



**Easter Seals Iowa  
Camp Sunnyside  
Camping and Respite Services**

**Policies and Procedures Handbook**

**2017**

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## Easter Seals Iowa

Easter Seals Iowa's mission is to provide exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.

Easter Seals Iowa has been providing recreational opportunities to children and adults with and without disabilities since it opened Camp Sunnyside in 1960. Respite Services have been offered since 1979 to provide temporary care for persons with a disability of any age who live at home. Clients have a wide range of ages, abilities, and interests, which means Easter Seals Iowa is continually reviewing its programs to assure a variety of meaningful activities.

### Easter Seals Iowa Camp Sunnyside

Easter Seals Iowa Camp Sunnyside is located on 80 acres of wooded land three miles north of Interstate 35-80 near Des Moines. The Camp provides a wide variety of activities including swimming, boating, canoeing, fishing, camping, hiking, archery, arts and crafts, cookouts, climbing wall, sports and games, nature study, horseback rides, an animal farm, zipline, adventure tree climbing and many special events. The site and camping programs are accredited by the American Camping Association.

### Respite Mission Statement

Our philosophy is to provide each client with the opportunity to have fun, experience the outdoors, and try things they've never done before. The goal of Easter Seals Iowa Camping, Recreation, and Respite Services is for each client to be safely involved in recreational activities, achieve the greatest level of independence, actively participate in the decision-making process, and interact socially with fellow clients and team members.

### Program Descriptions

**Resident Camp** at Easter Seals Iowa Camp Sunnyside runs Sunday through Friday from June through early-August, and provides traditional summer activities with residential stays for people with and without disabilities. The age limit is 4 years old.

**Respite Services** are designed to provide caregivers an opportunity to reenergize for a weekend. Studies have shown that when families use respite care, it increases the likelihood that a family member with a disability will remain in the home, rather than require placement outside of the home.

The program offers a safe and fun weekend of seasonal recreation. Respite Services are available at Easter Seals Iowa Camp Sunnyside on a scheduled, year-round basis. There is no age limit. In a family emergency, respite care may be arranged at Camp Sunnyside depending on team member availability.

**Supported Day Camp** is designed to provide all the fun of daily camp activities while providing parents and caregivers a break. The program is a day camp program, but provides higher ratios of supervision and skilled personal care. Ages 6 - 17, Monday through Friday, 8:00 a.m. to 5:00 p.m. This is a Waiver and County funded program.

**Bridge Camp** is designed for children (ages 6-14) who can be supported in a traditional summer Bridge camp ratio of 1:8 supervision. The program will focus not only on the traditional activities of camp, but will have activities structured around becoming a good role model and helpful friend to peers with disabilities.

## **Acceptance/Admission Criteria**

Easter Seals Iowa strives to serve all those who apply for services at Easter Seals Iowa Camp Sunnyside and Easter Seals Iowa team member will work with clients through their programming to provide a successful experience. However, because of the nature of our program, including its community living situation, team member ratios and diverse population, we may not be able to safely serve applicants who exhibit behaviors or concerns that include but are not limited to:

- Sexual aggressiveness/socially unacceptable sexual behavior
- Physical aggressiveness towards others/property
- Inability to adapt to a group living situation
- Medical issues requiring care beyond the scope of our health center team members
- Willful attempts to leave the camp property/program session/group
- Mental health issues outside the scope of a recreational program
- Change in level of support needed based on ratio staffing

## **Our Team Members**

Team members are required to complete an interview and screening process. Each person must pass a background check, drug test, and submit two references. Most of our team members are college students or graduates of programs in therapeutic recreation, occupational therapy, physical therapy, special education, education, nursing, psychology, social work, or sociology. Easter Seals Iowa also employs a number of international team members. Team members receive training from nurses, therapists, social workers, parents, clients, and other Easter Seals Iowa team members. In-service training is provided to keep team members current in care, emergency, and programming procedures.

## **Registration Process**

Our registration for respite sessions is on our website, where you will find a link to a quarterly registration. To request sessions, simply open the link and fill out the form. You will need to know

the dates you would like to request, your case manager's name and email address. Once your form is submitted, your request will be entered into our system. Confirmations will be mailed the 12<sup>th</sup> day of the month prior to requested sessions.

