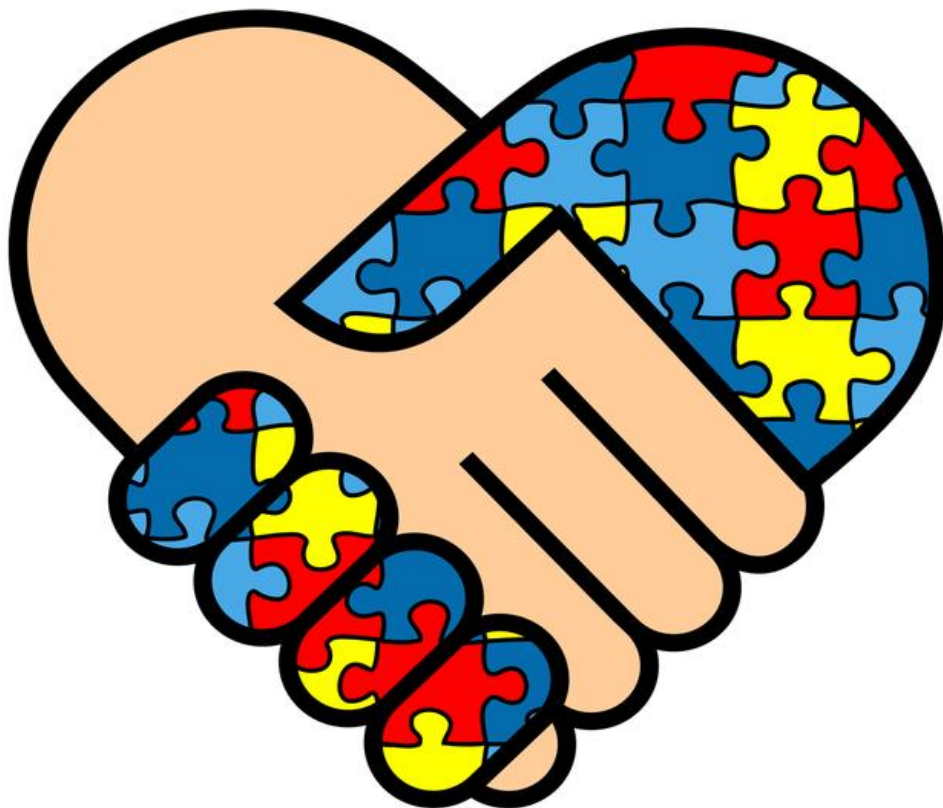




The Amazing Kids Club

Family Manual 2020
Policies and Procedures



Updated 3/4/2020

Table Of Contents

Overview

New State Regulations

Daily sign in/sign out procedures

Attendance policy

Drop off and pick up procedures

Transportation Policy

Illness and Communicable disease policy

Medication policy

Weather policy

Toileting Policy

Behavior Policy

Snack/Meal policy

Building policy

Community outing policy

Items to bring

Communication

HIPPA

Act 62

Amazing Kids Club Service Description Overview

AKC focuses on assessment of behavioral and mental health needs of the client at intake and continuously throughout treatment. We provide specificity in our intervention planning. Each client's individual treatment plan objectives are specific to the behavioral and mental health areas determined through assessment, as well as, family and team coordination.

The primary goal of the program is to stabilize and improve behaviors, determine what interventions are necessary and effective, implement those interventions utilizing a group naturalistic environment, and then teach those interventions and skills to the client, family, and primary support system. The expected outcome of participation in Autism Day Treatment services is improved behavioral and mental health functioning in all of the clients' natural settings with a decreased need for more intensive levels of behavioral or mental health support. The individual treatment goals are targeted through evidenced-based mental health, behavioral, and relationship therapy interventions in a group setting.

The center based program provides access to a variety of specialized therapy rooms and therapeutic materials. This service provides opportunities for the individual to receive prompted and facilitated peer social interactions, including typically developing peers on a scheduled basis. Treatment for all age groups increases the participant's ability to tolerate new and diverse stimuli, as well as improve overall mental health functioning that will generalize to all settings.

