



EASTERSEALS NORTH TEXAS

OUTPATIENT REHABILITATION Pediatric Client and Family Handbook

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Please note, our handbooks are updated annually; updated copies can be found on our website:

www.easterseals.com/NorthTexas

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Thank you for choosing Easterseals North Texas (ESNT), the leading non-profit provider for people living with disabilities. We look forward to working with you and your family as you reach stated therapy goals. Please take a moment to review our Pediatric Client and Family Handbook as it contains information that will be helpful to your family throughout treatment. If you have any questions or need clarification on the contents, please do not hesitate to ask your therapist. Again, we thank you for choosing Easterseals North Texas for your rehabilitation needs.

EASTERSEALS PURPOSE STATEMENT

To change the way the world views disabilities by making profound, positive differences in peoples' lives every day.

EASTERSEALS NORTH TEXAS CORE VALUES

We accomplish our purpose by using these core values:

- Client-Centered
- Collaborative
- Compassionate
- Do the Right Thing (Honesty, Ethical, with Integrity)
- Good Steward of Resources

PEDIATRIC SCOPE

The Easterseals North Texas Outpatient Rehabilitation Program provides multidisciplinary services to individuals with physical or developmental disabilities and disorders through the provision of coordinated, family-centered care delivered by a compassionate and expert team of professionals.

ESNT Outpatient Rehabilitation Program is not a substitute for a child's educational or developmental program. Instead, it is a supplement, and all clients are encouraged to enroll in or continue an appropriate educational or developmental program.

CLIENT/FAMILY BILL OF RIGHTS

The human rights of clients and families shall be respected throughout the time they are served at Easterseals North Texas. All persons, regardless of race, color, national or ethnic origin, disability, age, sex/gender, sexual orientation, sexual preference, gender identity, religion, creed, marital status, political affiliation, or genetic information are equal in value and shall be treated accordingly. This organization promotes rights that include, but are not limited to:

For the client, the right to:

- Confidentiality and privacy;
- Interactions that are sensitive to his/her culture;
- Freedom from physical and psychological abuse and neglect;
- Freedom from unnecessary restraint;
- Participate in individual planning, decision making, and implementation;
- Personal dignity;
- Personal safety;
- Provision of services in the most appropriate, least restrictive, environment;

- Accept or refuse services;
- Decline to participate in research;
- Internal and external grievance procedures;
- Offer complaints and receive timely, appropriate responses;
- Receive information in an understandable manner on the results of evaluations, examinations, and treatments; and
- Religious freedom.

For the parent/guardian, the right to:

- Accept or refuse services;
- Confidentiality and privacy;
- Interactions that are sensitive to his/her culture;
- Decline to participate in research;
- Internal and external grievance procedures;
- Offer complaints and receive timely, appropriate responses;
- Participate in individual planning, decision making and implementation;
- Personal dignity;
- Personal safety;
- Receive information in an understandable manner on the results of evaluations, examinations and treatments; and
- Religious freedom.

Proposed research projects involving clients at ESNT must be reviewed by the Director of the Outpatient Rehabilitation Program, Vice President of Programs and Services, and CEO to ensure that the human rights of the clients will be protected.

Any allegation that the rights of one of our clients has been violated will be investigated immediately by the Director of the Outpatient Rehabilitation Program and Vice President of Programs and Services, with written reports of the results and recommendations forwarded to the client and the President and CEO of Easterseals North Texas.

THERAPEUTIC AND AUTISM SERVICES PHILOSOPHY

Easterseals North Texas strives to provide high-quality programs and services that are:

- Evidence-based;
- Supervised and/or provided by licensed/certified personnel in respective fields;
- Individualized;
- Family-centered; and
- Collaborative in nature.

Easterseals North Texas maintains that:

- A client will make greater progress if the parent(s)/guardian(s) participate in the therapy sessions and home-programming activities;
- Services should be offered in an approach-based manner in the least restrictive environment;

- Our services should help all clients develop a positive self-image, independence and self-control in a fun, engaging environment;
- Each client and family is unique and services should be sensitive and respectful of the family's culture, values, beliefs, education, and life experiences;
- Open, honest communication leads to better outcomes; and
- We should serve as a resource to families and other professionals serving individuals with special needs.

SERVICES OFFERED

Easterseals North Texas offers the following direct services to clients with disabilities and their families. All of the below services may be provided by either an ESNT employee or a contract therapist on site.

Evaluations

- Hearing Screenings
- Occupational Therapy
- Physical Therapy
- Speech-Language Therapy

Treatment (therapy)

- Occupational Therapy emphasizes the developmental of functional independence in:
 - Daily living skills such as dressing, grooming, feeding, etc.;
 - Use of hands, arms and upper body for tasks such as grasping, writing, eye-hand coordination tasks and use of one or both hands to do a task; and
 - Sensory or motor skills, which are often delayed in clients with coordination problems, learning disabilities, attention deficits, handwriting disorders and sensory integration deficits.
- Physical Therapy emphasizes the development of functional gross motor movements such as:
 - Sitting, crawling, standing and walking;
 - Treatment may also include range-of-motion, strengthening, balance and endurance activities; and
 - Learning to use adaptive equipment as prescribed and needed, such as walkers, canes, wheelchairs, etc.
- Speech-Language Therapy provides testing and individualized therapy in areas related to communication. This includes:
 - Speech- how the client produces sounds and words, including pronunciation, fluency, etc.;
 - Receptive Language Skills- how well the client understands what is said to him or her;
 - Expressive Language Skills- how the client expresses him/herself with words or gestures;
 - Pragmatic Language Skills- the social use of language;
 - Oral Facilitation- oral motor and feeding;
 - Auditory Training- listening skills; and
 - Alternative Communication- non-verbal ways of communicating, such as basic sign-language, computers, communication boards, picture symbols, etc.

- Specialty Therapy Groups, such as social skills groups, are offered periodically depending on staff availability and client need. Therapy goals and objectives are established and monitored in group therapy for each client individually, just as they are in individual therapy.

SERVICES NOT OFFERED BY ESNT

- Routine medical services (e.g. blood tests, examinations, prescriptions, dental or eye care, immunizations, etc.) are not provided by ESNT.
- Diagnostic services for Autism Spectrum Disorder and learning disabilities are not provided. We are able to provide treatment for children with these diagnoses.
- In-patient services are not provided by ESNT.
- Early Childhood Intervention (ECI) Programs are not an ESNT service. Note, Children ages 0 to 3 years old are served at ESNT, as are children and adults of all ages, but ESNT is not part of the state ECI program.
- ARD advocacy services are not provided by our therapists. With adequate notice, therapists can prepare documents for a child's ARD meeting, but because of therapy schedules, they are not able to attend the ARD meetings.
- Wound care is not provided.
- Splinting is not completed at ESNT. While our team members will work with you to order splints, we do not make splints on-site.
- Swallow Studies cannot be completed at ESNT.
- Staff members cannot provide a comprehensive list of applications for electronic devices (apps) to target therapy goals. They may on occasion be able to provide names of apps they have used in therapy that are beneficial, but our staff are not experts in educational apps. Upon request, ESNT will provide resources for clients/families to use to research apps independently.
- Therapists cannot teach sign language or provide therapeutic sign language. Interpretation services may be available.
- ESNT is certified to provide clinic based services; as such we cannot provide community or home-based services.

