family with a copy of the meeting documentation and record disclosure in Notes/Contacts section of the electronic medical record.
  - Notify the client's Case Manager regarding conference outcome.

If the client family remains dissatisfied with conference outcome regarding patient care decisions, external review is offered through review by a subcommittee of the Medical Advisory Board (MAB).

**Step Four: Review of Case by Medical Advisory Board (MAB) Subcommittee**

- Client family should notify the Vice President of Clinical Services in writing of a request for review by the MAB.
  - The Vice President of Clinical Services is responsible for convening a subcommittee of the Medical Advisory Board to review the client family appeal.
    - The client family is contacted within two business days of receipt of the written request for MAB review to advise the client family of the date of the next regularly scheduled MAB meeting.
    - The subcommittee will meet at the end of a regularly scheduled MAB meeting. No Center staff will participate in the meeting.
  - Prior to the meeting, MAB subcommittee members are provided with a copy of the client family's Appeal Request Form, pertinent Treatment Plans and Progress Summaries, and notes from previous conferences for review.
  - After reviewing documentation, the subcommittee will discuss the case and generate recommendations.
  - Recommendations are presented to the Vice President of Clinical Services following the discussion.
  - The Vice President of Clinical Services will document MAB recommendations in the Notes/Contacts section of the electronic medical record and will notify the Service Provider, Department Manager, and Case Manager of meeting outcome.
  - The Vice President of Clinical Services will notify the President/CEO of the MAB recommendations and generate a letter to the client family summarizing the recommendations of the MAB. A copy of the letter will be forwarded to the Clinical Services professional for scanning into the electronic medical record.
  - Decisions of the Medical Advisory Board Subcommittee are final.
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## INVOLUNTARY DISCHARGE POLICY

A critical element for successful service outcomes is the trust that is shared between the provider of these services and the client/family. Various issues can affect this trust in a negative manner. These elements include, but are not limited to, the following:

- Lack of respect for the service provider, other clients, and/or the facility.
- Failure to respect the rights to privacy and confidentiality of other clients and staff.
- Failure to follow the rules that enable the facility to be a healthy, safe, secure, and accessible environment.
- Failure to attend scheduled therapy services in accord with attendance policies.
- Disagreement regarding goals and procedures for the services provided.
- Lack of responsibility to ensure payment for services being provided.
- Abuse, in any form, of the facility, its staff members, visitors or clients.
- Fraudulent acts which may put the facility or its service providers at legal risk.

It is the policy of Easterseals DuPage & Fox Valley to discharge a client when one or more of the above behaviors occur and are viewed by Easterseals DuPage & Fox Valley Administration (i.e., President/CEO, V.P. of Clinical Services, V.P. of Human Resources, V.P. of Development) as having a negative affect between the service provider and the client.

In such an event, Easterseals DuPage & Fox Valley Administration has the right to discontinue the provision of services and may make suggestions in the identification of alternative services for the client. The client has the right to use the Appeal procedures should they disagree with a decision of ESDFV (Easterseals DuPage & Fox Valley) staff.

**ACCIDENT, ILLNESS, ABUSE/NEGLECT REPORTING****State of Illinois Abused and Neglected Child Reporting Act**

Easterseals DuPage & Fox Valley complies with State requirements in acknowledging that staff, employees, and volunteers are mandated to immediately report all instances of suspected child abuse or neglect to authorities as required by the State of Illinois Abused and Neglected Child Reporting Act. This confidential report is filed with the Department of Children and Family Services (DCFS) and needs only to indicate suspicion, not proof of harm.

**Reporting of Accidents and/or Illnesses**

In cases of communicable diseases, the Center must comply with the DuPage and Kane County Health Department regulations regarding the reporting of communicable diseases.

All questions related to issues of communicable disease are directed to the DuPage or Kane County Health Department, Nursing Department.

All accidents or illnesses occurring while a client is attending a Center Program must be documented in the client's case record using an Incident Report.

An oral report must be given to the client's parent/legal guardian as soon as possible after the incident.

Copies of all Incident Reports are reviewed by Clinical Department Leadership and appropriate action then taken. All Incident Reports are also reviewed by the Center's Director of Quality Services and Education to look for trends, recommend staff training and develop action plans, when appropriate.

## CONTROL OF INFECTIOUS AND COMMUNICABLE DISEASES

The Center has an infection control program designed to minimize the possibility of infection through control and recognition of environmental infection hazards. The following are key steps in this disease control program:

### Routine Pre-treatment Assessment:

All clients and family participate in a pre-service health screening during check-in.

