Mission Statement

*Easter Seals Superior California is dedicated to empowering people with disabilities by offering a wide range of services and leadership opportunities designed to maximize independence.*

Vision Statement

*People with disabilities will have equal opportunity to live, learn, work and play in their community.*

- Children with disabilities will be fully included and have the same experiences as their peers.
- All adults with disabilities will experience the life style of their choice.
- All seniors will live out their lives in comfort and with dignity.
# TABLE OF CONTENTS

Introduction 1  

Services 1  
  Warm Water Therapy Program  
  Pool Pal Program  

Entrance Criteria 1  

Continuation of Services 1  

Daily Checking In/Out Procedures 2  

Aquatic Rehabilitation Assistants 2  

Intake and Orientation Procedures 2  

Financial Policy 2  

Associated Pool Fees 3  

Pool Operations 3  
  Pool Hours  
  Pool Closures  

Annual Pool Closure 4  

Conduct 5  

Suspension/Termination 5  

Pool Rules 5  

Safety 6  

Appeals Procedure 6  

Conclusion 6
INTRODUCTION:

Welcome to Easter Seals Superior California. Easter Seals is a non-profit, community-based health and rehabilitation agency licensed by the County of Sacramento and the State of California. Easter Seals is accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF). The staff is here to assist you in setting, reaching, and maintaining your Warm Water Therapy goals through our Aquatic Services.

Ensuring the quality of care you receive at Easter Seals Superior California is important to us. If you ever have any questions or concerns, please call us at 916-485-6711 from 8:30 a.m. to 5:00 p.m., Monday through Friday.

SERVICES:

**Warm Water Therapy:** Services are conducted in a heated, wheelchair accessible pool, maintained at a range of 92 to 96 degrees. A prescription is required for everyone using the pool. All individuals must be able to function independently in the pool and changing room, or with the assistance of their own aide/family member. Easter Seals pool staff does not assist clients with their personal care needs.

**Pool Pal Program:** Any client can request a Pool Pal in the water. A Pool Pal is a Rehabilitation Assistant who will be in the pool with a client for a one on one session designed specifically for the needs of that client. A Pool Pal can act as an aide in the pool for a client who needs assistance but a Pool Pal is also a great way to step up your workout by having a Rehabilitation Assistant as your own personal trainer and motivator ensuring you are doing the exercises correctly and motivating you to do more.

- Pool Pal fees are $15 for a half hour session or $25 for a 1 hour session
- Call the pool office at 916-679-3140 at least 24 hours in advance to schedule your Pool Pal
- Please cancel any Pool Pal session at least 24 hours in advance to avoid being charged the fee

ENTRANCE CRITERIA:

- Clients must be 18 years old to use the pool independently. If they are under 18 years, they must have a parent/guardian with them at all times in the pool, or enroll in our Pool Pal Program.
- A photo I.D. is required.
- Clients must pass the “Megan’s Law” screening process.
- All clients are required to have a physician’s prescription on file with Easter Seals prior to receiving services and the prescription must be renewed annually.
- For emergency purposes Easter Seals needs to maintain a current listing of all of your medications. Please make sure you notify the Director of Aquatics with any changes as they occur.
- All clients must be continent (Full control of bladder and bowels).
- All pool clients must schedule and complete an Intake/Pool Orientation with the Easter Seals Admissions Coordinator. A lapse in pool attendance by more than 1 year will require a renewed Intake/Pool Orientation.

CONTINUATION OF SERVICES:

- Clients will be notified by mail 30 days prior to their prescription expiration date and clients are responsible for renewing their prescription on or before the expiration date. Clients cannot use the pool facilities until a renewed prescription has been submitted.
DAILY CHECKING IN/OUT PROCEDURES:

Clients are issued a barcode during the Intake process and must check in before entering the pool and check out at the end of their therapy session using their barcode. Barcodes are required to be worn at the pool at all times as they are the means used for emergency identification.

Failure to follow check in/out procedures may result in a suspension or cancellation of pool privileges.