Additionally, if any treatment modalities, diagnoses, or needs fall outside the scope of our therapy team members, ESNT will provide a list of providers that could provide services.

CERTIFICATION AND LICENSING

All treating staff members maintain their professional licensure through the State of Texas. Additionally all speech-language pathologists are certified through the American Speech-Language-Hearing Association.

All professional licenses are displayed at each center.

STAFFING

Services in the ESNT Outpatient Rehabilitation Program are provided utilizing a collaborative treatment model; members of the Outpatient Rehabilitation team meet regularly to discuss clients'

progress and coordinate care. All members of the team have access to the clients' medical records. Members of the Outpatient Rehabilitation team include:

- Director of the Outpatient Rehabilitation Program
- Physical Therapists
- Occupational Therapists
- Speech-Language Pathologists

Additionally, if the client is enrolled in multiple programs at Easterseals North Texas, client information and progress may be shared with other programs within the agency in order to coordinate care.

Other ESNT staff members, including but not limited to the Vice President of Programs and Services and the Vice President of Compliance, additionally review client information and have access to the clients' medical records as necessary.

For questions about:

- The client's treatment plan (e.g. frequency of treatment, progress, goals, or the need for additional evaluations at ESNT), please talk to your child's treating therapist.
- The client's treatment schedule (e.g. changing treatment times, re-scheduling appointments, or planned absences), please talk to the front desk staff.
- Financial arrangements, please talk to our financial team.
- Community referrals or support, please talk to your child's treating therapist.
- The program structure, exceptions to policies outlined in this manual, conflicts you are unable to resolve with ESNT staff members, please talk to the Director of the Outpatient Rehabilitation Program.

On a monthly basis, the staff of the Therapeutic and Autism Services team meets to review and discuss client cases within individual programs. The purpose of these meetings is to allow an opportunity for all of the service providers within these programs to collaborate on specific cases and seek feedback from other professionals that have expertise in other service areas. These meetings include the VP of Programs and Services, the Director of the Autism Treatment Program, Director of the Child Development Program, the Director of Outpatient Rehabilitation, BCBAs from the Autism Treatment Program, BCBAs/BCaBAs/RBTs from the Child Development Program, Occupational Therapists, Speech-Language Pathologists, and Physical Therapists. Clients receiving services through the Outpatient Rehabilitation Program may be discussed at this meeting.

LOCATIONS AND HOURS OF OPERATION

Services are provided at the following center:

North Dallas Center
4443 N. Josey Ln, Ste 100 Carrollton, TX 75010
Services offered: Speech-Language, Occupational, and Physical therapy
Office Hours: 7:30-6:00 Monday to Friday In special circumstances, appointment times may vary outside of office hours

CALENDAR

Easterseals North Texas closes on many major holidays. For a complete list of closures, please refer to our therapy calendar. Closings will be posted around the center with at least a one-week notice.

ADMISSIONS CRITERIA

All therapy programs must begin with an evaluation at ESNT to determine:

- The functional level and limitations of the client and any associated problems that would affect or be affected by a therapy program;
- The goals of therapy program and an appropriate time frame in which to meet them;
- The therapeutic strategies needed to meet goals; and
- The basis for measuring progress of the therapy program.

Pediatric Evaluations

Clients may be accepted for pediatric evaluations in Occupational Therapy, Physical Therapy, and Speech and Language Therapy if they meet the following criteria:

- **Age:** birth through 17 years
- **Presenting Problem:** Physical or developmental delays or disabilities which are causing functional problems or the need for evaluation to determine function or to assist with a management plan. Clients whose primary difficulty is behavioral or psychiatric, or whose only disability is visual impairment, are not appropriate for evaluation at ESNT.
- **Medical Status:** Clients must be medically stable enough to safely attend and participate in an evaluation in an outpatient setting without sophisticated emergency facilities in the building.
- **Physician's Referral:** Physician's orders are required for evaluations of children with medically based disabilities. The client, parent/guardian and the physician may be required to provide medical information in order to determine the appropriateness of the referral and the type of evaluation needed. As defined by CMS, CHAPTER 15/SECTION 40.4/TITLE: Definition of Physician/Practitioner may include:
 - Doctors of Medicine
 - Doctors of Osteopathy
 - Doctors of Podiatric Medicine
 - Physician Assistant
 - Nurse Practitioner
 - Clinical Nurse Specialist whose scope of service includes rehabilitative client care.

- **Financial Arrangements:** Parents/guardians must make financial arrangements with the Financial Counselor prior to scheduling an evaluation.

Easterseals North Texas accepts any client who meets our admission criteria without regard to race, color, national or ethnic origin, disability, age, sex/gender, sexual orientation, sexual preference, gender identity, religion, creed, marital status, political affiliation, and genetic information if the client meets the admission criteria for the ESNT program. A client may be referred to Easterseals North Texas for services by any source; however, most services do require a physician's prescription and/or input.

Pediatric Therapy Programs

Clinical decisions about the type of therapy, frequency, intensity, duration, and modalities used will be determined by the therapists at the time of evaluation, in conjunction with the prescription and information provided by the referring physician. The therapist will also determine what functional goals will be established for therapy and what time frame is reasonable for achieving those goals. The client and/or parent/guardian will participate in this decision-making process by working with the therapist to determine what functional goals are most meaningful to the client and will work with the therapist on determining a reasonable therapy schedule to fit the client's needs. Typically clients are seen on a weekly basis. All attempts are made to coordinate multiple services in such a way as to limit the number of visits a client must make to the center.

Clients may be admitted for outpatient rehabilitation therapy in the pediatric program if they meet the following admission criteria:

- **Age:** Birth through age 17 years
- **Diagnosis:**
 - Any disability or developmental delay causing functional impairment due to a medical, neurological, or developmental condition, and for which the therapies offered are appropriate.
 - Clients whose only disability is visual impairment are not appropriate admissions.
- **Previous Therapy:**
 - Clients who have had no previous therapy may be admitted.
 - Clients who have had previous therapy, but upon evaluation show neurological readiness and potential to continue to benefit from and achieve goals in therapy may be admitted.
 - Clients who have a change in status of a chronic condition which warrants therapy, such as surgery, learning to use new equipment, or deterioration in function which is not part of the underlying diagnosis may be admitted.
 - Clients who have had therapy elsewhere without significant benefit may be evaluated to determine the appropriateness of a trial of therapy at ESNT, but may not be admitted if there is no evidence of neurological readiness to benefit from therapy.
- **Medical Status:** Information about medical status will be obtained from the client and/or referring physician. If there are concerns about the client's medical stability for safe and effective therapy, the therapist will request input from the prescribing physician;
 - Clients must be medically stable and not technology dependent in order for therapy to be safe and effective in an outpatient setting.

