



CHILD & FAMILY
DEVELOPMENT

PARENT HANDBOOK

Revised August 2023

JOYA CHILD AND FAMILY DEVELOPMENT

1016 N. Superior St., Spokane, WA 99202

Phone: (509) 326-1651 Fax: (509) 326-1658

www.joya.org Email: info@joya.org

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This Parent Handbook does not constitute a set of promises or a service contract. Rather, this handbook is a guide to provide you with useful information about our programs, philosophies, and policies. Joya Child & Family Development (“Joya”) reserves the right to make changes in content or application, as it deems appropriate – and to amend, supplement, or rescind any provisions mentioned in this handbook. Changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook.

The most current version of our handbook is on our website: <https://www.joya.org/> (go to For Families, Joya forms & information)

It is understood that your child’s enrollment at Joya will continue at the will of Joya and yourself, and may be terminated at any time for any reason by either party. Any oral or written representations from staff will not supersede the terms addressed in this document.



Dear Parents:

Welcome to Joya Child & Family Development and thank you for selecting us to provide services for you and your child. Joya is proud to be recognized as a Neurodevelopmental Center of Excellence because of the comprehensive assessment, treatment and support we provide children and families.

Our goal is to facilitate healthy social, emotional, communication, physical and intellectual development in infants and toddlers. We believe that parents and caregivers are vital to every child's success and we are committed to supporting, encouraging and respecting families. We don't set limits on a child's future. We team up with parents on a journey to discover their child's potential, exploring every option to improve health and enrich development.

Please keep this parent handbook and refer to it often. It will answer many of your questions and help you understand our program. Again, thank you for the opportunity to work with you and your child. We look forward to celebrating every milestone with you.

Yours truly,

A handwritten signature in blue ink that reads "Colleen Fuchs".

Colleen Fuchs
Executive Director

Sign-In Procedures

All children must be signed in at the front counter by a parent, guardian or other authorized adult.

General Property Information

Joya's hours of operation are 7:30 a.m.-4:30 p.m., Monday-Thursday, and 7:30 a.m.-1:00 p.m. on Friday.

We provide services every weekday throughout the year except for the following:

January:	New Year's Day Martin Luther King Jr. Holiday
February:	Presidents' Day Holiday
April:	Spring Break (Joya is closed for one week, generally the same week as Spokane Public Schools' spring break)
May:	Memorial Day Holiday
June:	Juneteenth Holiday
July:	4 th of July Holiday
August:	Summer Break (generally the two weeks prior to Labor Day)
September:	Labor Day
November:	Veterans Day Holiday Thanksgiving Day and the following Friday
December:	Winter Break (Joya is closed for two weeks, generally the last two weeks of December & the same weeks as Spokane Public Schools)

Access to the building for all visitors is through the main entrance of the building.

Families are welcome to wait in our lobby before and during appointments. Outlets are available for charging electronic devices and toys are available for children to play with while waiting. Restrooms and a water fountain are available in the lobby.

Access to areas past the lobby are available only when accompanied by a Joya staff member or when buzzed through by the front desk.

For the safety and security of families, visitors, and staff, surveillance cameras are in use around the property 24 hours a day - outside the building in several areas and in the parking areas, and throughout the first floor of the building; however, there are no cameras in any of our treatment rooms.

Alcohol, drugs, smoking and weapons are not allowed on the Joya property at any time.

Ample parking is available for Joya families and visitors in front of the building or on Superior St. There are three handicapped parking spaces, one being van-accessible, and two electronic car-charging stations. Please lock your vehicle and do not leave valuables in sight.

Due to HIPAA regulations, please do not take photos or video of children while at Joya.

For the safety of Joya staff, children and families who have nut allergies, please do not bring nut products into Joya.

Perfumes, aftershave, hair care products and other scented products can worsen health problems for some people, especially those with asthma, allergies and other medical conditions. We ask that you help provide a scent-free environment for all children and employees. Please avoid using scented products in our building. Our chemically sensitive children and employees thank you.

JOYA'S MISSION, VISION & VALUES

Mission Statement

Joya is dedicated to igniting hope, empowering children and families, and establishing lifelong skills. We provide exceptional pediatric therapy and support services, engage families, and remove financial barriers. Our community is built on inclusion, encouragement, and lasting connections.

Vision

Joya envisions a future where all children thrive with the support of their families, our team, and community partners. We will be the trusted early childhood development resource for families, caregivers, and higher education partners throughout our region. Joya will remain a place where all are cared for.

Values (CHILD)

Compassion • Hope • Inclusion • Learning • Dedication

At Joya Family and Child Development, all children and families belong, regardless of race, religion, gender or ability to pay.

We honor diverse family structures, embrace the variety of backgrounds from which our families come, support families in their preferred language, and work with families to provide diversity – informed, culturally attuned, inclusive services.

WHO WE SERVE

Geographic Area

Joya serves children residing in Spokane County.

Client Profile

Joya's Early Support for Infants and Toddlers (ESIT) program serves children under the age of three with atypical development, delays, disabilities or medical complexities that affect development.

Joya also offers playgroups, parenting and child development education opportunities for typically developing children and the community.

On their third birthday, children may transition to their local school district program or other services in the community. Children who attain age-appropriate skills before their third birthday transition at that time. These children may be referred to preschool, parent co-op or Head Start services.

WHAT WE OFFER

The time between birth and three years of age is one of very rapid growth and change. Every child is unique. Every family is unique. Services are designed to respect your family's concerns, interests, and values. If you have concerns about your child's development you have a right to the following:

Family Resources Coordination

A Family Resources Coordinator (FRC) will be assigned to your family to guide you through the evaluation process and offer any assistance you may need with setting up therapy at Joya. The FRC is available to help your family identify concerns, priorities, and resources related to your infant's or toddler's developmental needs. With your help, the FRC will develop an Individualized Family Service Plan (IFSP) based on your concerns, priorities and resources. The FRC will also help with the transition process.