The client and the family will be expected to participate in evaluations, assessments, and ISPT meetings, communicate with the master level clinical coordinators on a regular ongoing basis, follow treatment recommendations, and discuss any questions or concerns with the provider as they arise. The client and family will collaboratively work with the provider throughout services to plan for discharge and end of services. We are committed to providing evidenced-based therapies that families can understand and learn.

Treatment interventions occur for each individual client during the implementation of therapy activities specially designed to meet the needs of each age and level of functioning group. Therapeutic activities are developed to meet the individual child or adolescents' objectives and goals identified through functional assessment and tracked through data collection. Behavioral therapies and behavior modification interventions could include reinforcement systems, consequence systems, extinction procedures, and generalization strategies, prompt and prompt fading techniques, modeling, coaching, shaping, and chaining plans (all from Applied Behaviors Analysis principles).

The program also includes treatment strategies from emotive and relationship therapies to build emotional and social understanding, build interpersonal skills, and increase social engagement. Treatment plan progress and outcomes are reviewed with the family and interagency team quarterly. Treatment will be provided in the on-site center and community locations as indicated by the clients' needs.

Team Treatment Approach: The Amazing Kids Club operates with a team approach with Clinical Coordinators (Graduate Level Professionals-GLP) and Behavior Health Technicians (BHT) actively involved in the therapeutic process with oversight by the Clinical Supervisors (per

location) and the Autism Program Manager (for both locations). Communication with the families and other providers are a key to the successful outcomes of the program.

Staff Ratios: The BHT will provide direct implementation of the treatment in small groups. Client to staff ratios for Program Specialists are assigned per the age and functioning level of the group and can vary.

Restrictive Procedures: TrueNorth Wellness Services has a No Restraint Policy. Our agency strives to create a positive and safe environment for the client and staff by anticipating and preventing behavioral crisis. It is the policy to address potentially harmful behavior in the least restrictive manner possible. Training, supervision and committee review of high risk incidents are components of the process designed to assure the safety of staff and clients. Seclusion, mechanical, and chemical restraints are not a practice of our agency.

The group therapy with children/adolescent may involve educating parents on how to access education on safe physical management. The use of restrictive procedures is justified only in situations of emergency as a safety measure, when there is imminent danger of bodily harm to the consumer or others, and only when less restrictive intervention proves ineffective. The use of a restrictive procedure should match the need of the client and should be properly and safely applied by trained staff that respects the dignity of the client and is attentive to the client's underlying needs and ability to regain control.

Briefly holding without force a child/adolescent to calm or comfort them, guiding a child/adolescent to an appropriate activity, or holding a child/adolescents hand to safely escort him or her from one area to another is not considered a restrictive procedure. De-escalation training avoids many situations of physical harm. TrueNorth Wellness Services provides training on: 1) De-escalation training for non-clinical staff 2) De-escalation training for clinical staff 3) Safe Crisis Management.

The Amazing Kids Club strives for 100% staff training in all de-escalation and Safe Crisis Management training procedures. Only staff certified in Safe Crisis Management can utilize emergency restrictive procedures taught in Safe Crisis Management training. All non-physical interventions are stressed in effort to operate a restraint free environment. Emergency safety physical interventions are only applied on a rare occasion at the center when the above mentioned criteria of safety issues are met.

In the event of an emergency safety physical intervention parents are notified and a supervisor debriefs with client and family. Documentation is completed on the incident. Clinical Coordinators (GLP) will contact family and discuss the incident and determine if continued treatment at the center is appropriate. All incidents are reviewed by the safety committee. If required by state regulations and guidelines the incident would be submitted to the appropriate reporting agencies (ChildLine, O.C.Y.F, CCBH, i.e.).

Cultural/Ethnic Values: All CASSP principles will be followed and cultural competence integrated into service delivery at all levels and positions. Ongoing training is provided internally as a means of developing and maintaining staff skills in utilizing CASSP principles to guide all clinical work with children and their families. The Autism Program Manager, Clinical Supervisors, and Clinical Coordinators receive ongoing external training by experts in cultural competency. The Amazing Kids Club staffs have and currently represent a variety of cultural, ethnic and racial diversity from our local community.