AQUATIC REHABILITATION ASSISTANTS:

The Easter Seals Warm Water Therapy Pool Aquatic Rehabilitation Assistants are not licensed Physical Therapists, but they are trained in the following:

- Pool Safety
- Child and Adult First Aid and CPR and AED
- Hoyer Lift
- Winch
- Proper Exercise Techniques

Our Aquatic Rehabilitation Assistants are trained to work one on one with clients in the pool as well as to teach all of our offered classes. The pool staff is dedicated to making your Warm Water Therapy in the pool a fun and effective endeavor.

INTAKE AND ORIENTATION PROCEDURES:

Our Intake Coordinator will schedule an appointment that will cover the paperwork portion of your pool admission. From there, you will be escorted to the pool where a Rehabilitation Assistant will introduce you to the pool environment, create a personalized exercise plan for you and review the pool rules.

Much time is spent by our Intake and Orientation teams preparing for your Intake/Orientation appointments and we understand that, on occasion, an appointment may need to be rescheduled. Repeated cancellations or no show may result in our inability to reschedule a Warm Water Therapy Pool admission appointment.

FINANCIAL POLICY:

- Easter Seals charges fees that are reasonable and fall within the acceptable range. Bills for Non-EFT are mailed monthly and are due and payable within 15 days to Easter Seals Superior California.

- Payment for services is due upon receipt of your bill unless payment arrangements have been approved in advance by our Finance Department. We accept cash, checks, and preauthorized payments (EFT) through MasterCard, Visa or bank accounts.

- Returned checks or preauthorized payments and balances due older than 30 days may be subject to an additional collection fee of $20 per month.

- Returned preauthorized payments (EFT) will result in charges defaulting to the full fee monthly pricing.

- As an Outpatient Rehabilitation Facility, our relationship is with you and not your insurance company. We realize that temporary financial problems may affect timely payment of your account. If such problems arise, we encourage you to contact us promptly for assistance in the management of your account.
ASSOCIATED POOL FEES:

- A non refundable $30.00 enrollment fee is required at your Intake appointment.

- The monthly fee for pool membership is $65.00, however, a $10.00 discount will be applied should a client opt for an Electronic Fund Transfer (EFT) payment option. With the EFT option, a client is billed whether clients attend the pool program or not. The $55.00 fee will be automatically taken out of client’s checking or charge card accounts on the 15th of every month. A 30 day written notice is required to cancel EFT.

- For clients on a fixed household income, we offer a sliding scale for monthly pool fees. The sliding scale is based on the total household income and documentation of income is required. A $5.00 service fee is charged to clients who qualify for sliding scale and opt for the monthly billing option rather than an Electronic Fund Transfer (EFT) payment option.

  NOTE: For clients opting for EFT payment options who become unable to use the pool due to a medical concern, written documentation from a physician is required to place your EFT payments on Medical Hold. Once you are cleared to return to the pool, a written release is required from your physician and a new EFT enrollment form will be needed to reinstate your EFT payments. Should a client decide to cancel their EFT plan, we require 30 days written notice and a client may not reinstate an EFT payment for a period of 1 year from EFT cancellation.

- In either full fee or sliding scale fee cases, the option of monthly billing rather than EFT is offered. For this option, pool services are billed on a monthly basis only for those months in which a client attends the pool any day during a calendar month. A bill will be generated on the 15th of the following month for the previous month’s attendance.

- Clients paying the full fee of $65 per month may prepay the full fee of $325.00 for five (5) consecutive months and receive the sixth (6th) month free. When choosing the prepay option, the fee will apply to 6 consecutive months of service whether the client attends the pool or not.

- Returned checks, returned preauthorized payments (EFT) and balances older than 30 days may be subject to additional collection fees of $20.00 a month. Returned preauthorization payments (EFT) payments will result in charges defaulting to the full fee price.

POOL OPERATIONS:

Pool Hours:

- Monday through Friday: 7:00 am to 7:00 pm
- Saturday: 8:00 am to 1:30 pm

Note: Last check in is 1 hour before pool closure and clients are required to exit the pool 30 minutes prior to closing time.