Evaluation

A team of professionals will work with you to evaluate your child's development in five areas:

- **Physical:** Reaching for and grasping toys, crawling, walking, jumping.
- **Cognitive:** Watching activities, following simple directions, problem-solving.
- **Social-emotional:** Making needs known, initiating games, starting to take turns.
- **Communication:** Vocalizing, babbling, using two-to-three-word phrases.
- **Adaptive:** Holding a bottle, eating with fingers, getting dressed.

Based on your child's strengths and needs in these areas, the evaluating team will determine whether your child is eligible for services. If eligible, you and other members of your child's team will identify the type of frequency of services that will best serve your family.

Joya Medical Evaluations

Children entering Joya may receive a pediatric medical evaluation with our Medical Director, Dr. Matt Thompson, after therapy begins based on your child's needs. Dr. Thompson oversees all treatment programs and equipment requests. Dr. Thompson acts as the communicator between Joya and a child's primary care provider.

Nutrition Services

A registered dietician (RD) is available for nutritional consultations. Our speech & language pathologists will help you arrange these services when needed.

Individualized Family Service Plan (IFSP)

Every child who attends Joya has an Individualized Family Service Plan.

The IFSP is written by the Family Resources Coordinator (FRC) and treatment team, including the parent(s). The information is gathered during the intake and evaluation process. It is compiled within 45 days of your child's referral and after eligibility is determined.

The IFSP includes information about your family's concerns, priorities, and resources for promoting your child's development. The IFSP also includes information such as developmental evaluations and results, the therapy plan, and funding information. The FRC compiles the information with the team's input, the parent reviews the document, makes any necessary adjustments, and signs it to acknowledge approval of the plan. These records are confidential; the IFSP is kept in the child's electronic file and copies are provided to the parent. The IFSP is updated every six months. Parents can request IFSP revisions at any time by contacting the Family Resources Coordinator.

Routine Screenings

Vision

Children receiving services from Joya, who are not already under the care of an eye doctor, will receive an annual vision screening after 6 months of age. Our handheld SPOT™ vision screener takes pictures of the child's eye from a distance of three feet to screen for vision issues. Children needing further eye evaluation are referred to an eye doctor via a letter to the parent and the child's primary care provider.

Hearing

Children receiving services from Joya, who are not already under the care of an ear, nose & throat specialist or audiologist, will receive a hearing screening with our OAE (Otoacoustic Emissions) system. Most children are screened once a year. A small probe is inserted in each ear. The machine measures the child's hearing at different levels as it makes a series of beeps. Children needing further hearing evaluation are referred to an audiologist via a letter to the parent and to the child's primary care provider.

Pool Therapy

The downtown YMCA has been kind enough to offer the use of their facility to Joya so that we can offer pool therapy to our clients.

As “guests” of the YMCA, we will have limitations to our use of their facilities. The following conditions must be met in order to participate in pool therapy:

1. This is a one-to-one program. No siblings may attend.
2. Therapy sessions are 30 minutes. Your child needs to be poolside when their therapy time starts, and you must leave the pool area immediately after the session.
3. Your child needs to wear a swim diaper or regular or disposable diaper with plastic pants. If your child is having loose stools, they should not be in the pool.
4. Your child will need a towel provided by you.
5. The YMCA front desk will have your child’s name as a Joya pool therapy participant. The downtown site will validate your parking stub for your child’s therapy time.

Therapy attendance policies apply.

Please talk to your child’s physical or occupational therapist if you are interested and can meet all of the above conditions.

Individual Programs / Groups

Joya provides services in natural environments, in accordance with Federal Part C requirements. We are committed to increasing the family’s capacity to enhance their child’s development through natural learning opportunities at home or in community settings where children live, learn and play.

Individual Programs

Individual therapy is a one-to-one service with a physical or occupational therapist, speech/language pathologist, and/or special education teacher. The child receives individualized treatment with parent training and coaching for carry-over of the child’s objectives in the home environment, throughout daily routines and activities.

Preschool Groups

Children enrolled in groups are generally between 18 months and three years of age. Groups meet two days per week for two hours. Each group is run by a team that includes a special education teacher, program assistant, physical or occupational therapist, and speech/language pathologist. Parent training for carryover of the child’s objectives in the home environment is part of the group.

Groups provide opportunities to practice independence, socialization, communication, sensory activities, turn-taking, sharing, adult attention, and learning routines that will prepare them for preschool. Each group includes Peer Models with age-appropriate skills.

Children who are considered for a group need:

- to interact with people and objects
- to demonstrate an awareness of the environment
- appropriate positioning systems that are conducive to group placement
- to separate from a caregiver without prolonged distress
- to generalize their skills to other activities
- to be able to attend all scheduled days
- to have up-to-date vaccinations

Please bring a backpack with your child that includes a change of clothes and diapers. If your child has a comfort item, please include it to help with transitions to this new environment. We like to be messy, so dress your child in play clothes.

If your child is ill or you are unable to make it to the group, please call or text Joya at (509) 326-1651.

Parent-Child Groups

Throughout the year, Joya will have opportunities for "stay and play" groups for children and parents. These groups may be organized around a theme like "Story Time," "Move to Grow," or feeding and nutrition. Group activities may be facilitated by Joya staff, student volunteers, or university faculty. Parents/caregivers must be present and actively supervise their children at all times.