- **Behavior:** Behavior must be adequate for the client to benefit from therapy and for the therapy setting to be safe for the client, the therapist and others in the area.
 - Concerns about behaviors that are felt to preclude safe or effective therapy will be referred to the Director of the Outpatient Rehabilitation Program and VP of Programs and Services as appropriate for decisions and recommendations to best meet the needs of the client.
 - See additional information on behavior in the section Continuing Care Criteria, subsection Behavior.
- **Physician's Orders:** All clients must be under the care of a physician.
 - Orders are required for most evaluations and all therapy.
 - New orders are required once per year, or any time a client is re-admitted to therapy after having been discharged for any length of time, or if there is a change in the client's medical status.
- **Evaluations:** Evaluations are required for all therapy provided at ESNT in order to determine the nature, frequency, intensity, and duration of therapy, to establish functional goals, and to begin to establish discharge criteria and planning.
 - Outside evaluations from referring sources, schools, etc., are welcome and helpful. They will be reviewed and considered, but might not completely replace the Easterseals North Texas evaluation.
- **Parent/Family Involvement:** Clients admitted to the Pediatric Rehabilitation Therapy Program must have active involvement by their parents, families, or caregivers in order to maximize the benefits of the program, to prepare for discharge, and to carry out any home program given during and/or after the active phase of therapy.
- **Financial Arrangements:** Parents/guardians must talk with the Financial Counselor and make appropriate arrangements for payment before being admitted for therapy.

CONTINUING CARE CRITERIA

ESNT Outpatient Rehabilitation Program provides services based on a medical model. As such, we provide continued services in order to assist clients who present with a deficit in specific skills or in skill sets. For continued care, clients must continue to present with skills that are below the average range for their age level or for their cognitive abilities. ESNT Outpatient Rehabilitation Program cannot provide continued care for preventive or maintenance purposes.

Additionally, the following criteria must be met for continued services:

- **Medical Status:** Client's medical status must be stable in order for the client to participate fully in therapy. If a major change in medical status occurs during treatment, a re-evaluation may be necessary in order to determine necessary modifications to the treatment plan. Parents/guardians are responsible for keeping the treatment team informed of:
 - New/updated/changed diagnosis
 - Medication changes
 - Hospitalizations
 - Surgeries
 - Illnesses and/or injuries that may affect treatment
 - Updated medical testing
 - Any medical condition that develops or is discovered during the course of treatment

- **School Status:** Services should be coordinated with the client's school program. Parents/guardians are responsible for keeping the treatment team informed of:
 - IEP goals
 - Changed IEP status
 - Updated/new testing
 - Changed classroom placement
- **Plan of Care:** All clients must have a plan of care, established by the physician and the treatment team.
- **Behavior:** Behavior must be adequate for the client to benefit from therapy and for the therapy setting to be safe for the client, the therapist and others in the area.
 - If a client exhibits behavior that is aggressive, destructive, or self-injurious in nature, parents may be required to be present during therapy sessions.
 - If disruptive behavior limits progress, therapy may be continued on a trial basis. If disruptive behavior continues and impedes the child's progress towards therapy goals, therapy may be discontinued.
- **Participation and Progress:** Clients must continue to make progress towards treatment goals in order to continue treatment. As progress reaches a plateau, or for whatever reason progress is not being made, the treatment team and family will discuss possible changes to the plan of care as appropriate.
- **Parent/Family Involvement:** Families must come to therapy prepared to attend, observe, and participate in therapy as needed.
 - Families may need to make arrangements for care of siblings or other dependents while at ESNT with the client, as drop-in child care services are not available, and young children may interfere with or prevent the parent/guardian from participating adequately in the client's therapy.
 - See additional information on parent/family involvement in the section Family Participation in and Observation of Therapy.
- **Home Programming:** Clients must complete home programming activities as given by the client's therapist. ESNT believes that home programming activities are essential in order to help the client reach his or her full potential. Additionally, proof that families have completed home programming is required by most insurance companies as a condition of coverage for services.
- **Compliance with ESNT policies:** Clients must remain in compliance with the ESNT policies outlined in this manual.
- **Financial Arrangements:** Clients must continue to remain in good standing financially.
- **Other Therapies:** While it is not required, ESNT encourages collaboration between all people working with clients. With signed consent, ESNT will collaborate with school providers, teachers, or others working with the client in order to coordinate care.

Note on scheduling: Clients who have weekly appointments will be guaranteed consistent weekly appointment times. For clients who come less frequently (every other week, once a month, etc.), consistent appointment times cannot be guaranteed. Appointments will be scheduled the week before or the week that you are scheduled to come in; it is your responsibility to contact the front desk to schedule these appointments.

DISCHARGE CRITERIA AND PLANNING

Preparations for discharge begin at or before admission to therapy, as the goal of starting therapy is to help the client become more functional in his or her natural environment and to help the parent/guardian care for the client at home and in the community. Therapy will be offered with specific goals set at the beginning of therapy in preparation for discharge at the end of that time. The client's progress will be assessed by the therapist at each session to determine progress towards discharge goals, and at a monthly team meeting to adjust the therapy program as needed. The client will be discharged when he/she:

- Achieves goals set and there are no new goals to set, or the client is not neurologically ready to work on new goals;
- Functions in the normal range for age;
- Makes no functional or measurable gains and shows no neurological readiness to do so;
- Has attendance that is not in compliance with ESNT attendance policy;
- Has a medical condition that is unstable or has changed such that therapy is contraindicated or otherwise not safe or appropriate;
- Is transferred to another program or service provider;
- Exhibits behavior that precludes him or her from making progress towards treatment goals;
- Requests discharge for any reason; and
- Does not comply with financial agreements made with ESNT and declines to work with ESNT in good faith to resolve the problem.

With the appropriate notice of withdrawal, home programming, designed over the course of the therapy program, will be discussed and taught to the parent/guardian whenever appropriate. The home program will be designed to help the client incorporate what has been learned during therapy, to maintain gains and functional skills achieved during therapy, to prevent loss of skills, and to help the family care for the client at home and in the natural environment.

A follow-up assessment and/or evaluation may be offered at some point after discharge to determine whether the client has maintained the benefits of therapy, is successful with the home program, is in need of and ready for another course of active therapy, or is in need of other services or equipment. Timing of follow-up will depend on the age, diagnosis, functional level, and individual circumstances of each client.

Appropriate referrals to other programs and services will be made at the time of discharge and follow-up, if needed. The prescribing physician will be notified of the discharge by receiving a copy of the discharge summary, and by any additional communication needed or requested by the client.

Clients are usually discharged voluntarily, that is with their understanding and agreement with the reason for discharge and the plan. However, there may be situations in which a client is discharged involuntarily if the therapy team, with due diligence, determines that the clients skill level is within normal limits, progress has plateaued, continued therapy is unwarranted or unsafe, or if the client fails to comply with the terms of the therapy agreement.

NOTICE OF WITHDRAWAL

Easterseals North Texas prefers notice of intent to withdraw from the program 30 days before the client's last day of attendance. This allows staff members to complete final assessments, compile data, prepare final documents, develop recommendations, and create home programming activities to aid in the client's transition to the next placement. Without 30-day notice, these documents cannot be prepared accurately and, therefore, ESNT may be unable to provide them.