For campers needing 1:1 support, requests are now entered into a computer program that assigns sessions based on requests received. Letters of confirmation will be sent the 12<sup>th</sup> day of the month prior to requested session. Campers who are not registered by our computer system will be placed on a waitlist in order of assigned number. In order to serve a larger number of families on a regular basis, campers needing 1:1 support will be limited to two confirmed sessions per quarter. We reserve the right to cancel confirmed sessions at any time.

Requests for all campers needing 1:1 support must be submitted by the 11<sup>th</sup> of each month previous to the month requested. Any submissions turned in after the 11<sup>th</sup> of the month prior to the month requested will automatically be put on the waitlist.

In the event you need to cancel your requested session, please notify our office at least 7 days prior so that we are able to serve another family.

## **Team Member Ratios**

Easter Seals Iowa programs follow the guidelines set by the American Camping Association for minimum team member ratios and patterns for clients who have minimal medical, behavioral, and/or ambulatory challenges. Our policy is to provide as much team member attention as is needed for clients to fully involve themselves in the program. 1:1 support typically needs supervision/redirection 50-100% of their day, situational support applies to someone who needs that support 25-49% of their day, and someone who does not need 1:1 support might need redirection 0-25% of their day

## **Behavior Programming**

The safety of each program client is our foremost concern. It is not our policy to use aversive or derivational procedures that require physical restraints or intervention. If aversive or derivational procedures are part of the client's programming, we reserve the right to evaluate whether our programs are appropriate for the individual, or we may look at other team member alternatives.

Should an incident occur, the Program Leader and other applicable team members will determine whether a client is allowed to stay. When the client's behavior seriously disrupts a program, or if the client is endangering themselves, other clients, team members, persons in the community, or is damaging property, we will inform the parents, guardian, social worker and/or facility team member of the status of the situation and seek their advice and support before dismissing a client. If a dismissal from any session occurs, an interdisciplinary team meeting will be called by the camp team members to address ways to provide necessary supports for the individual in future sessions.

## **Restraint Policy**

Purpose: At Easter Seals Iowa it is our goal to use a proactive, “hands-off” approach employing positive behavioral supports in order to increase independence for the individuals we serve. In the event that a crisis situation should arise in the form of a client endangering themselves or others in some way, team members will assist in resolving the emergency in a way that safeguards the dignity and safety of the client and others who may be nearby.

Easter Seals Iowa prohibits, under any circumstances, the use of restraints as a form of punishment, for the convenience of the team member, or as a substitute for a noninvasive program. Team members are trained to recognize individual triggers for each client’s escalation points and avoid situations that will result in crisis.

Easter Seals Iowa is in partnership with Polk County Health Services and trains all employees on the philosophies of Positive Behavioral Support.

## **Client Grievance and Appeal Process**

Easter Seals Iowa will work with each client to meet their individual goals. Easter Seals Iowa offers many programs and services to assist clients in achieving their goals. Each service has a service description that explains the service. Eligibility for services varies from service to service and funding sources for each service. There are times when a decision may be made in which a client may not agree. The grievance and appeal process is in place to assist with resolution.

If you disagree with your program plan or decisions made, the following process should be utilized for grievance and appeals.

### **Procedure:**

- Notify the Leader of the service in writing. Please state the grievance or decision you would like reviewed, any additional information you feel would be helpful.
- An advocate will be assigned to assist you with this process if you desire. This advocate will be a team member from a non-conflicting Easter Seals Iowa program. He/she will assist you in voicing your concern and writing the appeal or grievance. If you prefer an outside advocate a referral will be made to Iowa Protection and Advocacy. They will then provide advocacy support throughout the grievance process.
- The Leader of the service will review and respond with a decision within ten working days.
- If the decision is still unsatisfactory, please submit the grievance or appeal request to the Leader of Quality Assurance. The Leader of Quality Assurance will review the information and make a decision, in writing within ten working days.
- If resolution is still unsatisfactory, the final grievance or appeal shall be forwarded to the President/CEO. The President/CEO will review the information and request additional information if necessary. A written response will be forwarded within 30 days. The decision will be final.