Typical Daily Group Schedule

- Upon arrival, parents help their child wash their hands, hang coat/jackets/backpacks in their cubby
- Circle Time: story & singing, 20 minutes
- Table Learning: gluing, painting, coloring, sensory, crafting, 20 minutes
- Free Play: imaginative area, block area, sensory activities, books; the children are able to move freely between the different activities, 20 minutes
- Gym/Outside, 25 minutes
- Wash Hands / Sit at Snack Table: Goals will focus on tasting different foods, using utensils, making choices, and communicating needs using signs and/or words, 25 minutes
- Prior to leaving, we will sing the goodbye song

When a child has therapy in-center, legal guardians have the right to access all areas being used for treatment of the child.

Roles of the Direct Service Staff

- **Early Childhood Special Education Teacher** to facilitate age-appropriate developmental milestones through play and social interactions.
- **Developmental Specialist** who will use a collaborative process to work closely with parents and caregivers to develop the most effective therapeutic plan to support a child's personalized cognitive, social-emotional and behavioral goals.
- **Program Assistant** to assist the team by preparing group materials, supervise children and carryover individualized objectives.
- **Speech/Language Pathologist (SLP)** to provide speech therapy and facilitate language development. This may include teaching sign language or working on feeding and oral motor skills.
- **Occupational Therapist (OT)** to facilitate development of fine motor skills (hand use), and self-help skills such as eating and dressing. Sensory motor processing is also addressed, including tolerance of a variety of tactile and movement experiences.
- **Physical Therapist (PT)** to facilitate development of gross motor skills and large muscle strength. This includes teaching the child to stand, crawl or walk.

The following staff provide additional services:

- **Masters of Social Work (MSW)** are also certified FRCs. They are available to help families with the intake process and with accessing community social service agencies including, but not limited to, SSI, Medicaid, DDA, Head Start, ECEAP, housing and other financial assistance programs. They also provide guidance and may assist with referrals for families needing more comprehensive counseling services.
- **Pediatric Nurses** are also certified FRCs. They are available to help families with the initial intake process and with ongoing health care questions. They also assist with health care coordination and accessing community resources. Nurses are able to provide information on immunizations for your child, parenting, growth and development, as well as many more helpful topics. The Pediatric Nurse will assist you when seeing the Joya Medical Director for your child's medical evaluation.
- **Family Resources Coordinator (FRC)** to assist the family with gaining access to the early intervention services for their eligible child and other resources as identified in the Individualized Family Service Plan (IFSP). The FRC helps your family identify priorities and coordinate supports to match those priorities. Your FRC works with your family to coordinate:
 - The initial intake process
 - Your child's evaluation
 - Development of the Individualized Family Service Plan (IFSP) to address your child's and your family's needs
 - Information about resources available in your community to support your child and family
 - Transition Plan to community programs, including preschool special education

A complete list of Joya staff may be found on our website, <https://www.joya.org/our-team/>

WHAT WE EXPECT

Attendance Policy

At Joya, we firmly believe that children benefit most from therapy when parents and treating staff form a strong partnership and maintain open communication. Joya teachers, therapists and support staff are committed to providing a program that best serves you and your child's needs. To support that goal, we have established the following attendance policy:

Cancellations:

Appointments are in high demand. We request advance notice if you must cancel your appointment. This will allow us an opportunity to fill the cancellation with a child who is waiting to get in for treatment. Please inform your team of scheduling difficulties, health problems, necessary absences, etc., **in advance**, so that we can help assure that your child maintains good attendance in therapy and is able to reach his/her fullest potential. If you arrive more than 10 minutes late to your scheduled appointment, your session may be cancelled.

No-Shows:

We define a "no show" appointment as one where a child does not attend, and a parent/caregiver has not communicated about the absence ahead of time. If a child has two "no-shows", the parent/guardian will receive a warning letter. If your child has one more "no-show" after the letter is sent, he/she may be discharged from services.

Excessive Absences:

We require your child to attend 60% of their scheduled therapy appointments. If your child does not attend 60% of their appointments in a month, you will receive a warning letter. If your child continues to have excessive absences in the month after the letter is sent, he/she will be removed from his/her treatment schedule.

You must contact your child's Family Resources Coordinator to discuss resuming services or transferring to another pediatric therapy center. If we do not hear from you within two weeks after removing your child from his/her treatment schedule, your child may be discharged from therapy.

A Pattern of Absences:

Attendance below 60% for more than two consecutive months may result in discharge.

Please contact your FRC or text your care team if you need to change your child's scheduled days, times, or frequency.

If your child will not be attending therapy for any reason, please reach out to Joya by calling or texting (509) 326-1651 with this information.

Payment For Services

No child will be turned away from Joya due to an inability to pay for services.

It takes many funding sources to cover the agency's cost for client services. These include, but are not limited to:

- Medicaid/Private Insurance reimbursements
- Private Insurance cost shares/Co-pays
- Developmental Disabilities Administration (DDA) funding
- Early Support for Infants and Toddlers (ESIT) program

If you have Medicaid eligibility:

- We will bill all covered services directly to Medicaid. Special education services are not currently covered by Medicaid. There is no out-of-pocket cost share for covered services if your child is Medicaid eligible.
- We request you provide a copy of your Provider One identification at intake or at time of first service.

If you have private insurance:

- It is our general policy to bill all services directly to the insurance company(ies).
- Upon reimbursement from the insurance company, the insurance designated subscriber's balance or co-pay is then billed to the policyholder. (Per our contracts with our insurers, we are obligated to collect cost shares/co-pays.) We will be glad to work with you on an individual basis if the insurance cost share becomes financially prohibitive for you.
- We need a copy of your insurance ID card at time of intake or at time of first service.
- If the insurance information you have provided changes, or your child's eligibility changes, please notify Joya and provide us with the current information.

If you have no insurance and no Medicaid eligibility:

- We will have you talk directly to our billing department to explore cost share options.