Therapists will not treat clients with the following conditions and therapists should not treat patients if he/she has any of the following conditions:

- Symptoms of viral disease such as COVID-19, influenza, etc.
- Open or infected wounds (not under treatment)
- Severe upper-respiratory infection, cough, or sore throat
- Gastro-intestinal upset evidenced by abdominal pain, nausea, vomiting or diarrhea (in the past 12 hours)
- Temperature over 100° (in the past 24 hours)
- Rash or skin eruptions (until diagnosis)
- Head or body lice
- Any infections not under treatment

Center staff will cancel the treatment of a client exhibiting any of the above conditions and discuss concerns/rationale with the client's parents. The therapist will encourage the client family to make an appointment with his/her family physician, if appropriate.

This should be done as soon as possible to prevent illness from spreading to other children. In most cases, a written release to return to therapy should be obtained from the physician, if possible.

Any therapy staff member should seek the advice of their manager, the V.P. of Clinical Services, or Director, Quality Services, if unsure of the client's health or uncertain as to the best method for handling the situation.

In cases of communicable diseases, the Center must comply with the DuPage and Kane County Health Department regulations regarding the reports of such diseases.

Routine Hygiene:

All personnel must wash their hands thoroughly between clients and following contact with any body fluid. Clients and visitors are asked to follow the same precautions.

All individuals over the age of 2 and medically able to wear a mask, are required to do so.

Diaper Disposal

Soiled diapers must be sealed in a plastic bag (available in Rest Rooms) before disposal in Restroom trash cans. Diapers should not be disposed of in other areas of the buildings.

Disinfection of Therapy Toys and Equipment:

Therapy equipment (mats, balls, bolsters, etc.) is sanitized between clients. Small toys and feeding equipment are thoroughly washed and sanitized between clients. Please notify your therapist if you have a concern that equipment needs care.

Please do NOT allow your children to play with or on therapy equipment.

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## CLIENTS RIGHTS AND RESPONSIBILITIES

**These rights and responsibilities apply to clients, their families and/or guardians served by Easterseals DuPage & Fox Valley.**

### **YOU HAVE THE RIGHT:**

- Not to be denied participation in services based on the grounds of race, color, creed, sex, national origin, disability, religion, or age.
- To respectful and considerate care, and to ask questions when you do not understand or would like additional information.
- To expect complete and current information concerning your condition from staff members responsible for your care and welfare.
- To have communication aids and services to communicate effectively with us regarding your condition and services provided at no charge. This may include provision of a qualified sign language interpreter, written information in alternate formats or languages, language interpretation services for individuals whose primary language is not English.
- To know by name and specialty, the staff members responsible for your care.
- To consideration of your privacy and individuality, and to be treated with consideration, respect and full recognition of your dignity and individuality.
- To respectfulness and privacy as it relates to your treatment program.
- To expect a reasonable response to your requests.
- To expect reasonable safety as far as Center practices and environments are concerned.
- To be informed, prior to or at the time of service, of all services available at Easterseals DuPage & Fox Valley and the related charges.
- To be afforded the opportunity to participate in planning your treatment program and to refuse to participate in any treatment.
- To the maintenance of confidentiality.
- To request consultation at your own expense or to request an in-Center review of your treatment plan.
- To have your rights explained to you in a language that you understand.



**YOU HAVE THE RESPONSIBILITY:**

- To be honest about matters that relate to you as a client, including health-related concerns.
- To attempt to communicate and participate in the therapy process to understand your/your child's needs.
- To attempt to follow the directions and advice offered by the staff.
- To report changes in your condition to those responsible *for* your care and welfare.
- To be considerate and respectful of the rights of both fellow clients and staff.
- To honor the confidentiality and privacy of other clients.
- To notify the Human Rights Committee via the President's office if you feel your rights are/have been violated.
- To assure that the financial obligations of your health care are fulfilled as promptly as possible.
- To follow Center policy and procedure affecting your care and conduct.

**RIGHTS OF MINORS**

Easterseals DuPage & Fox Valley employees are classified as mandated reporters in Illinois. In all cases where there is an unresolved concern regarding the rights or treatment of a child and the rights of his/her parents and/or guardian, Easterseals DuPage & Fox Valley must consult with the Illinois Department of Children & Family Services.