## **Dismissal for Safety Reasons**

Our programs use the client's application, program plans, and other submitted information to determine the level of care most appropriate for the individual. If a person's health condition has changed since the application has been filled out, it is the client and caregiver's responsibility to make sure that they communicate this change to the Camp Leader or RN at least 2 weeks before the start of their scheduled session. Failure to provide accurate and complete information may result in the immediate dismissal of the client from a program. **Conditions warranting possible rescheduling include but are not limited to; uncontrolled diabetes, non-compliant diabetic care, wounds of any nature and post-surgical care, casts, IV lines, PICC (infusion) lines, sutures and or staples, noncompliance with weather appropriate clothing, refusal to adequately maintain hydration status.**

Should inaccurate and/or incomplete information result in safety concerns, the parent, guardian, social worker, facility team member and/or persons completing the application may be required to provide immediate transportation for the client from any location to their home. No refund of program fees is available and travel expenses are not reimbursed.

A client may be dismissed if health and/or severe behavioral concerns result in safety concerns for the client, Easter Seals Iowa team member, other clients, persons in the community, and/or property. If the client is dismissed from a program, immediate arrangements must be made by the parent, guardian, social worker and/or facility team member to transport the client to their home. In addition, if for any reason the client is admitted to the hospital, the parent, caregiver, guardian, social worker, and/or facility team member assume immediate responsibility for client.

## **Health Care**

We serve a variety of individuals with varying abilities, medical conditions and personal needs. When Easter Seals Iowa Residential Camping, Recreation or Respite Services programs are in operation, the Health Center has a team member on site 24 hours a day, either a registered nurse or other trained personnel who follow current nursing standards.

Accurate completion of the Health History and Camp Application form helps team member members prepare for clients' needs. It is important to be specific about all nursing and personal care procedures. Reasonable requests will be considered as long as they do not conflict with safe nursing practices and do not adversely affect the program.

Due to session numbers, there may be situations when we are unable to safely serve particular health needs, these will be discussed at check in if prior notification was not received by Health Center team members. This may result in a client being sent home during the check in process, however all efforts will be made to avoid this situation when possible.

Program team members are trained by the leadership team members regarding all aspects of personal care needs for clients. If there are particular techniques that a person is most comfortable with, please note them on the Health Record form that is filled out the day of check in.

If a client has scheduled visits to physicians or therapists while attending a session, transportation must be provided by persons other than camp team member.

Easter Seals Iowa does not carry health or medical insurance for our clients. It is the responsibility of the client, parent/guardian and/or facility to have medical insurance coverage. Clients are responsible for the cost of transportation, including ambulance fees, to and from camp for emergency services.

### **Illness**

No one who has been exposed to contagious illnesses such as measles, mumps, strep throat, mono, etc. in the three weeks prior to arrival will be allowed to attend our program. Due to recent new concerns with skin conditions, we reserve the right to dismiss clients who have or show signs of but not limited to the following conditions: staph infections, MRSA sores, ringworm, head lice, athlete's foot, bed bugs, and scabies. No refunds will be submitted if client is dismissed for these reasons.

If a client does become ill or injured, our Health Center team members will contact the parent, guardian, facility team member, and/or the emergency contact person, and will assess a client's ability to remain in the program. **All contact information MUST be filled out completely to ensure someone is able to be reached in case of emergency.**

### **Physician's Clearance**

Individuals with specific health concerns and/or persons with Down syndrome, trisomy, spina Bifida, or other spinal cord involvements need a physician's clearance to participate in physically active programs. Please notify your physician and have them note any restrictions, such as antio-axial instability, brittle bones, or joint replacements, on the Physical Examination form.

### **Supported Day Camp, Resident Camp, and Respite all require a Physical Examination Form.**

Summer Bridge Camp does not require a Physical Examination form. The physical must be filled out on the Easter Seals Iowa Camp Sunnyside Physical Form to completion. We must have the date of the most recent Tetanus Booster.

### **Medications**

In order to increase safety to our clients by minimizing the possibility for medication errors, reduce client check in time by performing medication log-in, in advance and allow Health Center team members more time with caregivers to gain thorough information regarding client health and care needs the following are required of all clients:

1. Clients must be able to take prescribed medications. Clients who refuse medications or need to be restrained for medication administration may be dismissed. The health center will provide applesauce, yogurt, or juice for medication administration, as directed. If other items are needed, please bring to camp the day of check-in.
2. Our common medication times are breakfast, lunch, dinner, and bedtime. Due to the



volume of clients served, we encourage keeping to these times with exceptions given for specific types of medications such as seizure meds. Please note any medications that must be administered outside of this schedule.