Our Billing Specialist will be able to help you with questions or problems you might have regarding insurance payments, billing or insurance co-pays.

Siblings

We know you want the time spent with your child's teachers and therapists to be as productive as possible. We share that goal. That's why we acknowledge that it is sometimes difficult for even the most capable parents to learn education and therapy techniques while trying to supervise other children. If taking care of siblings while participating in your child's therapy proves challenging or disruptive to others, we ask that you please make other arrangements for care of siblings during that time.

The role siblings play in the development of their brother or sister is very important. They generally want to help with therapy, and we like to encourage this kind of positive interaction between your children.

If you do choose to have siblings present during your child's therapy time, you might consider having a special toy or coloring book for them. This is a fun, positive way to pass the time and occupy the siblings during a brother or sister's therapy session. "Sibling Bags" with an assortment of toys are available for a sibling to play with during therapy if needed. Please ask the teacher or therapist about obtaining a bag.

We have established a few general guidelines to keep everyone safe and maintain the facility while siblings are present at Joya.

- Supervision of siblings, by an adult, is required at all times, both inside and outside the building.
- Because of the age of the children we serve, the playground equipment is not designed for use by children over the age of eight. Older children playing on it may be injured or cause damage.
- Toys and materials in the therapy and group rooms are for therapy only. Toys and equipment may not be moved from therapy areas. Siblings are not allowed to climb or play on therapy equipment (balls, swings, tilt boards, etc.)
- Shoes must be worn by children and adults when in the building, *except on mats*; no shoes are allowed on mats. In order to keep our mats clean for infants, socks must be worn when on the therapy mats.
- Food and drink are not permitted in therapy or group rooms. Food and drink are permitted in the lobby, however children must be supervised and cleanup is required.

Discipline

We do not allow spanking, name calling, or physical punishment of children by staff, parents or volunteers. We want Joya to be a safe and happy place for your child. Please ask staff for ideas on other ways to discipline your child. We want to support you in any way we can!

Joya will help develop a plan to deal with children's challenging behavior. Please communicate your behavior concerns to staff so they can help you identify problem behaviors and work with you to develop a consistent strategy to address the issue. We encourage a team approach to behavior management.

Biting: Per Washington State regulations, if a child bites, or is bitten by, another child, Joya will administer treatment to flush and cleanse the wound in the event of a break in the skin. If the skin is not broken, the bite area will be washed thoroughly. In either case, the parent or guardian will be notified of the event.

Child Abuse and Neglect: All Joya staff are mandatory reporters and, as such, are required to report all suspected abuse or neglect according to Chapter 26.44 RCW and DDA Policy 6.08. We want to work as partners with you and Child Protective Services (CPS). Our goal is to help you strengthen your family.

Children and families in our program are asked to:

- Respect children and adults as individuals
- Encourage self-esteem
- Try new things
- Be courteous and kind
- Seek help when needed
- Communicate with your care teammates

Group Rooms

Preparing for the day:

In order for your child to do his/her best at Joya, it is necessary for him/her to come to Joya bathed, wearing clean, dry clothes, and having had enough rest and an adequate breakfast.

Diapers/toileting/training:

If your child is enrolled in a group, a change of clothing and any necessary diapers (disposable, please) or undergarments should be sent with your child to cover the period of time he/she is at Joya.

Snack is part of group time:

If your child is enrolled in a group, a snack will be served. When appropriate, staff will be working with parents on individual feeding programs.

Food Allergies:

If your child has a food or milk allergy, please let us know! Allergies are listed on the Child Information form and on the snack table in the group rooms.

- Our buyer for our food program reads labels to avoid ingredients that may cause a reaction in children with known allergies.
- All foods served to children at Joya must be commercially labeled.
- Art projects with food are monitored to avoid foods which may cause an allergic reaction.
- In the case of life-threatening allergies, parents will be asked to provide all food for their child.
- If a child has a prescription for an Epi-Pen, parents must bring the Epi-Pen to every appointment ***and remain in the building the entire time the child is in group or a therapy session.***
- If a severe allergic reaction takes place, the child's parent or legal guardian will determine the necessity for an Epi-Pen and will administer the prescribed dosage.

We ask that you please do not bring nuts or nut products into Joya.

Medications:

We do not dispense prescription medications to children. Sunscreen, lotion and diaper ointment are used only with parental consent.

Illness

Please keep your child home if he/she:

- has **vomited** (within the past 24 hours)
- has a **body rash** (especially with a fever or itching, lice or nits)
- has **diarrhea** (two or more watery stools in a 24-hour period; please keep your child home until symptoms subside)
- has an **eye infection** (thick mucus or pus draining from the eye)
- has a **sore throat** (with fever, earache or rash)
- is **not feeling well** (unusually tired, pale, lack of appetite, cranky, unable to participate in activities)
- has a **fever** (temperature of 100.4° Fahrenheit or higher). **Please keep your child at home until he/she is fever-free for at least 24 hours without the use of fever-reducing medications.**
- has **any contagious disease**

Please phone or text Joya at 509-326-1651 when your child is ill.

Home Visitation

A Joya therapist will contact you either the day prior to or the day of the appointment to confirm the appointment and health of family members by text. Parents should confirm the appointment and let the therapist know of any illness in the family. If the child/parent is ill, the appointment should be cancelled and an offer to reschedule will be made by the therapist, if his/her schedule permits.

Telehealth may be offered if the parent is ill, but child is healthy. If a family member is ill and cannot quarantine, the therapist may offer to reschedule or do a telehealth visit.

If you do not confirm your appointment, the therapist may come to the home for the appointment, but if you are not present it will be considered a “no show.” If there are two “no shows” the child may be removed from the therapy schedule.

An adult is required to admit the therapist to the home.