Community Integration: Therapeutic community outings are incorporated into each client’s therapeutic activity schedules with the frequency and location based on mental health needs of the client. The community therapy settings are planned when a child/adolescent demonstrates a need, with a focus on ameliorating skill deficits, addressing emotional needs, addressing relational dynamics, improving self-regulation, reducing anxiety and transitional issues, and building and maintaining independence. The program also informs and directs the children/adolescents and their families to use the community locations as outings for the family to support the treatment effects of generalization of skills.

New State Regulations

The Intensive Behavioral Health Services (IBHS) General Provisions is the formal name for the children’s services state regulations governing our program. Recently, the provisions were approved by the state on October 16, 2019 and will become law on January 17, 2020 replacing all previous MA provider state regulations and bulletins. All children’s services that receive MA funding are to be transitioning into the new rules in January 2020 and completed by January 2021. We will go through a new state licensing procedure beginning in May 2020 through July 2020. IBHS services are divided into 4 different categories: Individual Services (including mobile therapy and behavioral consultation services), Applied Behavior Analysis Services, Evidence-Based Services, and Group Services. AKC falls under the “group services” category.

The regulations have changed the names of positions and services, processes for intake and authorizations of clients, staff hiring and training requirements, treatment and supervision components, and documentation requirements. This change will be a process for all of us as we continue to make changes to meet the new standards and work with CCBHO to create new procedures to replace old ones. Many of the job titles have changed with previous title first and new titles second as follows:

Program Coordinator-Clinical Supervisor
Clinical Coordinator-Graduate Level Professional (GLP)
Autism Staff Developer-Training Coordinator
Program Specialist-Behavioral Health Technician (BHT)
Program Specialist Assistant-Program Assistant

**Please note that Autism Program Manager, Administrative Coordinator, front office job positions, Site Supervisors, and Family Liaisons job titles have remained the same.

Daily Sign In and Sign Out Procedure

An Encounter Form (paper or electronic) will be provided for each child/adolescent on a daily basis. The individual who transports your child/adolescent will be asked to indicate date and time of your child’s arrival on the Encounter Form. A signature is required as well. All clients will have a parent/guardian/designated adult sign out the client upon leaving the program daily.

Contact List and Pick-Up List must be kept current and on file with the Amazing Kids Club. It is the responsibility of the families to update changes immediately. If the agency staff is unable to contact family about their child/adolescent while at the Amazing Kids Club, discharge from the program can occur. ***If someone other than the approved parent/guardian will be picking up the child/adolescent, the center must be notified ahead of time.*** To ensure the safety and security of our clients, a valid photo ID must be presented to a staff member before a child/adolescent is released to any person other than the approved parent or guardian. If the person is not listed on the PICK UP LIST, they may be added with parent/guardian's permission, or the Center must be notified every time that individual is permitted to pick up the child/adolescent.

Clients 14 years of age or older:

A signed consent form must be completed by the parent/guardian granting permission for the adolescent to be dismissed:

- Sign him/herself out after session and released to an authorized driver on the provided pick up list
- Sign him/herselves out after sessions and depart TrueNorth Wellness Services "Amazing Kids Club" premises with a designated driver that may or may not be on the clients pick up list. A copy/photo of the drivers ID will be taken to ensure appropriate identification for future reference.

Attendance Policy

The client will maintain attendance on any regularly scheduled days at a rate of **90% of your scheduled hours/sessions in two months**. In addition, **missing three of the same scheduled day in two months (60 days) can result in the day being removed from your schedule and three (3) No Call No Show violations in 30 days will result in discharge from the program. If discharged from the program due to attendance non-compliance reentry is not permitted for 90 days per the agency policy.** Utilization reports will be run for prior attendance rates with returning and continued stay clients. This information will be used at your ISPT when developing your child/adolescent schedule to create a more accurate reflection of your family needs and ability to attend. Also, attendance will be part of the treatment plan process since progress on goals and objectives can only be achieved with consistent participation. If the client is unable to attend, the family must notify the autism center staff prior to the beginning of scheduled session and state the reason for not attending. If notification is not received prior to the session it will be marked as a No Call No Show. Doctor's appointments, Family emergencies, Special celebrations, or Illness are considered excused absences when prior notification is given.

****All absences should be called in to the front desk of the location you attend and only leave messages on the location's main voicemail system.**

Hanover: (717) 797-5930

Red Lion: (717) 698-3515

*Please be aware that absenteeism has become Amazing Kids Club's most difficult challenge for operating the program successfully.