FEES FOR SERVICES

In order to maintain a high quality staff, facilities, and equipment, payment for services is required. A confidential consultation with an ESNT financial counselor will be provided to explain fees, insurance benefits, and parent/guardian responsibility and options for payment. Insurance and third party payments are applicable to most services, and ESNT is an approved provider for several Medicare, Medicaid, and private insurance plans. A reduced rate payment program is available for qualifying clients for some services, but a few services are provided at full fee only.

Therapists do not make treatment decisions based on payer source.

COMMUNICATION

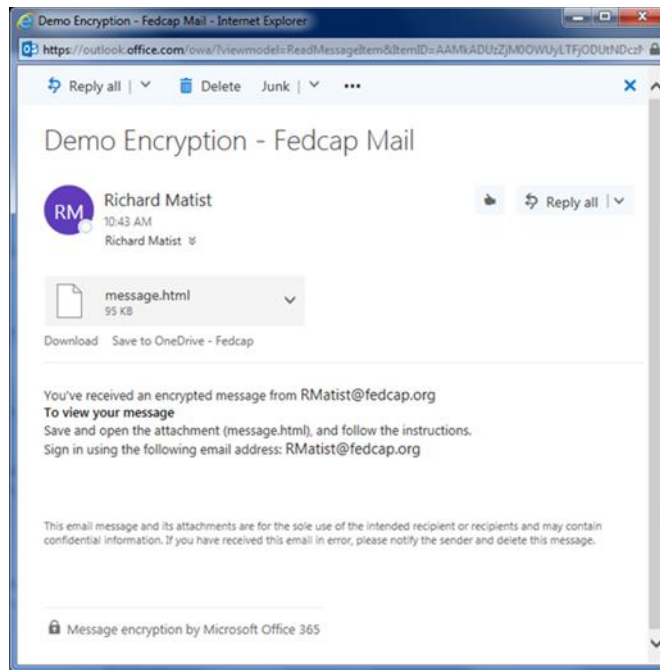
ESNT strives to serve each client effectively and efficiently. Important information for all clients will be posted on the ESNT bulletin boards located in the reception area. It is the responsibility of the parent/guardian to check this board for information each therapy session.

Additionally, we encourage clients and/or parents/guardians to discuss progress, goals, and treatment plans with their therapists. Because of the nature of the therapists' treatment schedule, therapists may not be available to discuss a client's progress immediately before or after the client's therapy session, and may not be able to return phone/email correspondence immediately. We encourage clients and/or parents/guardians to use time during the session to discuss progress. Additionally, therapists will do their best to return all phone/email correspondence in a timely manner.

In order to effectively communicate with you, while protecting your information at the same time, we will send all email correspondence that contains any protected health information to you via encrypted email.

How to open an encrypted message from us:

1. Please note, our encryption software makes emails easier to open on a computer; often there are challenges when opening an encrypted email from your phone.
2. The recipient will receive an email notification as shown. The encrypted message is in the form of an attachment (message.html). You can double-click the attachment or save the attachment to your local computer/network drive and then open it. If you save the attachment you can rename it to more easily identify it in the future.



3. You will be prompted to authenticate that you are the intended recipient of this email communication.
 - a. Microsoft Office 365 users will select “Sign-In”,
 - b. Recipients who do not have a Microsoft office account select “Request a one-time passcode”.

Once you log in you can read your email. If you reply through this system (by clicking reply at this website) your email will be encrypted and sent back to us. You can also compose email through this system and send us copies of forms or reports securely.

FAMILY PARTICIPATION IN AND OBSERVATION OF THERAPY

The effectiveness of a therapy program is greater when the parent/guardian carries over the therapeutic program at home, both during the active therapy program and after discharge. In order to do this, parents/guardians must attend therapy with the client to learn the home program, and to have an opportunity to ask questions and share information. This prepares the client and parent/guardian for discharge and helps them become as self-sufficient as possible in the care and management of the client’s problems or disabilities.

Participation in therapy, observation, questions, discussions, and teaching the home program should be done during the client’s regularly scheduled therapy session, or at a separately scheduled conference time. These should not be done before or after the regular therapy session, as the therapist has other scheduled clients to serve then. There is a charge for conferences or sessions scheduled other than or in addition to the regular therapy sessions.

Family participation in and observation of therapy must be scheduled with the client’s therapist(s) who will decide on the best way and time to do this. The following general guidelines apply to protect the privacy of other clients when families are in the therapy area:

- ESNT personnel will protect the privacy of all clients by never discussing any client or family in a public area or when other individuals are present.
- ESNT personnel will protect the privacy of all clients by discouraging questions and comments from any individual about other clients.
- Families who observe in hallways or in group therapy areas should not disturb other staff or clients with questions, conversation or miscellaneous tasks.
- Observers, including parents/guardians, are not permitted to take videos of clients in treatment, regardless of if it is a one-on-one session or a group activity.
- Families must make arrangements for the care of siblings or other children or dependents during observation or participation in therapy. Exceptions to this may be when siblings take an active role in the client's home program and who attend for the purpose of learning and participating in the therapeutic activities.

Easterseals North Texas does not provide drop-in child care for siblings, other children or other dependents. Children may not be left unattended in the lobby, regardless of age.

SUPPORT SERVICES

- Client/Family Education: Easterseals North Texas provides client/family education, resources, and referrals as part of the client's therapy program and on request.
- Client and Family Support Groups: These groups are available as needed and as enough clients are available to form a group. Referrals are also given as needed for these services.
- Helping on Horseback: Horseback riding is available at times for ESNT clients through a partnership with Helping on Horseback, Inc.. Horseback riding is an opportunity for clients to enjoy the experience of horseback riding; it is not intended to be therapeutic riding. When available, information about horseback riding will be posted on the bulletin board in the lobby.
- ESNT Respite Events: ESNT periodically hosts respite events throughout the year at one of its 4 service locations. This typically takes place on a weekend and is available at no cost to clients and their siblings on a first come, first served basis. When available, information about respite will be posted on the bulletin board in the lobby.
- Open Gym: ESNT has open gym available on Friday afternoons. Parents must be present during this time, childcare is not provided. This is an opportunity for parents to work with their children on home programming, using our gym space. For more information, or to reserve a spot for open gym, email therapy@ntx.easterseals.com.

ARRIVAL AND DEPARTURE PROCEDURES

Clients/family members are required to sign in at the reception desk at each visit or upon entrance to the building, and to sign out when leaving.

- Family members are expected to remain in the building and to participate in the client's evaluation and therapy as appropriate.
- If a family member will be observing therapy, but is running late or needs to wait for the client to first go to therapy with their therapist, the family member should obtain a "Visitor" name tag at the front desk before walking to the client's therapy room. **Anyone in the treatment area that does not have a "Visitor" name tag will be asked to return to the lobby.**

- Even when the family member is not directly participating in therapy, he/she is expected to remain in the building throughout the entire duration of the session. Any exception to this policy must be approved by the Director, Outpatient Rehabilitation.

A late fee may be charged to clients if they are unable to be picked up at their designated time.

Additionally, we ask family members to:

- Escort clients into and out of the building and to and from the therapy room as requested by the therapist;
- Provide proper supervision of the client and other minors or dependents while in the building. Proper supervision requires that the child be within eyesight of an adult family member at all times. Children are not to be left alone in the building on the grounds or in the parking lot for any reason.