Parent or childcare provider must remain present during the therapy sessions. This is to help with family education and to encourage carry-over of activities and suggestions between therapy sessions.

Have an area available for therapy as free of distractions as possible. This may be the living space, kitchen (if doing feeding therapy), bedroom, etc.

Turn off the television/music during therapy.

If you have pets, they must be secured behind a solid, locked door during therapy.

The visit will be terminated if parents or other occupants are intoxicated, aggressive or threatening to the therapist.

The visit will be terminated if firearms or illicit drugs are visibly present.

The visit may be terminated if a child, parent, or other family member is obviously ill (diarrhea, lice, vomiting, excessive coughing, etc.) and cannot remain quarantined.

If you need to cancel a home visit, you are asked to contact the therapist by text as early as possible. If that does not work, call Joya at 509-326-1651 as early as possible to cancel the appointment. The therapist may reach out to reschedule the appointment if he/she has available openings.

EMERGENCY INFORMATION

In case of a medical emergency, the staff will call 9-1-1 and contact the child’s parent or guardian.

It is important that you keep the emergency information in our files up to date at all times. The *General Information Form* (please see Addendum) includes the basic information we need to keep in touch.

Please be sure that Joya has the following information and that it is up-to-date:

Child	Name and date of birth
Parent (or Guardian)	Name, home address and home phone Also, work, cell and message phone
Emergency Contact(s)	Name, relationship and home phone Also, work and cell phone
Physicians	Name, address and phone number
Hospital Preference	Name, city
Medical Conditions	Allergies, medications, etc.

If your child is enrolled in a preschool group, a “Group Practices” form (please see Addendum) must be completed which lists who is authorized to remove your child from Joya. Information required includes name, relationship and phone number. Picture identification will be required to release your child to a person unfamiliar to Joya personnel.

We will also want you to give permission to Joya personnel to authorize emergency medical care, if necessary, in case of illness or accident.

Service Animals

Joya supports the use of “service animals” by persons with disabilities as required by federal laws and Washington State’s law against discrimination. A person wanting to bring a service animal to Joya must fill out a written request, in advance, and submit it to the Program Director. In consult with the Management Team, the Program Director will make a decision as to whether or not the service animal will be permitted inside Joya.

Emergency Closures

Joya will generally close if Spokane Public Schools are closed. Notification of a closure will be texted to all parents, and will be on our Facebook page and website.

Fire Drills

When a fire drill is conducted, a building-wide announcement will be made that a drill is taking place. Please follow Joya staff instruction to evacuate the building. Evacuation routes are posted on the first floor of the building between Rooms 108 (Red Bird) and Room 110 (Green Frog), next to the elevator, across from Room 142 (White Horse), and in all group rooms & treatment spaces. Please familiarize yourself with the evacuation routes.

If you are in the building during a fire drill or evacuation, please exit the building immediately through the nearest exit and follow Joya staff instruction.

Lockdown Drills

When a lockdown drill is conducted, a building-wide announcement will be made. Please go into the nearest room, lock the door, shut blinds, move away from windows, and do not open the door until advised to do so. In the event of an actual emergency where the building needs to be locked down, you will follow the same instructions. **Do not open the door for any reason until an announcement is made that the drill is complete.**

Actual Emergency

In the event of an actual emergency that would prevent us from returning to the building, the group would proceed together and seek shelter at a location close to Joya, with employees providing traffic control for the crossing.

Fire extinguishers are located on both floors throughout the building.

Child Out-of-Home Placement

It is our policy that children attend therapy sessions with the child's primary caregiver. The goal of each therapy session is to work with caregivers to support the child's progress toward goals. Caregivers are coached to use every day routines and activities to enhance development. Joya is not a supervised visitation site.

Supervision of Children

All children, including siblings, are required to have direct adult supervision at all times.

At Joya, children need to be directly supervised by an adult at all times. If your family or friends transport your children, be sure to make them aware that we cannot allow children to be left in cars, without adult supervision, even briefly.

If you have special circumstances and need additional assistance from our staff during pick up or drop off times, please discuss this with your child's teacher or therapist.

HOW WE COMMUNICATE

Communication is a critical element in our program. Your questions, concerns and ideas are important. You need to understand our expectations, what is happening in your child's program, why and how we exchange information with your doctor and outside agencies, and who to ask or where to go for information when you have a question.

Confidentiality

Confidentiality is basic to maintaining professional ethics and community respect. Staff, volunteers and workers who have access to personal information are obligated by both law and ethics to honor this trust. All communication regarding client information is carried out in compliance with the HIPAA Privacy Rules.

Our guidelines concerning confidentiality are:

- Information and details about a client may be discussed for clinical purposes only.
- No identifying information about the client (names, addresses, client numbers, physical disabilities, etc.) should be revealed except within the scope of the agency's day-to-day work and interactions with collaborating agencies.
- Discussing the details of a case outside of the scope of the agency's work (even though the names, addresses and client numbers are not used) could be considered a breach of confidentiality.
- All staff members have been trained regarding the HIPAA Privacy Rules.
- All staff and volunteers at Joya are required to sign an "Oath of Confidentiality" (see Addendum.)

Our **Notice of Privacy Practices** is included in our intake packet, posted on the bulletin board in the lobby, and in the Addendum of this handbook.

Staff and our consultants use your child's records on a "need to know basis."

Your child's file is confidential, but parents may request records at any time. Please contact Joya's Record Specialist to request records for your child. Once completed, we can print records for you or email them to you via secure email. Please allow ten (10) working days for us to process your request.

Records are maintained according to Federal and State Laws.

