



JOYA JUMPSTART PROGRAM

PARENT HANDBOOK

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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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Handbook Disclaimer

This Parent Handbook is a guide to help families understand Joya Child & Family Development’s programs, philosophy, and policies. It is not a service contract and does not create binding promises.

Joya Child & Family Development (“Joya”) reserves the right to make changes, in content or application, to our policies and procedures when needed, including amending, supplementing, or removing provisions described 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://joya.org/joya-forms/>

Enrollment at Joya is based on mutual agreement between you and Joya. Either you or Joya may decide to end enrollment at any time. Please note that verbal or written statements from staff do not supersede the policies and terms described in this document.



Dear Families,

Thank you for choosing Joya to support you and your child. We are truly honored to walk alongside your family on this journey.

As a recognized Neurodevelopmental Center of Excellence, Joya provides comprehensive assessment, treatment, and support for young children and their families. More importantly, this designation reflects our deep and ongoing commitment to each child's growth, development, and well-being.

Our mission is to nurture healthy social, emotional, communication, physical, and intellectual development in infants and toddlers. We believe that parents and caregivers are essential partners in every child's success. That's why we are dedicated to supporting, encouraging, and respecting families every step of the way.

At Joya, we don't place limits on a child's future. Instead, we work with you to discover your child's unique potential and explore every opportunity to promote health and enrich development.

Please keep this Parent Handbook as a helpful resource. It's designed to answer your questions and guide you through our programs.

Thank you again for the privilege of working with your family. We look forward to celebrating each milestone with you!

A handwritten signature in blue ink that reads "Colleen Fuchs". The signature is written in a cursive, flowing style.

Colleen Fuchs

Executive Director

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

Joya is a non-profit organization. Joya's Board of Directors is responsible for the overall governance and oversight of the organization, ensuring it fulfills its mission and operates legally and ethically.

At Joya Child & Family Development, every child and family is welcome - regardless of background, beliefs, or financial circumstances.

We recognize and respect the many ways families are formed, and we're committed to meeting each family where they are. We offer support in the language families are most comfortable with and work closely with them to ensure our services reflect their values, needs, and experiences.

Section 2 – What We Offer

Welcome to Joya’s JumpStart Program!

JumpStart is part of Joya’s mission to help children and families thrive. Designed for children ages three and older, JumpStart bridges the gap between early intervention services and community or school-based supports. Our goal is to help each child make meaningful progress toward their developmental milestones through individualized, short-term therapy.

JumpStart uses an **episodic care model**, which means therapy happens in focused “episodes” (usually about 12 weeks) which center on specific goals identified by you and your child’s therapist. Each episode allows us to target what matters most for your child’s current stage of development, build momentum, and celebrate measurable progress. After an episode ends, families may continue practicing skills at home, or re-enroll for another episode if new needs or goals arise. Our therapists develop **goal-specific care plans** that are practical, achievable, and family-driven. We know every child’s journey looks different, and that progress happens best when care is focused and intentional.

Family engagement is at the heart of everything we do. Parents and caregivers are essential members of the therapy team through learning, practicing, and celebrating alongside their child. We’ll support you with tools, strategies, and encouragement so you can continue to help your child grow in daily routines and activities. Together, we’ll make therapy a team effort by empowering your child to take their next big step forward!

Your Child’s Care Team

A complete list of Joya staff may be found on our website: <https://joya.org/meet-the-team/> Your child’s care team may include a combination of the following care providers:

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) facilitates 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 including muscle strength, balance, motor planning equipment and positioning needs.

Section 3 – Daily Logistics & Policies

Hours of Operation

Monday to Thursday 7:30 a.m. to 4:30 p.m. and Friday 7:30 a.m. to 1:00 p.m.

There are planned closures that occur throughout the year. Visit the Joya website for the most current schedule: <https://joya.org/joya-forms/>

Sign-In and Campus Access

All children and visitors must be signed in at the front desk by a parent, guardian, or other authorized adult using the tablets / computers provided.

Families are welcome to wait in the lobby before and during appointments. Charging outlets, toys, restrooms, and a water fountain are available to use while waiting. Joya has wireless internet available for use – login credentials are accessible within the lobby. Please note that this is an unsecured connection and should only be used for general browsing, not for sensitive activities such as banking or entering personal information. Also note that some websites, including streaming access, may be blocked due to Joya’s firewall security policies.