Drop-off and Pick-up Procedures

Hanover Location

- Remember to drop-off and pick-up clients promptly.
- A carline map is provided and located on the website for all families to reference. Please be aware that Hanover location has painted yellow and blue puzzle pieces to aid in locating your appropriate line.
- Preschool and elementary age clients (blue pick-up passes) should be dropped off and picked up at the front main entrance under the canopy.
- Adolescent age clients (yellow pick-up passes) should be dropped off and picked up at the far left side entrance of the building.
- Clients will not be able to enter the building until their scheduled time.
- A pick-up sign must be presented to pick-up a client. In the absence of a pick-up sign you will be asked to present a photo ID, which will be checked with the client's pick-up list.
- Clients arriving late must be signed in at the main building through the front lobby entrance.
- Frequent lateness to arrive or pick-up a client may result in your child's forfeiture of sessions or discharge from our program.
- If you need to speak with a staff or turn in paperwork, please park use, the front entrance and check in with the receptionist.

Red Lion Location

- Remember to drop off and pick-up clients promptly
- A carline map provided and located on the website for all families to reference.
- Preschool and adolescent age clients should be dropped off and picked up after sessions at the front building entrance.
- Elementary age clients should be dropped off and picked up at the back door entrance.
- A pick-up sign must be presented to pick-up a client. In the absence of a pick-up sign you will be asked to present a photo ID, which will be checked with the client's pick-up list.
- Clients arriving late must be signed in at the main building through the front lobby entrance.
- Frequent lateness to arrive or pick-up a client may result in your child's forfeiture of sessions or discharge from our program.
- If you need to speak with a staff or turn in paperwork, please park use, the front entrance and check in with the receptionist.

Transportation Policy

Our program is a site-based program and the transportation to the program is the responsibility of the family. Parents/Guardians need to coordinate with your child/adolescents

School District, LIU Transportation Department, or public transportation companies (Rabbit, Compassionate, etc.) to arrange drop-off and/or pick-up from the center. The times of drop off from your school district must be approved, if it will be earlier than regular session times. *Please be aware that there is a transportation form that must be completed by all clients' families receiving school or public transportation.*

**** Hanover:** When making the arrangements, please inform the Transportation Department and/or Van Driver the pick-up and drop-off location is the main entrance under the front canopy., please make your Transportation Department aware that your child may arrive no more than ten (10) minutes prior to session start time unless prior permission has been granted by a supervisor. Your child will be safely escorted from/to the van by The Amazing Kids Club Staff.

****Red Lion:** When making the arrangements, please inform Transportation Department and/or van driver that the drop off/pick up location is under the front canopy. Please remain in the van with the client, an Amazing Kids Club staff will come out to receive and escort your child into the center. The van driver will be asked to confirm the client has been left in our care by signing an encounter form.

Special Note: Preplanned early closing by your school districts but not closing of the evening AKC sessions should be planned in advance for your child/adolescent to be transported to the home or alternative locations. AKC does not have the ability to accept early arrivals prior to normal session times.

Illness and Communicable Disease Policy

If your child/adolescent is sick he or she should be kept home for his or her own health and safety as well as the health and safety of others. Many communicable diseases begin with cold-like symptoms and are easily spread to others. If your child does not attend school due to illness he or she should not attend Amazing Kids Club on the same day they are absent from school.

Children and youth should be kept home and cannot return to the program for a minimum of 24 hours or will be sent home when the following conditions are present:

Fever - 100° or higher and cannot return to the program until they are free of a high fever for 24 hours.

Diarrhea - after the second incident of loose bowel movement.

Vomiting - after one incident.

Communicable Diseases: If your child has the following, he or she can return to the program after the following:

- **Impetigo, Strep Throat, Pink Eye** – a minimum of two (2) days on antibiotics or clearance from a physician.
- **Chicken Pox, Hand, Foot & Mouth** – all blister/sores are dried (5-10 days)
- **Head Lice** – all visible signs of nits are gone.
- **Other Communicable Diseases** – not to return until cleared by a physician.