ATTENDANCE POLICY AND PROCEDURE

The following attendance policies are for the Outpatient Rehabilitation Program only. Clients enrolled in other ESNT programs should check with each program for attendance policies and procedures.

- **Regular Attendance:** Attendance must be maintained at a level of at least 75% of scheduled therapy sessions each month and over the duration of therapy. This is necessary for the client to benefit from the therapy program. Absences interfere with a client's ability to benefit from the program, regardless of the reason for the absence.
- **Planned Absences:** Clients may request that therapy appointments be held for up to 2 weeks, once per year, for vacations, planned hospitalizations, etc. Therapy appointments cannot be held for more than 2 weeks, except in rare, extenuating circumstances. If this occurs, the client will be discharged, and may reapply to ESNT when the situation has changed.
- **Noncompliance with Attendance Policy:** Clients who continue to fail to attend regularly may have the frequency of their therapy reduced or may be discharged. Clients who are discharged for attendance problems, whenever possible, will be offered the names of other agencies of service providers who may better meet their needs.

The Procedure for Managing Attendance Problems is as Follows:

- **Noncompliance:** In any month in which the client's attendance falls below 75%, an attendance contract will be completed by the therapy team and the client's family specifying the contingencies for continued treatment.
 - If the client resumes regular attendance for a minimum of two months, therapy will continue as planned.
- **No Contact:** If the client does not call or attend for two weeks in a row, they may immediately be taken off the schedule and placed on hold status. Additionally, the therapist will call the client during the missed appointment if possible. If the client cannot be reached by phone, a letter with this information will be sent.
 - In order to resume services once on hold status, the parent/guardian must call the Service Coordinator to re-schedule their therapy appointment.
 - If the client's family does not respond to the call or letter within 2 weeks, the child will be discharged by the therapist, and the reason cited in the discharge summary. A letter

will be sent to the parent/guardian and to the prescribing physician explaining the discharge.

- **Recurrent Noncompliance:** If the client's family responds to the call or letter but still cannot maintain 75% attendance for at least two months or falls below 75% attendance on a recurrent basis, he/she may be discharged by the therapist. However, if the client wishes to try to continue therapy, and the therapist determines that it will be beneficial, he/she may have the therapy schedule reduced to fewer sessions per week or month, and attendance will be monitored by the therapist. The therapist will document this in the progress notes. If attendance is maintained, as per policy for at least two months, compliance will result in increased therapy as space permits and if ordered and appropriate. If the client does not maintain 75% attendance for at least one month on the reduced schedule, discharge will occur. The Service Coordinator, at the request of the therapist, will make schedule changes.
- **Expected Absences:** When a client anticipates a prolonged absence, the therapist and service coordinator should be notified immediately. The client's appointment dates and times will be held for him/her for up to two weeks. After two weeks, the client will be placed on "hold status." Hold status means that the client has not been discharged from service, but his/her appointment dates and times have been released for use by another client. Once a client has been absent from therapy for two months, he/she will be discharged. Clients who are discharged for prolonged planned absences will be readmitted, upon request, at the earliest possible opportunity.
- **Discharge Referrals:** When a client is discharged due to attendance problems, whenever possible, the team will give the family names of other resources that may better meet their needs. A discharge summary will be done by the team, and the service coordinator will send a copy to the prescribing physician.
- **Re-admission:** When a client is discharged for attendance problems, the client may reapply to Director of the Outpatient Rehabilitation Program for re-admission to therapy at a later date when the circumstances permit more regular attendance. The client will have to meet admission criteria at that time.

POLICY ON LATE OR TARDY CLIENTS

Clients are expected to arrive on time for therapy or evaluation appointments. This is necessary in order for the client to benefit from the therapy session. Shortened sessions do not provide enough time to carry out the full treatment plan.

Therapists cannot be expected to extend therapy sessions beyond the scheduled time to accommodate a late client because they have appointments with other clients that must be honored.

If a client is 10 or more minutes late, the therapist may not be able to provide a therapy session for that day. If a client is not able to be seen secondary to a tardy, the missed session will count against the client's attendance for the month.

Clients who continue to be tardy may have therapy reduced or suspended.

LATE PICK-UP OF A CLIENT FROM THERAPY

Easterseals North Texas has a policy, stated previously in this handbook, that parent/guardians are to participate in evaluation and therapy sessions, and that they are not to leave the building while the client is receiving treatment.

However, it is also ESNT's policy that a client's safety be assured at all times. It is the parent/guardian's responsibility to make sure the client is picked up promptly at the end of his/her scheduled treatment session.

If a minor is left unattended between therapy times or at the end of therapy, Easterseals North Texas' staff will continue to care for the client either in the therapy area or place the client with an administrative team member. Attempts will be made to contact the family/parent/guardian by phone using all numbers made available to Easterseals North Texas.

When the family/parent/guardian arrives to pick up the client, they will be informed that ESNT is not able to provide care for clients beyond their therapy appointment times. Parents/guardians will be reminded to re-read this handbook and their therapy contract which was signed at admission.

If a client is not picked-up after therapy, Easterseals North Texas' staff will make every effort to contact the family/parent/guardian using all phone numbers available. If the parent/guardian cannot be located, ESNT staff will contact the local police, and if needed, child protective services for guidance. An incident report will be completed.

A late fee may be charged to clients if they are unable to be picked up at their designated time.

GUIDELINES TO ATTENDANCE/ HEALTH POLICIES

Illness:

The goal of the illness policy is to enable clients enrolled at ESNT to participate as healthy individuals. This ensures the health and safety of all children and adults. To that end, any client exhibiting the following symptoms during a 24 hour period **prior** to scheduled attendance at ESNT should be kept home until all symptoms have been relieved for 24 hours. A note from the client's doctor may be required when the client is absent 3 or more days. A doctor's release is required to return following a communicable disease.

Exclusion is necessary when: a) the illness prevents the client from participating comfortably in program activities; b) the illness results in a greater care need than the staff can provide without compromising the health and safety of the other clients; or c) the client has any of the following conditions:

- **Fever** of 100.4 degrees F or higher (99 if taken underarm) within the last 24 hours.
 - The client should be fever-free without the use of medication.
- **Rashes** on the body, except diaper rash or poison ivy. The client will be excluded until a health care provider determines that the symptoms do not indicate a communicable disease.
- **Diarrhea** (loose, watery, foul smelling bowel movements): the client will be excluded if he/she has had 2 diarrheal stools within 24 hours and must after two (2) DIARRHEA STOOLS FOR A MINIMUM OF 24 HOURS AND UNTIL DIARRHEA FREE. During peak season of outbreaks of

diarrhea, we may ask that your child have a stool culture done. This policy is based on the recommendations from the Commissioner for Public Health Disease Control.