Access beyond the lobby is by escort from a Joya staff member or by front desk release. Surveillance cameras operate 24 hours a day in exterior areas, parking, and throughout the first floor. There are no cameras in treatment rooms. Due to HIPAA regulations, please do not take photos or video of children while at Joya.

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

Parking is available in front of the building and on Superior Street. Three accessible spaces are available, including one van-accessible space. Two electric vehicle charging stations are available. Please lock your vehicle and keep valuables out of sight.

Service Animals

We welcome individuals with disabilities who use service animals. These animals are specially trained to help their handlers and are protected by law. Because we serve very young children, we ask that service animals:

- Stay calm and quiet
- Be fully trained and housebroken
- Be clean and well-groomed
- Are trained to perform work or tasks for the benefit of a person with a disability

We prefer that service animals wear a vest or tag so children can learn the difference between a working animal and a pet. We may ask that a service animal be removed if it is disruptive, not under control, or behaves more like a pet than a working service animal. We will always continue to serve the individual. If you have questions, please speak with our Program Director or Executive Director.

Attendance Policy

At Joya, we believe children thrive when families and staff work together in partnership. Our therapists and support staff are committed to supporting your child's development through consistent services. To help your child get the most out of therapy, we ask that families follow the attendance guidelines below.

Cancellations

We understand that things come up. If you need to cancel, please notify your therapy team as soon as possible and **at least 24 hours** before your appointment. This allows us to offer the time to another child waiting for services. If your child arrives **more than 10 minutes late**, the session may need to be canceled.

Attendance Expectations

Children are expected to attend at least 9 out of 12 (75%) of scheduled appointments in a 12-week session.

- If one appointment is missed, you will receive a friendly text reminder.
- If two appointments are missed, we'll ask you to talk with your team about adjusting the schedule.
- If a third appointment is missed, services may be reduced, or your child may be removed from their therapy schedule.

No-Shows

A "no-show" means your child missed an appointment **without advance notice**.

- After **1** no-show, you will receive a text reminder.
- After **2** no-shows, we may ask you to meet with your team to discuss adjusting your child's service plan.

As always, we are here to support you. If you're experiencing challenges that make regular attendance difficult, please let your team know. We'll do our best to help with rescheduling and finding a plan that works for your family.

Family Payment for Services

Joya's JumpStart program is an outpatient therapy program, and most services are billed through your child's medical insurance. Families are typically responsible for co-pays, co-insurance, or deductibles, just like with other outpatient therapy visits.

At the time intake (before starting services), please share a copy of your current insurance card. If your insurance or eligibility changes, let us know as soon as possible so we can make sure billing goes smoothly.

If your child has Medicaid:

- We'll bill Medicaid directly for all covered services. There's no cost to you for services that are covered.

If your child has private insurance:

- We'll send the bill for services directly to your insurance company.
- After your insurance processes the claim, any co-pays, co-insurance, or deductible amounts will be billed to you.
- Our contracts with insurance companies require that we collect these cost shares, but we'll always do our best to make things as simple and transparent as possible.

We know insurance and medical billing can be confusing and sometimes stressful. Our Billing Specialist is here to help! Please reach out anytime if you have questions about your bill, need help understanding your coverage, or if your family is experiencing financial hardship. We'll work with you to find the best solution possible.

Section 4 – Health & Safety

Emergency Information

We encourage parents to be part of all individual and group sessions. These are the emergency steps that will be implemented if you are not in the building for any reason:

In a medical emergency, staff call 9-1-1 and contact the parent or guardian. Keep your child's emergency information current. The General Information form collects:

- Child's name and date of birth
- Parent or guardian contact information
- Emergency contacts and phone numbers
- Physicians and preferred hospital
- Medical conditions, allergies, and medications

You may authorize Joya personnel to approve emergency medical care if needed in case of illness or accident.

Medications

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

Allergy Notice

For the safety of Joya staff, children and families who have nut allergies, we ask that you **do not bring any nut products into our center.**

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.

Illness

Please keep your child home if any of the following are present:

- vomiting within 24 hours
- body rash with fever or itching, lice or nits,
- diarrhea (two or more watery stools in 24 hours)
- eye infection with discharge
- sore throat with fever or earache or rash
- fever of 100.4°F or higher
- unusual fatigue or inability to participate, or any contagious disease. Your child must be fever free for 24 hours without fever-reducing medication before returning.

In general, please keep your child at home until symptoms subside. Call or text Joya at 509-326-1651 to report illness cancellations.