If a child/adolescent is ill or becomes injured while at Amazing Kids Club his or her parents, guardian, or emergency contacts will be contacted to pick up the child. In the event of an emergency proper authorities and parents or guardians will be notified.

Head Injuries: If your child/adolescent has any type of head injury while at the center you will be notified to discuss what is the best course of action. Concussion Checklist are performed on all clients with a head injury. If symptoms/signs following a head injury indicate serious injury parent/guardian will be notified immediately.

Medication Policy

The Amazing Kids Club staff is unable to administer or distribute medication without strict following of the following rules:

1. Medication Request Form must be completed in person at the front desk. The form must be reviewed and signed by a supervisor.
2. Medication must in the original bottle clearly marked with Clients name, Name of medication and Dose of Medication.
3. Medication must be given to the center by the parent/guardian in person (never sent in with the client) A several week or monthly supply is preferred. It is the responsibility of the family to provide the medicine without reminders.
4. Emergency medications, such as, epi pens, seizure suppositories, etc... will be carried in the group's emergency bag and be near the client at all times. But if necessary to administer it will be given directly to the EMT to administer not by Amazing Kids Club staff. The signed medication form will be available for the EMT. Inhalers that a child/adolescent can administer him/herself can be used after a meeting that reasons, directions, and all necessary directions are discussed and documented with supervisor and family.
5. Medicines will not be administered close to check in or check out times from the program due to it being a confusing time with staff busy completing start up and shut down tasks. It is the family's responsibility to complete medication administration.
6. Any special circumstances that would require the above rules not be followed must be discussed and approved by a supervisor.

Inclement Weather Policy

In the case of inclement weather, for which Amazing Kids Club decides to cancel sessions; Clients and Families who have chosen email notification, will be notified via email at least 1 hour prior to the closure or you may call your location's main (front desk) voice mail to be notified of the facilities status.

Please be aware that it is the families' responsibility to cancel and/or change their child/adolescents school transportation to their home or alternative location in the event of a school closing. Please speak to your respective school transportation department in the advance of inclement weather to be clear on the alternative drop off location. Please also be sure to tell your school transportation to never leave a child/adolescent at our location unattended. This policy also applies to anyone using a Public Transportation System.

Toileting Policy

Amazing Kids Club staff is aware that toileting difficulties and delays are often experienced by children within the ASD population. Our staff are available to assist you in developing behavioral strategies and will include potty training in your child's treatment plan if necessary. We are always happy to help you with this matter.

In order to protect the privacy of our clients and in consideration of liability issues for our staff, clients that reach the age of twelve (12) that still require full diaper changing will not be able to participate in our program unless a personal care aid is provided. Adolescents at this age require more assistance than our staff can provide within our group ratios and in our public restrooms. For this and the aforementioned reasons, it is our policy that children twelve and above must be able to handle the toileting process independently. In consideration of this, please be sure that if your child has delays toilet training that you are actively working with a behavioral specialist and other professionals to help him/her master independence in toileting before he/she reaches adolescence.

**All children potty training should provide the program with diapers and spare clothing.

Behavior Intervention Policy

TrueNorth Wellness Services' Amazing Kids Club understands the complexity of challenging behavior. Challenging behavior typically serves many purposes and therefore requires many interventions. Our goal for intervention is education, not simply behavior reduction. The Center's clinical team conducts on-going behavioral assessments to determine the relationship between events in the child/adolescents environment and the occurrence of challenging behaviors. Interventions are applied in a procedural hierarchy beginning with least intrusive and are continually reassessed. We utilize a variety of interventions including but not limited to differential reinforcement strategies, scheduled reinforcement, extinction, planned ignoring, withdrawal of specific reinforcers, block/ignore, cost-response systems, sensory and pre-determined break schedules, and time-out procedures. These evidenced-based strategies will enhance your child's learning opportunities, increase quality of life, and strengthen relationships.

In the event that your child/adolescent is exhibiting tantrum behavior or acting out in a way that endangers the safety of self or others, our staff will use minimal physical contact to ensure and maintain safety. We do not utilize physical restraints (with the exception of endangering the safety of self or others, only staff certified in Safe Crisis Management techniques may use an emergency safety physical intervention.) Notification by our clinical staff of any challenging behavior or safety incident will be in a timely manner with the parent/guardian.