- **Vomiting:** the client will be excluded after vomiting. He/she may return 24 hours after the last episode of vomiting, or in some cases when a health care provider determines the illness to be non-communicable and the client is not in danger of dehydration.
- **Conjunctivitis** (pink eye): the client will be excluded from the center until a health care provider has seen him/her and treatment has been initiated for 24 hours.
- **Impetigo:** the client will be excluded from the facility until a health care provider has seen him/her and treatment has been initiated for 24 hours.
- **Strep Throat:** the client will be excluded from the facility until 24 hours after treatment has started. He/she may return after treatment has been initiated and he/she has been fever-free for at least 24 hours.
- **Lice:** the client will be excluded from the facility. He/she may return 24 hours after treatment has been initiated. An examination will be completed to ensure he/she is nit-free.
- **Chicken Pox:** the client will be excluded from the facility. He/she may return after sores have dried up and crusted over.
- **Ringworm:** the client can be included with ringworm; however, the client will be excluded for ringworm of the scalp and may return only after being seen by a health care provider with treatment initiated. Ringworm on the body will not lead to exclusion provided the ringworm remains covered at all times while at ESNT and an over the counter anti-fungal has been initiated. If the condition doesn't improve, you may be required to have the client seen by his/her health care provider.

If a client becomes ill with any of the above symptoms while at ESNT, staff will notify the client's parent/guardian. If a parent/guardian cannot be reached, staff will contact one of the emergency contacts provided by parent/guardian at enrollment. **It is the parents/guardians responsibility to provide up to date information that allows staff members to get in touch with them during the time the client is at the center.**

Please let staff know if the client has been exposed to or is diagnosed with chicken pox, rubella (German measles), roseola, fifth disease, lice, or any other common childhood illnesses. It is important that other families receive notification of possible exposure to these illnesses.

Families and staff members will be notified whenever a client or staff member becomes ill with one of the above listed illnesses. For reasons of confidentiality and to protect personal health information, clients' and/or staffs' names and the program/class they attend will not be released.

INCLEMENT WEATHER

Easterseals North Texas centers will close for bad weather if the corresponding school district closes due to bad weather. During school holidays, ESNT centers will close for bad weather if the corresponding city office closes due to bad weather.

Clients are encouraged to listen to local news and weather broadcasts for lists of closings. Easterseals North Texas' centers will be closed or will delay openings in accordance with the actions of the school districts in which the center is located:

- The North Dallas Center at 4443 N. Josey Lane will follow the schedule of the Lewisville Independent School District. During school holidays, this center will follow the City of Carrollton for weather-related closures.

If the above school district opens with a 2-hour delay, ESNT will see all clients for therapy appointments, at the corresponding center, starting at 10:00.

If the above school districts cancels after school activities, ESNT will cancel all appointments starting after 4:00. An ESNT staff member will call to let clients know that their appointment has been cancelled.

Note: These closings are for bad weather, but NOT for other school closings such as holidays, spring break, teacher in-services, etc. Service Coordinators in the front office can help you with any questions about schedules, hours of operation, etc.

When in doubt, call the main phone number of the building you would normally visit. If it is closed, the recording will inform you about the closing.

EVACUATION AND EMERGENCY PROCEDURES

Easterseals North Texas has procedures for fire, tornado and bomb threats, power failures, violent situations, and medical emergencies. Appointed staff members will assist you during these procedures. Evacuation maps are displayed prominently throughout the building and indicate appropriate exits to be used in case of emergency. During an emergency situation, ESNT staff members will remain with minor clients in their care until a parent/guardian is able to pick up the client.

Emergency drills are held on a regular basis. If you are present when a drill is called, staff will assist you in how to respond. Your complete cooperation is requested, as these drills are required and necessary to make ESNT as safe as possible for everyone.

EMERGENCY CONTACT

Parents/guardians are required to keep ESNT informed of any changes in emergency contact individuals and phone numbers as they occur. The emergency contact person must be willing and able to pick up the client in an emergency. The parent/guardian and emergency contact must be reachable by phone during the entire time the client is present at an ESNT facility.

CONFIDENTIALITY

All information received and/or obtained through ESNT is confidential. No one is permitted to share any information obtained at ESNT with any person(s) outside of ESNT staff. Anyone who has knowledge of any person(s) who has violated this confidentiality agreement is required to report that to the Director of the Outpatient Rehabilitation Program immediately. Any willful misrepresentation or failure to comply and follow any policy and procedures at any time is cause for denial or dismissal of services.

COLLABORATION

Easterseals North Texas facilitates and encourages communication and collaboration with other service providers and individuals in the client's life throughout enrollment in the program. This is necessary to ensure that efforts are coordinated across all environments to aid in the client's success. This also aids in eliminating duplication of effort and ensures an adequate transition plan is in place for when the client leaves the program. In order to collaborate with other providers and individuals, Easterseals North Texas requires the parent/guardian to complete a Personal Health Information (PHI) release form so that the staff can communicate with individuals outside of Easterseals North Texas. These release forms are valid for one year from completion and can be obtained through your child's therapist/case manager or the front desk staff.

MANDATED POLICY ON REPORTING ABUSE

Texas law requires parents/guardians to report suspected child abuse or neglect to the Texas Department of Family and Protective Services or law enforcement. Failure to report suspected abuse or neglect is a crime. Employers are prohibited from retaliating against parents/guardians or employees who make reports in good faith.

Additionally, as service providers, it is our legal obligation to report any suspected abuse or neglect. Therefore, Easterseals North Texas employees are required to follow the law should a situation arise that causes them to suspect abuse or neglect.

COURT ORDERS AFFECTING ENROLLED CHILDREN

Please be advised that the staff cannot refuse to release a client to the client's parent/guardian who has or shares legal custody of the client, who presents apparently reliable evidence of such right, and who presents photographic identification. In most cases, both parents have equal custody rights unless and until a court says otherwise. This is generally true even if parents have separated and one has moved out of the family home.

In the absence of a court order, both natural parents have equal rights to information about their child. Parents/guardians must provide Easterseals North Texas with a certified copy of any custodial agreements issued by a court of law. Easterseals North Texas will follow the most current copy of court orders in the client's records.

Therefore, if you do not authorize your child's other parent or legal guardian to pick up your child, you must provide ESNT with a certified copy of the court order awarding custody solely to you or denying custody to such person. The staff cannot refuse to release a client to a parent without a court order. Parents experiencing custody difficulties are strongly urged to keep the Director of the Outpatient Rehabilitation Program fully advised of circumstances that might affect Easterseals North Texas and their child.

In rare circumstances where the safety of the children and/or staff is threatened by unauthorized person determined to remove a child from the facility, Easterseals North Texas cannot guarantee the child will not be released to that person.

If a dispute arises placing any client or staff member of Easterseals North Texas at risk, law enforcement will be called to mediate.

PHOTOGRAPHS AND VIDEOTAPING

The treatment team may collect video data for each client on a regular basis. This video collection will only be viewed by ESNT team members and allows the team to track and monitor progress of each client.

If a family wishes to have a copy of a specific video, it can be requested through the program director. In the event another client is in the video, due to confidentiality reasons, the request for a copy will be denied. ESNT can copy a video to a CD; however, we are unable to email videos or transfer them to a USB flash drive.

These videos may also be used for internal training purposes for ESNT staff.

These videos are not considered to be a part of the client's medical record and will not be stored as such. Once a client discharges from the program, the videos will be destroyed within 60 days of the client's discharge date.