Pool Closures:

- The pool may close early due to severe weather conditions.
- The pool remains open during rainstorms, but for your safety, may close without warning during lightning storms. The pool will also be closed in the event of hail.
- Holiday closures and other time changes will be posted on the pool doors.
- The pool may also close for periodic maintenance.
ANNUAL POOL CLOSURE:

To ensure the health and safety of all pool customers and compliance of state and county requirements, Easter Seals will have an annual maintenance, upgrade, and renovation closure. The annual pool closure will be announced and posted at least three (3) weeks in advance of the closure.

* THE ANNUAL POOL CLOSURE WILL NOT RESULT IN PRORATED POOL FEES DURING CLOSURE DATES

CONDUCT:

Easter Seals respects the dignity of all individuals and expects individuals served to treat everyone with dignity and respect as well. While at the Easter Seals Facility, all pool clients are expected to conduct themselves in a courteous manner. Clients must refrain from loud, abusive, offensive, insulting or demeaning language. Profanity, bullying or any conduct that harasses or is bothersome to other clients or staff will not be tolerated.

SUSPENSION/TERMINATION:

Easter Seals has the sole discretion whether or not an individual may continue pool therapy services. Any violation of Warm Water Therapy Pool policies or rules or client engagement in any conduct that Easter Seals considers to be inappropriate or unacceptable may result in suspension of pool attendance. Severe violations may result in immediate termination from pool services.

POOL RULES:

1. All clients requesting an aide must have a written authorization from their referring physician.

2. Aides are required to know and abide by pool rules and follow the directions of all Aquatic Staff. The client or client’s aide must report all incidents (falls and/or injuries) to a staff member immediately, even if medical attention is not needed. Aides must remain within arm’s length of the client they are assisting at all times in the pool.

3. Proper swimwear attire is expected at all times. No cut-offs, frayed, cotton or street clothes are permitted.

4. Per Easter Seals Infection Control Policy, Easter Seals prohibits clients with oxygen tanks, open lesions, and/or contagious rashes including athlete’s foot fungus to enter the water.

5. To protect the health and safety of all pool clients, adults who are incontinent or wearing disposal under garments, catheters or external colostomy bags are not permitted in the water.

6. Clients with a bout of diarrhea are required to remain out of the pool for two weeks after the symptoms are cleared up.

7. Oils, Hairpins, Band-Aids, Gum, etc., are not permitted in the pool at any time as they can damage the pump and filter system, resulting in pool closures and costly repairs.

8. Wear only waterproof sunscreen and please apply sunscreen at least 15 minutes before entering the pool.

9. Many clients have allergies or issues with their lungs so all clients must refrain from the use of aerosols or powders in the locker room.

10. Clients with hair longer than shoulder length are requested to contain their hair with a clip, band or hat.
11. We require clients to wear sandals/shoes in the locker room at all times. Please use caution in and around the pool area and dressing rooms as pool deck surfaces and floors may be wet and slippery.

12. To prevent slipping in the shower rooms, bar soap is not permitted. Liquid soap is provided.

13. Food, beverages, cans, glass bottles, and tobacco are not permitted in the pool area. Only water in a plastic bottle will be allowed poolside.

14. The pool is 3 to 5 feet deep. No diving is permitted. Please enter the pool by the ramp, or the two sets of stairs at the south end. Please do not use the ladders at the north end, as these are emergency exits only.

15. Special rules apply to lap swimmers. Please review these rules prior to participating in lap swimming. A copy of the rules can be obtained by asking Aquatic staff.

16. To protect pool clients from over exertion, undue fatigue and overexposure to pool chemicals, clients may only use the pool one time per day for up to three (3) hours at a time.

17. Everyone must shower before entering the pool to remove deodorants and lotions.

18. Cell phone usage is limited to texting only. If you need to speak on the phone or use your cell phone for anything that produces electronic noise, please exit the pool deck.

19. It is suggested that valuables not be brought to the pool area. For necessary items, lockers are available in each dressing room for use while you are using the pool. Articles are not to be left in the lockers once your session is completed and locks left overnight will be cut off. Easter Seals is not liable for any personal items lost or stolen.