The clinical team will determine, on an individual basis, if challenging behaviors are grounds for suspension or discharge from the program based on frequency and severity of the behaviors impeding therapy progress or safety to self or others. To ensure the safety and security of every child in the Amazing Kids Club the following challenging behaviors can result in suspension or discharge from the program.

- Any verbal aggression including, but not limited to threatening statements, swearing, bullying, etc.
- Any and all physically aggressive acts (i.e., hitting, kicking, hair pulling, punching, scratching, biting, shoving, etc.). Any incident that results in the need for an emergency safety physical intervention (Safe Crisis Management) will result in immediate suspension and a clinical team meeting must be held before reentry.
- Disruptive behaviors that impede the group therapy and inability to complete treatment objectives, such as, non-compliance and refusal to participate, constant interruptions, inability to maintain in established group ratios, having to be removed often during a session period, etc.
- Displaying sexually inappropriate behaviors.
- Lack of self-toileting skills by the age of 12.
- Serious safety concerns, such as elopement risks, suicidal ideation, etc.

Any further inquiries about this policy can be addressed with your families assigned GLP.

Snack/Meal Policy

Amazing Kids Club will provide time during all sessions and groups for a snack/meal break. Due to allergies and food aversions parents/guardians are asked to provide a daily snack/meal for their child. Please keep in mind that only 15-30 minutes is allotted for snack/meal time, so snacks should be pre-prepared with no microwavable foods. Our staff is not available to prepare microwavable snacks for large numbers of clients. Please provide the drinks and/or water your child would require while in our program. If special events are planned that would provide snacks and meals to your child you would be notified. If necessary due to diet restrictions you can supply your child's food for these events.

NEW: Due to the growing amount of clients with peanut allergies we have eliminated Peanut Products from our therapy rooms. We also understand that autistic children have limited food preferences and peanut butter may be one of the only things your child will eat. If this is the case, please work with your clinician to secure permission to bring peanut products into the

center. Your child/adolescent we need to be separated from the group to eat any peanut products and everything properly cleaned before returning to their group.

Agency Building Policy

For the safety of our clients, families, staff, and visitors AKC abides by the TrueNorth Wellness Services agency policy of No Weapons, Tobacco Products (except in designated smoking areas at specific locations), Illegal Drugs, Non-Prescription Drugs (except in locked designated areas), or Prescription Drugs (except approved medications for clients during treatment) within TrueNorth Wellness Services properties and Amazing Kids Club locations.

Community Outing Policy

An important part of the Amazing Kids Club is taking the children/adolescents on community outing to integrate them into our community and practice and generalize the skills that we teach at the center. Many trips are becoming routines, such as, going bowling, to the YMCA, to the local parks, to restaurants, the library, arcades, fun-centers, etc. Many special trips are planned around holidays or related to curriculum topics. During the summer we do a variety of community outings to enhance the “camp” atmosphere.

Please be aware that community outings are expenses not covered by Medical Assistance and not covered in our operational budget. We work hard to fundraise and receive grants to offset these outings. Also, the costly outings are a privilege not a requirement of the program. Due to clients’ limited scheduling and appropriateness of groups on different type of outings we cannot guarantee that all clients will participate in all planned activities or events. We make every effort to give each group an equal opportunity with outings, special events, and presentations. Community Outing Schedules are subjected to change based on weather, staffing, transportation issues, and funding. You will be notified of changes.

We hire school buses to take large groups on community outing. We also can use vans with children being placed in car seats and booster seats in compliance with agency and state laws. We have a strict agency policy that children cannot be driven in staff vehicles.

Local routine trips and walking trips around the town are common occurrences for all age groups. They may not be announced in advance. Strict safety rules are in place for all types of outings.

Monthly special event/community calendars are provided to the families on our webpage <http://truenorthwellness.org>. Reminder memos and changes will be communicated in a timely manner. Please be aware that the safety t-shirts provided to the clients should be worn to all special events and community outings.

Community Outing Protocol for Staff and Clients (Provided for Information):

All community outings will be supervised by an outing supervisor. The outing supervisor will be present to establish and oversee all off-site activities and supervise all staff and clients participating in the activity. The outing supervisor is responsible for positioning and group assignments for the staff, assigning buddies, and maintaining accountability system, for activating buddy system, and following the emergency plans if there is an incident or a lost client. The outing supervisor will document and turn in all documentation for the community outing to the Site Supervisor upon return from the activity.