Joya uses a secure texting platform to communicate with our families. **If at any time the main contact phone number changes for your family, please let us know.**

Questions, Concerns or Misunderstandings

Joya encourages kind, direct communication, person to person. Please bring up any issues or concerns with your care teammates before contacting management. It has been our experience that with clear communication, we can usually work out any challenges.

If you feel your concerns are not addressed, the official Parent/Guardian Grievance Procedure is available at the front desk.

Calendar

Joya publishes an annual calendar that shows special events, holidays and other days that Joya will be closed.

Joya Newsletter

Joya publishes a newsletter three times a year, and sends out an electronic e-news monthly. Both include what's happening at Joya, and the dates of upcoming events and meetings.

Parent Newsletter

A parent newsletter is emailed out to all families once a month. The newsletter contains important, useful information and upcoming events.

PARENT PARTICIPATION AND RESOURCES

Parent Participation

Joya depends on you to make our program successful. Some parents have developed friendships from social activities (Parent Night, auction, Penny Drive.) Some parents connect at transition and other workshops.

“Getting Connected”:

To Your Child’s Program:

Participation in your child’s program is required. You are your child’s teacher and prime therapist. We are here to coach you and support your goals for your child’s development.

To Parent Activities:

Getting to know other parents is a good way to share information and solve problems. You might meet other parents when they are participating in their child’s program or talking together in the lobby. We encourage you to join our family activities scheduled throughout the year. For more information, ask your Family Resources Coordinator when special events or workshops occur.

To Volunteer Opportunities:

Joya has several fundraising activities that always need extra hands:

- Auction (March)
- Penny Drive (spring)
- Golf Tournament (fall)
- Fun Run (fall)
- Community Fair (fall)
- Other events (TBD)

Please contact Joya’s Events Manager if you are interested in helping with one of these events or complete the Volunteer Interest Form in the Addendum.

As part of the Penny Drive, we visit public and private schools in Spokane to educate them about Joya and to create awareness about treating everyone with kindness and respect. We are always looking for families to share their stories at these presentations. Please contact the Events Manager if you are interested in participating.

Our Board of Directors includes a minimum of two parent representatives. Parents may also serve as community representatives on the board. If you would like more information about this volunteer position, please contact the Executive Director.

Joya's Foundation Board of Trustees is comprised of community members interested in preserving the existence of Joya services for the families of the future. If you have an interest in becoming a trustee, please contact the Executive Director for more information.

Parent Resources

There are many resources for families available in our community. Joya's website has a comprehensive list that you can access [www.joya.org/For families](http://www.joya.org/For_families) under Partner Resources.

Joya has wireless internet available for use. It is an unsecured connection, so please do not enter personal information (banking, etc.) while connected.

Connect to "**JoyaGuest**". The password is "**J0ya-@ccess-01**".
Please note that the 0's in the password are the number zero, not the letter O.

Please note that some popular websites, including streaming access, may be blocked due to Joya's Firewall policies.

We recognize that parents sometimes need a place to wait for their children and that siblings may be present during these times. The lobby is available for this purpose and has a selection of toys for children to play with while waiting; toys are located in the cabinet on the east wall of the lobby. We ask that all toys be returned to the front desk after use for cleaning.

Joya's Family Room/Joya's Little Library

Joya's Family Room/Joya's Little Library is located just past the lobby, where families can find pamphlets and information that may be of interest and helpful, as well as a comfortable chair in which you can relax! Clothing and books that have been donated are also available in the family room for families to take, **free of charge**.

The library is a give-and-take library – help yourself to a book to enjoy while at Joya or take some home with you to enjoy with the whole family! Please help us keep it running by bringing in old books or returning ones you have already read.

Jack's Library and Car Cabinet

Jack's Library and Car Cabinet, located in Joya's lobby, is full of books, cars, and trucks for families to enjoy. Books may be read while at Joya or may be taken home – **if you'd like to take a book home, please check it out at the front desk**. Cars and trucks can be played with while at Joya, but please do not remove them from the building.

If you are looking for more ways to promote reading and imagination in your children, there are other ways to access Free books in the Spokane area:

- Dolly Parton's Imagination Library
- The Spokane Public Library

WHEN IT'S TIME TO LEAVE

At Joya we try to accomplish as much as possible with the children and their families in the time we have before the child's third birthday. At age three, it is time for you and your child to transition to the public school system or other community services. It is a process that extends over several months. During that time we will be working closely with you and your school district to ensure the transition goes smoothly.

Transition: When your child is 2 1/2 years old:

1. With your permission, written notification will be sent to your child's school district 6-9 months prior to your child's third birthday. The purpose of this notification is to inform the school district your child may be needing services at age 3. You may decline school district services if offered.
2. You and your Family Resources Coordinator (FRC) will discuss a plan for what services your child may need at age three and where you may receive those services, as well as resources for private therapy services. Your FRC will ask for your written permission (release of information) to share records with your school district, including your child's current evaluation information.
3. If you choose school district services, you, your FRC and a school district representative will meet to discuss the school enrollment process and decide what needs to be done and when. This process is known as the Initial Transition Conference and will occur at least 3 months prior to your child's 3rd birthday. The school district representative may schedule evaluations for your child at their facility with their staff.
4. If your child is eligible for school district services, you will meet with school district personnel to make a written plan of your child's school district program. This process is called the Individualized Education Program (IEP).

When your child has his/her third birthday:

1. We will celebrate!
2. Your child will receive a graduation certificate and Joya t-shirt.
3. Your child will transition to his/her next step in life!

We wish you good luck in your new setting. We hope you have made special friends at Joya and take many memories with you. Remember that you can still be a part of Joya through continuing your volunteer activities or participating in our special events. In fact, we hope you will let us know from time to time how your child is progressing or just drop in to say "hello"!