3. Medications are to be listed on the Health History form by the parent, guardian, social worker and/or facility team member person.
4. Resident Camp clients must send medications to Camp Sunnyside at least two (2) weeks in advance of scheduled start date of camp. **This applies to resident camp only.** Day programs are asked to check medications in on a weekly basis in the Health Center.
5. **Submit all medications in multi-dose unit packaging.**
6. Provide enough medication for the length of your camp stay plus one additional dose.
7. Clearly identify your medication package with the dates of your camp stay. Please notify your pharmacy of the session dates, if being mailed directly from pharmacy.
8. **For people with insulin dependent diabetes:** If you (client) are an insulin-dependent diabetic, please bring your glucometer the day of check-in along with insulin, syringes and extra test strips. All instructions for snack times and doses must be presented in typed form. If you require certain snacks such as diet bars, please bring these items with you. All sliding scale orders must be in writing. Please be prepared to speak directly with the RN at check-in.
9. Please DO NOT pack any type of medication in a client's luggage or purse. They CANNOT have Tylenol, Advil, Aspirin, or any other medications in their luggage or on their person. The ONLY exception is a rescue inhaler or an epi-pen. This is for the safety of all clients on site.

## Clothing and Equipment

It is important to pack for the weather and season. **All items must be marked with the client's first name and last name.** We will be providing the bedding and pillows for each camper, so please do not bring any of these items to camp. The only items campers need to bring are weather appropriate clothing, toiletries, briefs if necessary, and swimming gear (suit, earplugs, goggles, etc.).

We do not wash clothing on a regular basis; however we do have laundry facilities to wash articles in an emergency. Please note clients will come home with dirty laundry. Due to timing restrictions, if clothing is soiled on check out day, these clothes will be sealed in a plastic bag, labeled and sent home for cleaning.

If a client needs assistance in toileting and showering, please pack the appropriate number of disposable briefs, diapers, or Attends. Also please send all feminine hygiene products needed for the entire weekend or weeks stay, if anticipating menses.

For safety reasons, please send ONLY electric shavers, rather than razors with blades, for any client shaving.

It is important to include items that help the client interact. These may include but are not limited to:

- Communication devices, glasses, and hearing aids
- Walkers, electric wheelchairs, scooters, transfer boards, and specialized shower chairs
- Adaptive eating and drinking devices
- Electric Hoyer Lift (this will only be used by the client)

**Hoyer lifts are required for any person weighing 100 pounds or more and non-weight bearing. Trained team member/caregiver from the home MUST demonstrate proper use of all equipment before leaving the check in process.**

**Do not bring:**

- toys and video games
- jewelry or other valuables
- radios
- cell phones
- iPods
- Tablets
- any items that can get lost, broken, or stolen
- tackle boxes

These items will be locked and stored in the health center until the end of the session. Clients will not have access to items while at camp. Clients may bring a personal radio, iPod or tape/CD player only if it can be used without disturbing others. We reserve the right to limit use of such items. We are not responsible for any damage to items.

We make every effort to assure clients go home with everything they brought. Due to the communal living situation, items may be lost, misplaced or even stolen by other clients. **Clearly marking all items will help alleviate this problem.** We will not replace lost, damaged, or stolen items. We request that guardians and clients check their luggage for missing items at the end of their session.

**Procedures**

In an effort to provide a safe environment, we have developed the following procedures for all programs:

**Seat Belts**

Clients, team member members, and volunteers must wear set belts while in vehicles. Clients who are non-ambulatory and must remain in wheelchairs will be secured to the floor. Those who can be transferred to a seat in the transportation vehicle will be secured using a seat belt. Clients who will not wear a seat belt are not eligible to participate in programs requiring transportation in a van, car, or other camp vehicle.

**Smoking**

SMOKING IS NOT PERMITTED ANYWHERE ON EASTER SEALS IOWA CAMP SUNNYSIDE GROUNDS. PLEASE DO NOT START SMOKING CESSATION PROGRAMS LESS THAN TWO WEEKS

PRIOR TO SCHEDULED CAMP SESSION. DOCUMENTATION WILL NEED TO BE PROVIDED.