However, during the discharge preparation, the family will be informed if ESNT staff wish to retain any videos for internal training purposes. A release form will be provided to the family that will allow release of the materials (e.g. videos) for training purposes. Prior to signing, the family will be offered the opportunity to review the videos on site.

ESNT reviews the need to keep training videos annually. There is no guarantee training videos will be kept post discharge regardless if prior consent was given.

Each family also has the right to request that no videos be retained for training purposes. If a family makes this request, all videos will be destroyed within 60 days of the client's discharge date.

Note: videos/photographs taken by the Development and Marketing team do not fall under this policy. Requests regarding videos/photographs taken in this context must be addressed directly to Development and Marketing. The ESNT staff will NOT use the videos for any marketing purposes unless the family provides a separate signed consent allowing ESNT to do so.

Photographing and videotaping by non-ESNT employees are not permitted in any Easterseals North Texas facility for reasons of client privacy and confidentiality. Any exceptions require approval of the President/CEO or designee with a valid reason and with proper client consent. Exceptions are made, with proper client/family consent, for Easterseals North Texas Marketing and Development purposes. Clients have the right to refuse to participate in Marketing and Development activities and their decision will have no effect whatsoever on the extent or quality of services provided.

PROFESSIONALISM

Easterseals North Texas is committed to creating a safe, respectful environment that is focused on the needs of the client. Relationships between Easterseals North Texas staff members and clients

are intended to set limits and clearly define a safe, therapeutic connection, putting the needs of clients first.

Professional boundaries will be maintained at all times between Easterseals North Texas staff members and clients so that appropriate services are provided. Without professional boundaries it becomes difficult to remain objective in programming decisions and clients may not receive appropriate therapy. These boundaries will be maintained during treatment and after discharge.

Dual relationships are not allowed with current or former clients. Dual relationships occur when a therapist has some form of interaction with a client outside of the therapy environment. Any personal information revealed will be relevant to the client's treatment.

Easterseals North Texas staff members may only be contacted through Easterseals North Texas phone numbers, emails or in person at Easterseals North Texas work locations. If a family needs to contact Easterseals North Texas staff members during enrollment or after discharge, they may reach out via Easterseals North Texas contact information.

ACCEPTANCE OF GIFTS

Periodically, families and clients may want to bring small gifts for the ESNT staff (e.g. birthdays, holidays, etc.) as a symbol of gratitude. While this is a very kind and much appreciated gesture, due to ethical guidelines, ESNT staff cannot accept any gifts, including homemade and food items, from clients and/or their families regardless of the value. Families are more than welcome to donate to ESNT as an agency in lieu of giving gifts to staff if the family so wishes.

SOCIAL MEDIA AND ENCOUNTERS OUTSIDE OF ESNT

ESNT staff are prohibited from engaging in any social media relationship with clients and/or families. This is to ensure privacy as well as to respect the professional boundaries of the relationship between ESNT and the clients' family.

To respect the privacy of ESNT clients, ESNT staff will not approach clients outside of ESNT if encountered in a public setting. Families are more than welcome to approach the staff member if desired but staff members will not initiate the interaction.

DISCIPLINE AND GUIDANCE

The goal of discipline is to have the child be responsible for his or her own behavior. At no time is physical punishment or punishment related to basic needs allowed at ESNT, either by ESNT staff or by the child's parent/guardian in the ESNT setting. ESNT believes in reinforcing positive behavior, and will make all attempts to use positive reinforcement to change behavior before other techniques are attempted. If a client engages in aggressive behavior, parents/guardians may be required to observe sessions in order to ensure safety in the therapeutic setting.

CLIENT DEVICES

From time to time, families and clients bring personally owned devices such as communication boards, iPads, iPods, specialized games, etc. into therapy sessions. These devices can be used for

valid therapeutic purposes as well as for rewards. Before any client-owned equipment/devices are brought on-site at ESNT, a release of liability form must be completed by the parent/guardian and must be on file at ESNT. Devices will not be allowed in therapy sessions until this document is on file. ESNT encourages discussing the use of client-owned devices with the treating therapist before bringing it to ESNT.

ALLERGIES

ALL ESNT sites are nut free facilities.

We have many clients and staff members with nut allergies; therefore, we cannot allow peanuts, peanut butter, or other nut products in the Easterseals North Texas treatment or common areas. Parents/guardians are responsible for notifying the facility, in writing, of any allergies or other medical conditions upon enrollment or as the parents become aware of them.

BALLOONS

ESNT strives to provide a safe environment for all clients to learn. Balloons often distract in this environment and can be dangerous to our clients. We ask that balloons not be brought into ESNT facilities.

ANIMALS/PETS

Animals/pets are not permitted in therapy areas or hallways without approval from the Vice President of Programs and Services.

Clients bringing service animals to ESNT should let the front desk know that they have a service animal with them when checking in.

MEDICATION PROCEDURES

ESNT Outpatient Rehabilitation Program does not store, handle, or administer drugs or biologicals. If a client has severe allergies requiring immediate medication and/or other conditions in which immediate medication may be required, that client's parent/guardian should remain on site and will be responsible for the storage and administration of medication.

TOILETING/DIAPERING

Clients enrolled in the ESNT Outpatient Rehabilitation Program are not required to be toilet-trained; however, ESNT staff does not assume responsibility for toileting/diapering. Should the client require assistance with toileting/diapering, the parent/guardian is required to remain on-site during therapy sessions. If the client has an accident during his or her therapy session and there are not extra clothes readily available for the parent/guardian to change the client into, the client may be sent home for the day.

PROCEDURES AND CHARGES FOR OBTAINING COPIES OF MEDICAL RECORDS

Easterseals North Texas Outpatient Rehabilitation Program will send copies of all medical records to you via email unless you let the service coordinator know that you prefer another delivery method.

Records will be password protected. The password to open the document will be the client's 8-digit date of birth, XX-XX-XXXX, with no dashes. A client with a date of birth 01-01-2001 would use the password 01012001. These emails will come from the email address records@ntx.easterseals.com. If you have any questions about obtaining your medical records via email, please talk to the program director.

Clients or their parents/guardians may receive one paper copy of medical records free of charge on request and with appropriate consent for release as required by law. Additional paper copies will be provided on request; a basic document fee will be charged for these additional copies. The basic document fee will cover the first 20 pages. Additional fees, such as processing requests electronically or via other mediums, postage, or additional pages, may apply. Charges and fees will be reviewed with the client or their parent/guardian and payment for all fees must be received before copies will be made.

This same fee schedule applies to all records released to other sources with these exceptions: necessary records will be sent to managing physicians without charge as needed for proper medical care; necessary records will be sent to schools or other therapeutic programs as needed to ensure proper coordination of services, free of charge. Some agencies will have a fee contract for records, such as the Social Security Administration, which will be used in place of this fee schedule. Records, with proper consent, may be sent to third party payers without charge as part of the billing process.

All client records or information, in any form, released to anyone for any purpose, must be requested with proper written consent for release of records if, when, and as required by law, regardless of whether there is a fee for the service or not. This pertains to individual identifying information or records, not to data or case scenarios which do not or could not identify as individual client, such that that used for statistical data, for general marketing purposes, etc.