Emergency Closures

Joya will generally close if Spokane Public Schools are closed due to safety events such as closures due to snow or other natural events. Notification of a closure will be texted to all families and will be on our Facebook page, Instagram Account 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 instructions to evacuate the building. Evacuation routes are posted on the first floor of the building between Rooms 108 and Room 110, next to the elevator, across from Room 142, 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 the 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.

Supervision of Children

All children, including siblings, are required to have direct adult supervision 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 therapist.

Section 5 – Family Communication & Participation

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.

Communication & 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 in 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 access your child’s records on a “need to know basis.” Students who are completing a full-time clinical rotation at Joya will access your child’s record under the same circumstances and under the guidance of their licensed supervisor.

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.

Text Communication

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. Joya uses a HIPAA-compliant texting service. You and your child’s care team will be on one thread — no app needed. Messages will come from (509) 326-1651, and you can reply or send questions directly to that number.

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 everyday routines and activities to enhance development. Joya is not a supervised visitation site.

Siblings

We know you want the time spent with your child’s 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.

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.

Recording Sessions

We ask that family members not record sessions in home or at Joya without permission from the team. If you would like recordings or videos from your child's session, you must sign a consent form and follow the following instructions:

- The recording may take place only if the client/guardian is the individual being photographed and/or recorded working with their child.
- Joya employees must ensure no other employees, clients or children can be viewed in the photograph, scope of the video or heard in the recording. If any of these individuals are present in the photo/recording, then it must be deleted, and another attempt may be made.
- Joya employees will coach and instruct the client/guardian on appropriate techniques, positions, etc. prior to any photo or recording taking place.
- Joya employees must review the recording to ensure the technique, positioning, etc. are appropriate, a second staff member may be consulted to review the recording. If the above steps are not correctly followed, then the recording must be deleted, and another attempt may be made.
- Recordings cannot be shared via email, text, or via social media to any other agency, provider or organization without prior written consent.
- Joya employees have the right to cease any and all recordings at any time and are not required to share any video recordings for any reason.

Discipline

We do not allow spanking, name calling, or physical punishment of children by staff, parents or volunteers. We want your home, daycare and 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 support you with your child'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

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, please refer to the Complaint & Quality Improvement Feedback Policy and the Family Grievance Policy

Ending or Completing JumpStart Services

At Joya, we value open and honest communication with families about their child's progress and services. JumpStart operates on an episodic care model, meaning therapy is provided for a defined period (typically about 12 weeks) with focused goals identified by you and your therapy team.

When an episode of care is complete, families and therapists review progress together to decide the next best step. Some children may transition out of therapy with strategies to continue progress at home, while others may return for a future episode if new goals or needs arise.

If your child continues to need therapy after completing JumpStart, we'll work closely with you to help connect your family to the next level of care, including school-based therapy services or other community providers. Our goal is to make each transition as smooth and supportive as possible.

If you wish to stop services before an episode is complete, please let your therapy team know so we can help plan a thoughtful transition and provide any helpful home activities or resources.

- Joya may also end services early if:
- Attendance is consistently poor (see Attendance Policy)
- Program policies are not followed
- Staff experience mistreatment
- The program is not the best fit for your child's specific needs

Parent Participation and Resources

Community Playgroups

Throughout the year we offer no-cost playgroups and parent education for children from birth to age 5 in the Spokane community. These groups may be organized around a theme like "Story Time," "Movement", or language development. Group activities may be facilitated by Joya staff along with student volunteers. Parents/caregivers must be present and actively always supervise their children. More information about community playgroups can be found here: <https://joya.org/playgroups/>

Joya Newsletter

Joya publishes a newsletter three times a year and sends out 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.

Getting Connected

To Your Child's Program:

Your child's development will be most successful when you are an active participant in their program. We look forward to working together to provide your child with an individualized program. 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.

Follow Us: For the most up to date information about Joya events and activities, follow us on Facebook or Instagram.

Volunteer Opportunities:

Joya has multiple opportunities for parents to support our program through volunteering and participating in Joya events. Please visit our website for more information: <https://joya.org/how-to-help/>

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 of parent resources: <https://joya.org/partner-resources/>

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.

Section 6 – Addendum

1. Notice of Privacy Practices
2. General Information Form
3. Oath of Confidentiality Form
4. Pesticide Application Policy
5. Complaint & Quality Improvement Feedback Policy
6. Family Grievance Policy

1. Notice of Privacy Practices



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.