### **Drugs and Alcohol**

The consumption of alcoholic beverages and/or possession of illegally obtained drugs are prohibited during all programs for all clients, team members, and volunteers.

### **Damage to Property**

Clients who intentionally damage or destroy other's property will be financially responsible for the repair or replacement of the property. Bills for repair or replacement will be forwarded to the client. Easter Seals Iowa, the Easter Seals Iowa Camping, Recreation, and Respite Services programs, its team members, and/or agents accept no financial responsibility for damaged, destroyed, or lost property.

### **Personal Property**

Clients, team members, or visitors (excluding law enforcement personnel) are not allowed to possess or use firearms, weapon tools, flammable liquids, animals, camp vehicles, or personal sports equipment on site. This includes but is not limited to pocket knives and tackle boxes with fishing equipment. Violation of this rule could result in immediate dismissal.

### **Diet**

The kitchen team members work to ensure all meals are nutritious. Most diets and food variations can be accommodated. Due to the increase in severe and life threatening allergies to foods, we ask that you **do not** send food from home with your camper. Our kitchen provides 3 delicious meals a day with a large variety of foods to enjoy. In addition, fruit is available for snacking at all times throughout the day. Any food sent will be kept locked in the Health Center until check out at which time it will be sent home. We will continue to provide considerations for special diets needs. Please contact us with requests that involve aversions or other issues not covered above. Any questions, comments or concerns, please contact our Food Service Manager at 515-309-2377.

### **Communal Living Privacy**

Clients need to be able to live and sleep in a communal setting in rooms with up to 14 other individuals. Separate accommodations are provided for males and females. Team members maintain as respectful and dignified atmosphere as possible for clients; however, there is little privacy.

Clients must not disturb the rest or property of others. If this becomes an issue, the client may be dismissed from the program.

### **Curfew**

Lights out for all programs is 10 p.m. for children 17 years of age and under. Adults may stay up later outside of their cabin or in a common area. For safety reasons, all adult clients must be in cabins and ready for bed by midnight.

## **Supervision at Night**

A minimum of two designated team members sleep in the cabin to supervise clients and respond to their needs during the night.

## **Activities**

Some activities have specific requirements for participation. The following requirements apply to the activities:

- Rock Wall, Horseback riding – All clients must wear long pants, shoes, and a helmet and must have physician's clearance.
- Boating/Canoeing – All clients must wear life jackets.
- Swimming – Clients must pass a swim test before being allowed in the deep end of the pool. If clients have a seizure condition, they are required to wear a life jacket at all times in the pool.
- Rock Wall, Zipline, and Tree Climbing- All clients must have physician's clearance before participating in these activities.

Please note that an outdoor activity often involves extended sun exposure. Clients at risk for sun sensitivity due to medications should inform team member of extra precautions needed. All clients must bring sunscreen and bug spray.

## **Mail**

We encourage you to write to the client. With young children, we have found it beneficial for you to post mail before their arrival so they receive a letter from you on their first night.

Correspondence should be addressed as follows:

Client Name  
c/o Easter Seals Iowa Camp Sunnyside  
401 NE 66th Ave  
Des Moines, IA 50313

Faxes can be sent to the client. Our fax number is (515) 289-1281. You can also e-mail a client at [info@eastersealsia.org](mailto:info@eastersealsia.org).

## **Phone Calls**

If you would like to know how a client is progressing at any time during the session, please call the Health Center (please see “How to reach us” at end of handbook). We will make every effort to have the team member who is working directly with the client talk with you. Please understand team members may not be able to call back immediately because they are also responsible for the care of other clients in a group. They will return calls when there is down time, generally around meals or in the evening.

## **Visitors**

To help the client more quickly adapt to the new environment, and for the safety of our clients, visits by parent, guardian, and/or facility team member are not allowed during the session. Should a visit be necessary, it must be prearranged with the Camp Program Assistant at 515-309-2375. All visitors must check in at the main office Monday through Friday between 8:00 a.m. and 5:00 p.m. Visits are limited to 30 minutes and are at the discretion of the Program Leader. Drop in visits will not be allowed.

## **Camp Store**

Souvenirs, such as t-shirts, are for sale in our camp store. Soda is also sold in the Camp Store. No snacks are sold at the store.