Buddy System:

During off-site activities a buddy system must be in use to supervise and account for clients at all times.

Each client will be paired with a “buddy” from their assigned group.

- Each client’s name will be accounted for on the buddy board list with their location and the name of their assigned buddy. In the event of uneven numbers of client, a group of three can be used.
- The outing supervisor will perform and record “buddy checks” at a minimum of every 15 minutes or if a client is suspected of being missing, to account for all clients, using a bell to signal.
- When the bell is signaled (“buddy up signal”) all clients must stop the activity and find their buddy and raise their joined hands to be accounted for by the outing supervisor. All staff should assist clients in performing the buddy check and do a head count of their group, giving the outing supervisor “thumbs up” signal when all their clients are accounted for.
- If a client is without a buddy, immediately obtain the client name, look up the name of his or her buddy and call that clients name out. If there is no response, ask the single buddy where he or she last saw the missing buddy. Without hesitation, notify the outing supervisor that a child is missing. Activate the Lost/Missing Child Protocol immediately!
- Check the number of sets of buddies against the number that are supposed to be in the area as indicated on the accountability system. If a set of buddies is unaccounted for, repeat the count and check. If the set remains unaccounted for, notify the outing supervisor that children are missing. Activate the Lost/Missing Child Protocol immediately!
- If the count and accountability system totals agree, the outing supervisor gives the signal to dispatch the staff to their posts and allow the clients to resume scheduled activities. The outing supervisor will note the time of the buddy check on the accountability system, and begins the count down for the next buddy check.

In addition, staff will:

- Staff must escort clients to and from public restrooms and locker rooms ALWAYS, no exceptions.
- Outing bags must be taken every time group leaves the building. Always check the emergency form in bag before leaving to see who may need inhalers, epi pens, or are

elopement risks. Medications can and should be taken along if they are needed, but always RETURN them to the box in supply closet for use in building next session. Outing bags should be restocked if supplies were used up, and returned to shelf each evening.

- One staff must be with the outing bag at all times during the outing. If you are on an outing with multiple groups, one staff may watch all of the group's outing bags.
- Maintain assigned positions and stay alert so that one is near the exit and throughout the area at all times, but all should be interacting with children.
- Please make sure to follow all rules of the outing site. If you have questions about the rules, ask the outing supervisor who can contact the main building.

Items You Can/Cannot Bring

- Children/adolescents should pack a snack (including necessary utensils). Please include a drink. No refrigeration is available. Microwaveable items are able to be accommodated ONLY for adolescent clients as part of their treatment program needs. The assigned GLP will inform you if your therapy groups are allowed to bring microwavable food.
- A pack lunch must be sent with your child/adolescent during the summer program.
- Water Bottles are recommended for all children/adolescents.
- **ALL ITEMS MUST BE LABELED**
- There will be special days that food will be provided (due to the specific outing planned) and notification will be sent home in advance, via the activities calendar. Special diets can be followed as usual on those days.
- All Children/adolescents should be dressed appropriately for the weather. Sneakers and socks are required for children/adolescents in all groups. **NO SANDALS OR CROCS!!**
*Socks are **required** for all clients to participate in the sensory room.
- A backpack with the following items is required for all clients attending the program with an appropriate change of clothes for the weather.
- Amazing Kids Club Staff is **NOT** responsible for electronics and personal items that may be lost or broken. All such personal items must be placed in their book bag upon arrival at AKC and remain there during the day.
- Homework will not be worked on while attending a therapy session at the Amazing Kids Club.

Communication Sources for Families:

1. Daily Treatment Communication: The goal of the Amazing Kids Club (AKC) is through the therapy process we will teach new skills/behaviors to your child and then you will both encourage and see the same skills continue in the home, school and the community. Example, teaching a child turn-taking to a child at AKC and then the child starts taking turns at home with siblings and then at school with friends. The AKC clinical program is built around generalizing everything we work on across people, places, times, and situations to maximize the therapeutic success for each child. This is why multiple staff

works with your child, we change rooms throughout the night, we look for teachable moments at all times, and we incorporate community outings and special events throughout our therapeutic activity schedules. We also provide you (the families) an outline of everything we do (the Therapeutic Activity Schedule, which is a daily progress report) so you can ask questions, repeat at home, and share with other service providers or school staff.