- Continued on Page 2 -

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 will 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: Jodi Varecha at (509) 326-1651 or email Jodi.Varecha@joya.org.

PATIENT NAME:
PATIENT OR LEGALLY AUTHORIZED INDIVIDUAL SIGNATURE:
PRINTED NAME:
RELATIONSHIP TO PATIENT:
DATE:

2. General Information Form



GENERAL INFORMATION FORM

Patient Full Name (First, M.I., Last): _____

Date of Birth: _____ Gender: Male Female Other

Home Address: _____ City: _____ Zip: _____

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

Who will be the primary contact for Joya communication? Parent #1 Parent #2

Parent/Guardian #1 Name: _____

Relationship to Child: _____ Email Address: _____

Home Address (if different from above): _____

Parent/Guardian #1 Phone Number: _____ Cell Home

I give permission for Joya to leave a message at the primary phone number Yes No

I give permission for Joya to text me information at the cell number above Yes No

I give permission for Joya to email me information at the email above Yes No

Parent/Guardian #1 Employer: _____ Work Phone: _____

Parent/Guardian #2 Name: _____

Relationship to Child: _____ Email Address: _____

Home Address (if different from above): _____

Parent/Guardian #2 Phone Number: _____ Cell Home

I give permission for Joya to leave a message at the primary phone number Yes No

I give permission for Joya to text me information at the cell number above Yes No

I give permission for Joya to email me information at the email above Yes No

Parent/Guardian #2 Employer: _____ Work Phone: _____

If you do not give permission, please call Joya Medical Records Specialist at (509) 326-1651

1

GENERAL INFORMATION FORM

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

Is there a restraining order in effect? Yes No

If yes, Is the restraining order against: Mother Father Other: _____

DCYF Caseworker Name (if applicable): _____ Phone: _____

Emergency Contacts (other than parent/guardian)

Contact #1 Name: _____

Phone: _____ Relationship to Child: _____

Contact #2 Name: _____

Phone: _____ Relationship to Child: _____

Primary Care Provider: _____ 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:

GENERAL INFORMATION FORM

What is the child's ethnicity? _____

What is the child's race? _____

How many people live in your household? _____

What is your total household income? _____

How did you hear about Joya? _____

Insurance Information (please fill out ALL areas)

Primary Insurance: _____

Policy Holder: _____ Policy Holder Date of Birth: _____

Primary Policy Number: _____ Primary Group Number: _____

Secondary Insurance: _____

Policy Holder: _____ Policy Holder Date of Birth: _____

Secondary Policy Number: _____ Secondary Group Number: _____

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:

3. Oath of Confidentiality



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.

The Joya & Child 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 Coordinator 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.

Affirmed this _____ day of _____, 20_____.

Signature

Please Print Name

SGS: 2019-10

4. Pesticide Application Policy



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.

5. Complaint & Quality Improvement Feedback Policy



Neurodevelopmental Center of Excellence

Complaint & Quality Improvement (QI) Feedback Policy

Purpose: At Joya Child & Family Development, we value open communication with families and welcome feedback that helps us improve the care and services we provide. This policy provides a clear and accessible process for families to share routine complaints, service concerns, and quality improvement suggestions. These are not considered formal grievances, which are defined separately under our Parental Grievance Policy.

DEFINITIONS:

- **Complaint:** A concern related to the delivery or experience of services that does not allege a violation of legal or regulatory rights. Examples include dissatisfaction with communication, scheduling, or customer service.
- **Quality Improvement (QI) Suggestion:** A recommendation from a parent or guardian to help Joya improve programs, operations, or client experience.
- **Grievance:** A formal complaint involving an alleged denial or violation of a legal right (e.g., due process, discrimination, or service denial). For grievances, refer to the Parental Grievance Policy.

Complaint & QI Feedback Process for Families

STEP 1: SHARE YOUR CONCERN OR SUGGESTION INFORMALLY

Families are encouraged to speak directly with their provider or care team member.

- Many complaints or suggestions can be resolved quickly through open conversation.
- If the concern is not resolved or if the family prefers, they may move to Step 2.

STEP 2: SUBMIT A COMPLAINT/FEEDBACK FORM

Families may submit a written or verbal complaint or QI suggestion:

- Online or paper forms will be available at the front desk and on Joya's website.
- Submissions may be anonymous, though contact information helps us follow up.