## **Money**

Clients in Resident Camp are encouraged to deposit any cash they have in the camp store bank during check-in procedures. Money can be withdrawn to purchase items in the camp store. Clients may keep money with them, however, our team members will not monitor purchases, track money, or be held responsible for money that is lost or stolen. Thirty days after summer camp has ended, unclaimed money will be donated to Camp Sunnyside. Respite does not open the camp store during the weekends.

## **Check-In & Check-Out Times**

**Respite Services** – Check in is Friday between 6:30 and 7:30 p.m. No dinner is served. Clients must eat before they arrive at camp. No clients will be checked in after 8:00 p.m. If you cannot check in Friday evening, please check in Saturday morning at 10:00 a.m. at the Health Center. Check out is on Sunday between 3:00 and 4:00 p.m.

**Resident Camp** – Check in is Sunday between 2:00 and 4:00pm .If you anticipate an arrival time later than 5:00p.m., you will need to check in Monday morning after 9:00 a.m. Check out is Friday between 2:00 and 3:00 p.m. If you are going to be late, please make special accommodations or arrangements to ensure timely pick up. Additional fees will be implemented at a cost of \$1 per minute late, starting at 4:30 p.m.

**Summer Day Camp and Bridge Camp** – Daily check in begins at 8:00 a.m. Check out ends at 5:00 p.m. Extended hours are available for an additional fee. See application.

## Check-In Procedures

Easter Seals Iowa does not provide transportation to individuals for arrival or departure at camp. Only in the case of a medical emergency will an Easter Seals Iowa team member provide transportation to a medical facility.

### What to expect at check-in:

- Arrive at the designated check-in time. **No one is allowed to check in early.** All clients must be supervised by caregivers until check in is complete and medications are verified by the Nurse.
- All programs require you to sign in and out each time a client is dropped off or picked up. Day program clients requiring medication administration will need a caregiver to check in all medications, g-tube feedings, and inhaler instructions in the Health Center.
- We will review with you any paperwork which needs to be updated and allow you to deposit any funds you wish to leave for the client.
- The caregiver (a bus and or cab driver is not acceptable) will be required to meet with a member of the Health Center team. All attempts are made to keep this brief, however due to the nature of care needs of people served; **a wait of 2-3 hours is not uncommon during the check in process.** This time is used to learn adequately the needs and assure the safety of all our clients for the session.

It is important to make yourself available for our team members who will be working directly with the client. This is the time to ask any remaining questions and clarify instructions.

Homesickness can be a problem, especially with younger clients. We have found it best for you to leave shortly after the check-in procedures to help the client more quickly adapt to the new environment. We want them to start meeting counselors and fellow clients as quickly as possible.

## Check-Out Procedures

Please arrive at the designated time and follow the signs to the check-out area. If you intend to pick up the client early, you must call the day before so we will have all of the client's belongings ready and paperwork completed. Procedures to follow include:

1. Sign the client out of the program, check out is at the Health Center.
2. Pick up any leftover money at the Camp Store.
3. Go to the luggage pick-up area, and make sure you pick up all of the client's luggage and equipment.
4. Please check the lost and found table for any items you may be missing.

## Check-Out for Summer Day Camp & Bridge Camp

You must check out each day during the week. Procedures to follow include:

1. Sign the client out of the program.
2. Receive any medical information regarding the person's stay.

3. Pick up belongings.
4. Pick up leftover money deposited at Summer Day Camp check-in.
5. On the last day of Summer Day Camp session, please make sure you check the client's box in the Day Camp room and pick up any leftover medication and art projects.
6. At the end of the week parents will receive a summary of the week's activities.

## **Extended Hours and Late Fees**

Summer Day Camp and Bridge Camp's hours of operation are 8:00 a.m. to 5:00 p.m. Parents and guardians have the option of utilizing extended hours from 7:00 a.m. – 8:00 a.m. as well as 5:00 p.m. – 6:00 p.m. for an additional fee of \$25 per week or if NOD hours are increased by 10 hours per week. You will also need to fill out the Extended Hours Form located in the application and return the completed form to camp. If a parent/guardian brings their client or picks up their client during the extended hours of operation they will be charged the \$25.00 which will allow them to use the extended hours for the remainder of the week. For private pay parents/guardians if a client is not picked up by the appropriate designee, by the end of hours of operation a late charge will be enforced. There will be a late charge of \$10 due at the time of pick-up if a parent comes for a client between 6:00 p.m. – 6:10 p.m. After 6:10 p.m. there is an additional charge of \$1 per minute. For clients accessing Waiver funding NOD hours will be utilized for services provided on 15 minute increments.