2. Family/Review Treatment Plan meetings: Every three (6) months your child/adolescent's treatment plan will be review and updated with the family's participation. Please use these planned team meeting times to learn more about what we do, what you can do, and what we can do together for the best treatment outcomes for your family.
3. Clinical Coordinators (GLP) are assigned to each family/client at AKC. They should maintain an open and regular communication with your family about your child/adolescent's treatment and progress.
4. Email Blasts: Each family attending AKC who elects to be notified will receive email blasts which include the following: links to Activity Calendars, announcements, community events, contact information, flyers for other resources and events in the community and more. It is the families' responsibility to be aware of the schedule, send your child/adolescent prepared for the special event or community outings, and know the dates when the center is closed. Please watch for the email and check our website for activity and schedule calendars at www.truenorthwellness.org/behavioral-health-services/autismservices/
5. Outside Signs: Additional reminders are posted at Drop Off locations for reminders to the families. Please take note of these signs and read at Drop Off times. This will prevent confusion on changes and upcoming special events.
6. Family Satisfaction Surveys: Are distributed twice a year to all AKC Families. Please give us feedback so we can identify areas that need improvement. Over the years we have had a low return rate from our families and have to make future decisions for the program based on only a few families' opinions. We encourage you to have your voice and ideas heard!
7. Clinical Supervisors are available at both location to assist families with their child/adolescent's treatment services to contact a clinical supervisor call AKC Hanover 717-797-5930 and AKC Red Lion 717-698-3515. They are also available to speak to any family that has suggestions, complaints, concerns, and sharing of success stories. Jennifer Seletzky-Davidson, Autism Program Manager (717-797-5930) is also available to families in need of assistance. Please do not hesitate to contact us and let us ensure your experience with AKC is a successful one.
8. Family Liaisons are AKC's intake specialists and can be contact at AKC Hanover 717-797-5930 and AKC Red Lion 717-698-3515. They are available to assist all families with the intake process, referrals, family events, community involvement, fundraisers, donations and resources information.

HIPPA & Confidentiality Regulations

In addition to the agency HIPPA & Confidentiality policies on display at the front desks and a paper copy given at enrollment into the program, the following are additional staff trained AKC policies to ensure your family and clients privacy.

1. The staff will never discuss clients with others outside the workplace. They will not tell people in the community that the children/adolescents are disabled or autistic.
2. When on an outing, the staff do not wear agency badges (but have ID badges on hand to be available to show authority if needed).
3. The staff never use last names when calling a child/adolescent or referring to them when talking to staff. The staff does not give out or say any identifying information about the client to anyone.
4. The staff does not discuss anything about your child while on outings with others. When registering the group at an outing, one staff must go register the group while other staff remain supervising the child/adolescent away from the registration area to insure that confidentiality is kept.
5. Hats or shirts made as a craft project can state "Amazing Kids Club" but not TrueNorth Wellness Services. They may wear these items on outings.
6. Staff never brings laptops, tablets or iPads on an outing.
7. Staffs have safety protocols to protect the group's Safety/Community Outing Bags; they contain emergency contact, client information and medications. If an outing bag is ever lost, report immediately to the Site Supervisor and attempt to find and then Clinical Supervisor or Autism Program Manager to file Agency Compliance Reports immediately and if not recovered the agency will inform any family that the bag contained information was lost.

Act 62 Private Insurance

In order for us to comply with state and federal billing expectations, all clients who have private insurance must provide the agency with complete insurance information, including all private insurance policies and medical assistance. Our staff will ask for the current information and make copies of the cards at every family meeting. It is required that if there are any changes to your family private insurance plan at any time that the TrueNorth Wellness Services and Amazing Kids Club be notified as quickly as possible. It is our understanding that the Medical Assistance and CCBHO (managed care) will continue to fund our program but it is our agency's responsibility to collect and document all private insurance information for all clients of our agency. Failure to provide this information and updates to information can result in disruption to or termination of services.