ADDENDUM

- Notice of Privacy Practices
- General Information Form, 2-pages (sample form)
- Group Practices form, 2-pages (sample form)
- Oath of Confidentiality form
- Volunteer Interest Form
- Pesticide Application Policy



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOUR CHILD MAY BE USED AND DISCLOSED BY JOYA CHILD & FAMILY DEVELOPMENT AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE READ THIS NOTICE CAREFULLY

Effective April 14, 2003

Under the HIPAA Privacy regulations, issued on December 28, 2000, Joya Child & Family Development ("Joya") and all similar health care providers are required by federal law to maintain the privacy of your child's protected health information ("PHI").

Please be advised that Joya may use PHI in rendering treatment to your child. For example, we are permitted to use PHI in providing your child with medical care at our facility or when your child is treated in a physician's office, hospital or nursing facility. Under federal law, we may disclose your child's PHI to you, or we can disclose your child's PHI to third parties for treatment (for example, a specialist). We can disclose your child's PHI for payment (for example, we will disclose your child's PHI to your insurance provider in order to be reimbursed for services rendered to your child). We will also disclose your child's PHI when required by the Secretary of the United States Department of Human & Health Services.

Though we are prohibited from disclosing your child's PHI without your consent, our practice may use or disclose your child's PHI in accordance with the specific requirements of HIPAA, without your consent or authorization, if any of the following instances occur:

1. If the disclosure is in furtherance of operations, treatment or payment as those terms are defined under [HIPAA](#);
2. If Required by [law](#);
3. If Required for public health [purposes](#);
4. If Required to report or protect victims of abuse, neglect or domestic [violence](#);
5. If Required by a health oversight agency for oversight activities authorized by [law](#);
6. If Required in the course of any judicial or administrative [proceeding](#);
7. If Required for a law enforcement purpose to a law enforcement [official](#);
8. If Required by a coroner or medical [examiner](#);
9. If Required by an organ procurement organization, for research; and
10. If disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

1016 N Superior St • Spokane, WA 99202 • Phone: (509) 326-1651 • Fax: (509) 326-1658
Email: info@joya.org • Web: www.joya.org

Updated: 2021/04

We may use and disclose health information to reach you about appointments and other matters. We may contact you by mail, telephone, text or email. For example, we may leave voice messages at the telephone number you provide us with, and we may respond to your email address.

We may use or disclose a limited amount of demographic information to Joya Development staff in order to contact you about our fundraising efforts. We may invite you to participate in raising money for Joya. All donations will be used to expand, improve and support Joya's services, operations and programs. You have the right to opt out of these communications. Information on how to opt out of receiving fundraising materials or requests will be provided on all communications sent from Joya.

In the event we wish to disclose your child's PHI to another entity besides those referenced above, we are required to obtain your authorization. For example, if we participate in outside research or a drug study, we would need your written authorization prior to releasing your child's PHI to such outside research facility or drug manufacturer. If you provide us with an authorization, you have the ability to revoke such authorization at any time by sending Joya a written revocation. If we have already released such information pursuant to your prior authorization, the revocation will be effective for all future disclosures.

Please be further advised that you have the ability to access, copy, inspect and amend your child's medical information that we maintain. Additionally, if you desire, Joya can provide you with an accounting of all disclosures that we have made of your child's PHI to third parties, except disclosures for treatment, payment or healthcare operations.

If you have a dispute with our facility regarding the use of your child's PHI or a disclosure by Joya, please contact Joya's Privacy Officer to file a dispute.

Lastly, please be advised that you have the right to request restrictions on certain use and disclosures of your child's PHI to carry out treatment, payment or healthcare operations. You may also restrict disclosures (by Joya) of your child's PHI to a family member, relative or a close personal friend. However, we are not required by federal law to agree to your requested restriction. If you request a copy of your child's PHI, you also have the ability to request that we send it to an alternative location (different address) and by alternative means. Additionally, this notice is posted on our website and a copy will be provided to you upon your request.

Thank you, and if you have any questions, please direct them to Joya's Privacy Officer at (509) 326-1651.

Patient or legally authorized individual signature:
Print your name:
Patient Name:
Relationship to Patient:
Date:



General Information Form

Please complete both sides of this form.

Child's Name: _____ Date of Birth: _____ M F
(Last) (First) (M.I.)

Home Address: _____ City: _____ Zip: _____

Mailing Address (if different): _____ City: _____ Zip: _____

Primary Email: _____

Who will be the primary contact for your child? _____

Parent/Guardian #1 Name: _____ Relationship to Child: _____

Home Address (if different from above): _____

Preferred Phone # for Parent/Guardian #1: _____ Home/Cell Work Phone: _____

Employer: _____

Parent/Guardian #2 Name: _____ Relationship to Child: _____

Home Address (if different from above): _____

Preferred Phone # for Parent/Guardian #2: _____ Home/Cell Work Phone: _____

Employer: _____

Emergency Contacts (other than parent/guardian):

#1: _____ Relationship to Child: _____ Phone: _____

#2: _____ Relationship to Child: _____ Phone: _____

PCP: _____ Phone: _____ Hospital Preference: _____

Medical Concerns: _____

Allergies: _____

Food allergies/intolerances: _____

I give permission to Joya Child & Family Development personnel to authorize medical care, including surgery, if necessary, in case of illness or accident for the child listed above.

Parent/Guardian Signature

Date

Is there a joint custody or parenting plan in effect? Yes No

Is there a restraining order in effect? Yes No

Is the restraining order against: Mother Father Other: _____

DCFS Caseworker (if applicable): _____ Phone: _____

How did you hear about Joya? _____

How many people live in your household? _____

Please continue to other side.



General Information Form

Ethnicity & Race

Please check one:

- Hispanic or Latino
- Not Hispanic or Latino
- I do not wish to disclose this information

Please check all that apply:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- I do not wish to disclose this information

What is your total household income?