With consent, records will be pulled and copied in a timely manner, depending on the source of the record (such as active chart, inactive stored chart, or microfilm), and the number of pages to be copied.

Only ESNT staff may pull and copy records, and all records sent must be recorded in the client's chart, to include the date, which records were released and to whom they were released. Clients have the right to request and be told which records were released and to whom.

FAMILY OPPORTUNITIES

- Families/Clients as Volunteers: Easterseals North Texas welcomes volunteers who can assist with various projects or clerical tasks. Anyone interested in volunteer opportunities may call our Corporate Office at 817-332-7171 and ask to speak to the volunteer coordinator.
- Publicity: Throughout the year, the Development and Marketing Department may request that clients and families take part in publicity activities. It is the client/family's sole decision whether they will or will not participate. Clients/families will be asked to sign a release indicating if they wish to participate or not. This may be changed or revoked at any time, at the sole discretion of the client/family. The extent and quality of services provided to a

client/family will not be affected by that client/family's decision to participate or not. Participation is completely voluntary.

- Donations: Easterseals North Texas depends on donations in order to provide quality services to clients regardless of ability to pay. Please contact the Development and Marketing Department for further information. A client/family's decision to donate or not will have no effect whatsoever on the extent or quality of services provided to that client/family.

THERAPY STUDENTS, INTERNS, AND VOLUNTEERS

Easterseals North Texas is involved with several university training and outreach programs. Students who are fulfilling affiliations or practicum programs may participate in the client's evaluation, program planning and/or therapy. These professionals will be under the supervision of the appropriate licensed member of the client's team. The students, interns, and volunteers are screened, oriented, and trained so they know ESNT's policies, procedures, and rules.

Thank you for helping us provide the "hands on" training these future therapists require to expand treatment opportunities for other clients needing therapy services. Please feel free to discuss any questions involving this student-training program with your team of therapists.

SMOKING POLICY

Smoking is prohibited in all Easterseals North Texas facilities in order to promote a safe and healthy environment for clients, families, volunteers, visitors, and staff.

SAFE WORK ENVIRONMENT

Easterseals North Texas seeks to provide a safe work environment free from acts and threats of violence and to respond effectively in the event such acts or threats of violence occur. Acts of violence and threats of violence, including any conduct involving the workplace or work relationships that causes an individual to have a reasonable fear for his or her safety or the safety of his or her family, friends, associates, or property, are prohibited.

Weapons are prohibited inside any property owned, leased or controlled by Easterseals North Texas, including anywhere company business is conducted, such as customer locations, client locations, trade shows, restaurants, company event venues, and so forth. Weapons include, but are not limited to, guns, knives or swords with blades over four inches in length, and explosives. These prohibitions apply to all employees, applicants, prospective employees, temporaries, volunteers, guests and/or visitors.

Possession of a weapon can be authorized by the company's president/CEO to allow security personnel or a trained employee to have a weapon on company property when this possession is determined necessary to secure the safety and security of company employees. Only the president/CEO, or his designee, may authorize the carrying of or use of a weapon.

COMPLIANCE

Easterseals North Texas has an active Compliance Committee which functions to ensure compliance with all applicable federal, state, and local laws regulating health care facilities and services. Anyone

is welcome to express a concern about compliance, anonymously if desired, by calling the Easterseals North Texas Compliance Hotline at 866-203-2496. Callers may remain anonymous, but if they wish to be contacted for any reason, they should leave a way to be contacted. Alternatively, compliance concerns can be made directly to any member of the Easterseals North Texas Team who will forward the concern to the Compliance Committee.

CONSUMER GRIEVANCE POLICY (CONFLICT RESOLUTION)

ESNT abides by the principle that problems should be resolved in a timely, non-confrontational manner. Staff expects parental support in development and implementation of a plan to solve the concern. Misunderstanding may occur if the problem is not first investigated at the source. Personal issues are not appropriate items with which to approach other staff members or parents. To appropriately resolve concerns, please communicate within the outlined measures.

The following is a summary of the ESNT Consumer Grievance Policy from the ESNT Employee Handbook. If you wish to review the policy in full, you may request a copy from your Program Director.

Consumers will be treated with respect and dignity and receive courteous service. They will be provided with a clear description of ESNT's programs, and permitted to use the services to the extent that their abilities, interests, and ESNT's resources allow.

When, in the course of receiving services from ESNT, a consumer has a grievance against an ESNT employee, he/she has the right to an informal review of the grievance. ESNT has the following steps in place to ensure your grievance is reviewed:

1. Discuss grievance with your assigned staff person (e.g. therapist, case manager) as soon as possible or within seven (7) calendar days of the event or action.
2. Discuss concern with the Program Director over the phone or face-to-face or you can prepare and submit a written grievance. The Program Director will make every reasonable attempt to contact you as soon as possible, no later than five (5) calendar days to discuss the grievance.
3. If this discussion does not result in a mutually satisfactory resolution, you/your family member can share the grievance with the VP of Programs and Services over the phone, face-to-face or you can prepare and submit a written grievance. The Vice President will make every reasonable attempt to contact you as soon as possible, no later than five (5) calendar days to discuss the grievance.
4. If you/your family member remain dissatisfied with the decision from the VP, you/your family member may appeal the decision in writing to the President & CEO within five (5) calendar days. Within ten (10) calendar days of receiving the appeal, the President & CEO will render a final decision in writing to you/your family member and to the VP with whom you were working.

At any point during this process:

1. The written grievance can also be given to the receptionist at each site to deliver to the appropriate person.
2. You have the right to speak with the VP of Compliance at 1-866-203-2496 or 817-759-7942.



Easterseals North Texas
Acknowledgement of Receipt:
Outpatient Rehabilitation Program
Pediatric Client and Family Handbook

This acknowledges that I have been given the Easterseals North Texas' Outpatient Rehabilitation Program Pediatric Client and Family Handbook on the date listed below. By signing below, I understand and agree that it is my responsibility to read and understand the policies contained within this handbook and I will comply with the policies and any modifications or revisions. By signing below, I also acknowledge that failure to comply with any Easterseals North Texas' policies may result in termination of services. Individuals concerned with the actions resulting from our policies can contact their Program Director to request an appeal.

While all parts of this handbook are important and relevant to your child's enrollment in our program, there are certain sections we need specific acknowledgement of reading. Please initial next to each statement below:

____ I understand that if I have any questions or concerns regarding any of the policies contained within this handbook, that I can ask the Program Director for clarification and/or rationale.

____ I understand and agree to comply with the terms of the attendance policy as outlined in this handbook.

____ I acknowledge that I have read and understand the policy on Arrival and Departure procedures. I acknowledge that if I am not planning to stay in the building during therapy appointments I must talk to the Program Director about an exception to this policy.

____ I understand that I must complete home programming activities as given by the client's therapist.

____ I understand that I must observe therapy sessions monthly.

____ I understand that medical records will be emailed to me and that if I need to receive paper copies I must notify the front desk.

____ I understand that I must share the ESNT confidentiality policy with other family members or visitors that might come to pick up/drop off or observe.

Parent/Guardian Name (Printed)

Client Name

Parent/Guardian Signature

Date