The Day Camp Programs will maintain strict adherence to the 6:00 p.m. closure time. If the family has not called and the camp has exhausted the resources on the emergency card, the policy is to contact the local police after 30 minutes from closing time of the camp program.

## **Progress Reports**

Written progress reports will be made available at check-out for camp programs. In some instances, the report may be mailed to you at a later time. Respite reports will be mailed.

## **How to Reach Us**

You can reach us Monday through Friday 8 a.m. – 4:00 p.m. During the Summer Camp season, the office will be open until 5:00 p.m. The following extensions will help you reach our program departments:

Leader, Camp & Recreation	515-309-2376
Program and Support Specialist, Camp & Respite	515-309-2375
Health Center	515-309-2378
Food Service	515-309-2377
Respite Team Leader	515-309-1755

**If you need to reach a team member after hours or on a weekend during a program session, please call the Health Center as listed above.**

## **Client Rights and Responsibilities**

Easter Seals Iowa operates with the goal of assisting individuals to reach a maximum level of independence. Easter Seals Iowa recognizes that, in order to achieve this goal, each client should be an active and integral part of the programs and services offered. Considering the philosophy, clients are encouraged to remember and exercise the following rights and responsibilities.

### **Rights of Easter Seals Iowa Clients:**

1. Clients have the right to be valued and respected as individuals.
2. Clients have the right to live in an environment of their choice.
3. Clients have the right to work in a positive environment of their choice.
4. Clients have the right to be informed and exercise their rights and responsibilities.
5. Clients have the right privacy by their choice.
6. Clients have the right, when there is a need, have support to exercise and safeguard their rights.
7. Clients have the right to decide which personal information is shared and with whom.
8. Clients have the right to make informed choices about where they work.
9. Clients have the right to make informed choices about how they spend their free time.
10. Clients have the right to make informed choices about where and with whom they live.
11. Clients have the right to choose their daily routine.
12. Clients have the right to be a part of community life and perform varied social roles.
13. Clients have the right to have a social network and varied relationships.
14. Clients have the right to develop and accomplish personal goals.
15. Clients have the right to financial management is address on an individual basis.
16. Clients have the right to supports to maintain good health.
17. Clients have the right to a living environment is reasonably safe in the home, community and their place of work.
18. Clients have the right to desire for intimacy is respected and supported.
19. Clients have the right to have an impact on the services they receive.
20. Clients have the right to be provided with provisions and oversight of the high-quality supports and services.
21. Clients have the right to input into which staff he or she will work with.
22. Clients have the right to enter into contracts.
23. Clients have the right to know the rules that apply to his or her conduct in the program.
24. Clients have the right to sign or not sign any of the program paperwork such as staffing reports and the personal release form used for publicity purposes.
25. Clients have the right to decide who attends his/her staffing.



26. Clients have the right to review his/her case file in the presence of a designated Easter Seals Iowa team member at a time scheduled with Easter Seals Iowa.
27. Clients have the right to referral suggestions upon discharge.
28. Clients have the right to know the benefits to which he/she is entitled.
29. Clients have the right to modified equipment and other techniques as a part of reasonable accommodation.
30. Clients have the right to have freedom from abuse, financial or other exploitation, retaliation, humiliation and neglect.

Client rights can be limited only with the permission of the client or the client's legal guardian and interdisciplinary team. Guidelines to use in determination of limited rights are:

1. Identified as individual need.
2. Skilled training in place to meet their need and identified in the Case Management plan and IPP.
3. Periodic evaluation of the limit to determine continued need.
4. All limits of rights shall be documented in their Case Management plan and IPP.