- Less than \$10,000/year
- \$10,000-\$29,999/year
- \$30,000-\$49,999/year
- \$50,000-\$69,999/year
- \$70,000-\$89,999/year
- \$90,000-\$149,999/year
- \$150,000 or more/year
- I do not wish to disclose this information

INSURANCE INFORMATION (please fill out ALL areas)

Primary Insurance: _____
 Policy Number: _____
 Group Number: _____
 Policy Holder: _____
 Policy Holder Date of Birth: _____

Secondary Insurance: _____
 Policy Number: _____
 Group Number: _____
 Policy Holder: _____
 Policy Holder Date of Birth: _____

Please check all that apply

Apple Health/Provider One Provider One # (ends in WA) _____

With Apple Health, do you pay a monthly premium? Yes No

- Private Insurance
- Both

I hereby authorize payment directly to Joya Child & Family Development for any benefits available under the insurance policy. Further, I request that benefits allowable under my major medical benefits be issued directly to Joya, should my contract prevent direct payment. I request that any draft to me be jointly payable to Joya.

Parent/Guardian Signature

Date

Child's Name: _____

GROUP PRACTICES

I, _____, hereby authorize Joya Child & Family Development ("Joya") to engage in the following specific activities that may involve my child's personal health information. I recognize that I have the right to deny Joya the ability to use my child's personal health information in the manners described below.

I understand that I have the ability to revoke this authorization by providing Joya with a written revocation unless Joya has already disclosed my child's personal health information for the purposes described below relying upon this Authorization.

This Authorization shall expire three (3) years from the date of signature. I further understand that Joya will not condition its providing treatment to me based on my execution of this Authorization or any part hereof and that my participation is voluntary.

1. Posting of Children's First Names.

For the mutual convenience of both Joya staff and the students, names are routinely posted on the walls or bulletin boards of Joya's classrooms.

- Yes, I consent to Joya posting my child's first name on the wall or bulletin board of his/her classroom. Initials .
- No, I do not want Joya to post my child's first name. Initials .

2. Patient-Specific Severe Allergy and Medical Treatment Protocols.

In order to best handle emergency situations, we like to post children with *specific severe food allergies* at snack tables. We also like to post treatment protocols for any medical conditions that could cause a medical emergency with our first aid kits.

- Yes, I consent to the posting my child's specific severe allergies and medical protocols in his/her classroom. Initials .
- No, I do not consent to the post of my child's specific severe allergies and medical protocols in his/her classroom. Initials .

Parent/Guardian Signature

Date



Child's Name: _____

The following individuals are authorized to remove my child from Joya Child & Family Development:

Name	Relationship to Child	Home Phone and/or Cell Phone

List Any Allergies-Please differentiate between a milk allergy or a dairy allergy

OATH OF CONFIDENTIALITY

Confidentiality is basic to maintaining professional ethics and community respect.

Staff, volunteers, sub-contractors and workers who have access to personal information are obligated by both law and ethics to honor this trust.

Joya Child & Family Development policy concerning confidentiality requires all individuals/businesses affiliated with the school to adhere to the following guidelines:

- Information and details about a client's matters may be discussed for clinical purposes only.
- No identifying information about the client (names, addresses, client numbers, physical disabilities, etc.) should be revealed except within the scope of the agency's day to day work and interaction with collaborating agencies.
- Discussing the details of a case outside of the scope of the agency's work (even though names, addresses and client numbers are not used) could be considered a breach of confidentiality.
- Should staff, sub-contractors or volunteers have any need for clarification concerning the oath, they should see the Program Director or the Executive Director immediately.
- This policy also applies to all forms of electronic communications, financial and credit card information.

Please read and sign the oath. This form will be kept on file.

I understand and agree to the above policy and I am aware that a breach of confidentiality is grounds for immediate dismissal or termination of professional relationship.

Date

Signature

Printed Name

Revised 03/2020



VOLUNTEER INTEREST FORM

Only our professional therapists work directly with our kids. However, we appreciate your help in other ways! Thank you!

Name: _____

Today's Date: _____

Phone number: _____

Email: _____

Address: _____

City/State/Zip: _____

Are you a student? _____ If yes, which school do you attend? _____

Is volunteering part of a school requirement? Explain. _____

How did you hear about us? Do you know someone affiliated with Joya? _____

Would you like to receive our newsletter? Yes ___ No ___ Already Receive ___

I am interested in volunteering in the following areas:

FUNDRAISERS

- ◇ Auction (held annually in March)
 - ◇ Pre-event preparation
 - ◇ Morning set up
 - ◇ Event volunteer evening
- ◇ Penny Drive (Year round/As needed)
 - ◇ Collect donations on Community Day
 - ◇ Get my school involved

OFFICE SUPPORT

- ◇ Support administrative duties as needed (front desk, filing, organize documents)

BUILDING MAINTENANCE

- ◇ Outdoor gardening
- ◇ Cleaning (dust, wash windows, etc).
- ◇ Other as needed

Comments/Other Skills: _____

When are you available to help?

Days: _____

Hours: _____

Please return this form to:

Joya Child & Family Development
Attn: Tammy Sweeney
1016 N Superior Street
Spokane, WA 99202

Please contact Tammy Sweeney,
Volunteer and Community Outreach
Coordinator, with any questions.
tammy.sweeney@joya.org
Phone (509) 326-1651 x2221
Fax (509) 326-1658



Date Issued: November 2017

Date Effective: November 2017

Supersedes: March 2007

PROCEDURE MANUAL

SUBJECT: PESTICIDE APPLICATIONS

All pesticide applications at Joya are provided by a licensed applicator. Applications are scheduled for Friday afternoons when there are no services being provided.