20. Pool equipment is provided as a courtesy for everyone’s use. Please share in the responsibility of maintaining and storing the equipment properly. Please return kickboards, weights and equipment to a safe location on the pool deck or storage area after use.

21. Please notify a staff member if maintenance is needed anywhere at the pool and leave all pool maintenance to Easter Seal Maintenance staff.

22. Only certified service animals are allowed on the pool deck.

23. Any fund raising, sales or soliciting activities must be approved by the Easter Seals President/CEO.

24. Easter Seals is a Drug Free/Alcohol Free Facility. Anyone exhibiting signs of being under the influence of drugs and/or alcohol will be prohibited from entering the pool area, and may be terminated from pool services.

25. Any behaviors that undermine the therapeutic atmosphere at the pool or intimidate, threaten, frighten and/or present a safety hazard to self or others, are unacceptable. Clients are required to act with courtesy and respect for one another and Aquatic Pool staff.

26. To ensure the health and safety of all Easter Seals clients, staff, visitors, all incidents must be reported immediately to staff. Staff is then able to determine if additional medical treatment is required.

27. Easter Seals Warm Water Therapy Pool is maintained at temperatures between 92 and 96 degrees, but may vary from day-to-day. Clients should exit the pool if they are feeling chilled and should exercise at a slower pace and limit time in the water if feeling overly warm.

*If a client violates the rules of the pool, the Aquatic staff may require the person(s) involved to leave the pool
immediately to prevent disruption of services to other users. Violation of pool rules may be cause for temporary exclusion from the pool. Repeated violations or serious offenses may result in termination of pool use. Any disagreement with Aquatic Staff is to be directed to the Director of Aquatic Services. Rules are subject to change and/or may be revised at the discretion of Easter Seals.

If you have any questions, comments or concerns about your warm water therapy or exercise program, please contact the Director of Aquatics Services at 916-679-3160.

SAFETY:

It is the intention of the Easter Seals Management to provide safe and healthy environment and to establish and insist upon safe practices at all times by the pool clients.

- When entering the Easter Seals Center parking lot you must come to a complete stop.
- Upon entering the parking lot proceed to the RIGHT and follow the arrows directing you in a counter-clockwise direction.
- Be respectful and courteous of others.
- Unusual Incidents (falls and/or injuries): Must be reported to a staff person immediately, even if medical attention is not required.
- For safety reasons pedestrians are to use the sidewalks as a point of entry or exit.
- Smoking is only permitted outside designated smoking area near the Easter Seals Enterprises building.

APPEALS PROCEDURE

If there is a program-related question, complaint, or problem, please relate it to the Director of Aquatic Services. If uncomfortable doing this, or the Director is the source of the problem, condones the problem, or ignores the problem, please report the problem to the Vice President of Adult Services in writing to the address listed below. The Vice President of Adult Services will respond in writing within ten working days of receipt of your concern.

Vice President of Adult Services
Easter Seals Superior California
3205 Hurley Way
Sacramento, CA 95864

The VP of Adult Services will promptly investigate all problems, complaints or questions. The VP of Adult Services will return a response in writing. If this alternative is not satisfactory, then please direct your questions, concerns, complaints, and/or problems to the President/CEO by sending a letter to the above address. The President/CEO upon gathering all information will respond in writing within 30 days of receiving the complaint.

CONCLUSION

Easter Seals depends upon community support in order to provide services for those unable to pay full fee. We hope that you will continue to support our organization when your warm water therapy is completed and our services are no longer required.

Thank you for choosing Easter Seals Warm Water Therapy Services.
EASTER SEALS WARM WATER THERAPY
CLIENT HANDBOOK SIGN-OFF

I, ____________________________, have received and reviewed the Easter Seals Warm Water Therapy Handbook. If I have further questions or need clarification, then I will meet with the Director of Aquatic Services.

_______________________________   ___/___/___
Individual's Signature           Date

_______________________________   ___/___/___
Conservator's Signature         Date

_______________________________   ___/___/___
Easter Seals Staff Signature    Date

__Original scanned into electronic medical records system     __Copy to individual