**Responsibilities of Easter Seals Iowa Clients:**

1. Clients have the responsibility of abiding by the rules and regulations of the programs and/or when appropriate the employers.
2. Clients have the responsibility of treating others with the respect and dignity they themselves would expect. This respect also extends to the property of the facility and to the property of other persons.
3. Each client is responsible for their own belongings and property. Easter Seals Iowa assumes no responsibility for loss.
4. Clients have the responsibility of reimbursing or repairing any property damage caused to another client's property or Easter Seals Iowa property.
5. Clients have the responsibility of providing to the best of his/her knowledge, accurate, complete and timely information needed by the program.
6. It is the responsibility of the client or their representative to report any changes of personal data (ie. name, address, phone, medication, restriction) to Easter Seals Iowa team members.
7. Clients have the responsibility of letting team members know, to the best of his/her ability, whether or not he/she comprehends the plans and what is expected of him/her.
8. Clients have the responsibility of following the plans decided upon by the interdisciplinary team to the best of his/her ability or communicating to the team, to the best of his/her ability, why he/she is not following the plans.
9. It's the responsibility of the client to attend any scheduled meetings in regards to the continuation of the client's programming. Easter Seals Iowa can enforce a break in services due to program attendance, incidents in the program or other notable issues. Return to the program will not occur until a meeting has been held.

## **Nondiscrimination**

No person shall be discriminated against because of race, color, national origin, sex, age, mental or physical disability, creed, religion, or political belief when applying for or receiving benefits or services from Easter Seals Iowa. No person will be retaliated against or have barriers to services after filing complaints or concerns.

## **Confidentiality**

According to federal and state law, any information given to any member of our staff is considered to be privileged and cannot be revealed to family, friends, courts, spouse, attorneys, probation officers or employers without your written consent or the written consent of your legal representative unless you are court ordered for treatment or evaluation. Easter Seals Iowa does cooperate with law officials with regards to subpoenas etc. There are six exceptions regarding full confidentiality in Easter Seals Iowa programs:

- A. **Reporting dependent adult abuse:** All Easter Seals Iowa team members are mandatory reporters. It is the policy of Easter Seals Iowa team members to report to the Department of Human Services (DHS) if abuse to dependent adults is suspected.
- B. **Reporting child abuse:** All Easter Seals Iowa team members are mandatory reporters. It is the policy of Easter Seals Iowa staff to report to the Department of Human Services (DHS) if child abuse is suspected.
- C. **Dangerous to self and others:** When a client indicates that he or she is a danger to self or others, Easter Seals Iowa team members shall act in a manner which is most beneficial in assuring the safety of the client and others.
- D. **Minors:** The holder of confidential information is the parent or legal guardian.
- E. **Individuals with Chronic Mental Illness:** Section 228.8 of the Iowa Code specifies circumstances which allow disclosure of limited mental health information to family members who are directly involved in the care of an individual with chronic mental illness or monitoring the treatment of the individual. The family member must make a written request for the information unless an emergency exists. Information which may be released is limited to diagnosis, prognosis, medication and compliance (not to exceed six months), and treatment plan. If we release such information, you will be informed of the disclosure.
- F. **Quality of Service:** Easter Seals Iowa waiver programs are accredited by the Home and Community Based Waiver. All other programs are accredited by CARF. Our services are subcontracted through Polk County Health Services (PCHS), who monitor our funding and quality of service provision.

## **Guardian Rights and Responsibilities**

### **Rights of Easter Seals Iowa Guardians:**

- Guardians have the right to communicate concerns through Easter Seals Iowa's Grievance and Appeal Process.
- Guardians have the right to participate in all meetings and planning that pertains to the client.
- Guardians have the right to review the client's file at Easter Seals Iowa.

- Guardians have the right to provide training to team members about working with the clients.
- Guardians have the right to be valued and respected by Easter Seals Iowa team members.
- Guardians have the right to be treated without discrimination by Easter Seals Iowa team members.
- Guardians have the right to informed consent. Informed consent means that the Guardian understands and agrees with program decisions.
- Guardians have the right to be updated on the client's progress as desired.

**Responsibilities of Guardians:**

- Guardians will support Easter Seals Iowa's decision to operate client choice programming.
- Guardians have the responsibility of treating Easter Seals Iowa team members with the respect and dignity they themselves would like.
- Guardians will support Easter Seals Iowa decisions made in relation to the State laws in which the agency operates.
- Guardians will not discriminate against Easter Seals Iowa team members.
- Guardians have the responsibility to report any changes of the client's personal data.



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