1016 N Superior St, Spokane, WA 99202 PH (509) 326-1651 FAX (509) 326-1658 joya.org

STEP 3: REVIEW & FOLLOW-UP

- The Assistant Director or designee will review all submitted forms.
- Families will receive a response (if requested) within 5 business days.
- Issues requiring broader review may be discussed at internal team or quality assurance meetings.

Employee Responsibilities

- Listen respectfully and without defensiveness.
- Encourage families to share feedback and thank them for their input.
- Offer the Complaint/QI Form if a concern or suggestion is raised.
- Refer any rights-based or legal concerns to the formal Grievance Policy.

Documentation & Quality Review

- All feedback is logged and reviewed as part of Joya's ongoing quality improvement process.
- Complaint/QI trends may be discussed by leadership to identify patterns or training opportunities.

NEED TO FILE A GRIEVANCE?

If a parent or guardian believes their legal rights were violated (e.g., denial of services, discrimination), they should be referred to Joya's Parental Grievance Policy and offered assistance in completing the Grievance Form.

Contact: For questions or follow-up, families can contact our Assistant Director at QC@joya.org or 509-326-1651.



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Complaint & Quality Improvement Feedback Form

Date: _____

Child's Name (Optional): _____

Your Name (Optional): _____

Relationship to Child: Parent Legal Guardian Other: _____

Preferred Contact Method (Optional):

Phone: _____

Email: _____

Please indicate the nature of your feedback::

Complaint about Service Experience

Suggestion for Improvement (QI)

General Comment or Praise

Please describe your concern or suggestion:

Have you discussed this with anyone at Joya yet?

Yes No

If yes, who did you speak with and when?

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Would you like someone to follow up with you?

Yes No

If yes, how would you prefer to be contacted?

You may submit this form in person at the front desk or email it to: Sarah Bunney, sarah.bunney@joya.org.

Thank you for helping us improve our care and services!

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6. Family Grievance Policy



Neurodevelopmental Center of Excellence

Family Grievance Policy

Purpose: This policy ensures that parents and guardians have access to a formal grievance process when they believe that a legal right or entitlement related to their child's care has been violated. Grievances differ from routine complaints or feedback and are handled with procedural formality in accordance with applicable laws and funding contracts.

DEFINITION OF A GRIEVANCE:

A grievance is a formal complaint involving the alleged denial or violation of a legal right or procedural safeguard. This includes, but is not limited to:

- Denial of services or eligibility
- Violation of IDEA Part C Protections
- Discrimination
- Failure to follow required procedures for consent, notice or due process

GRIEVANCE GUIDING PRINCIPLES:

- Families are valued partners in care
- Concerns will be heard respectfully and addressed promptly.
- Retaliation or negative consequences for raising concerns will not be tolerated.
- Joya staff are expected to respond in a timely, professional and compassionate manner.

Grievance Process for Families

STEP 1: TALK WITH YOUR CHILD'S CARE TEAM (INFORMAL CONCERN RESOLUTION)

If you have a concern, we encourage you to begin by speaking directly with your child's primary care team at Joya.

- Many concerns can be resolved quickly through a simple conversation.
- This step is encouraged but not required.
- If you prefer to skip this step or the issue feels too sensitive, you may move directly to step 2.



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STEP 2: CONTACT OUR ASSISTANT DIRECTOR

If the concern is not resolved (or if you'd prefer to speak with someone outside your child's care team), you can request a meeting with Joya's Assistant Director. You will be asked to submit our *Family Grievance Form (below)* to the email address QC@joya.org to be reviewed in this conversation. During this step, Joya will:

- Listen to your concerns
- Clarify any needed information
- Follow up with relevant staff
- Provide a written summary of the conversation and outcome

You can expect a response within five (5) Business days.

STEP 3: MEET WITH PROGRAM & EXECUTIVE LEADERSHIP

If the concern remains unresolved, families may request a formal meeting with Joya's Program Director and Executive Director.

- The meeting will be scheduled within 10 business days of your request.
- Leadership will review the history of the concern and determine next steps.
- A written summary or resolution will be shared after the meeting.

You can expect a response within five (5) Business days.

STEP 4: FINAL REVIEW

If the issue is still not resolved, you may request a final review by a designated board liaison or impartial reviewer, depending on the nature of the concern.

- This step should be submitted in writing and sent via mail to the Executive Director and Board President.
- The Board or designated reviewer will determine whether additional action is needed.

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Family Grievance Form

Date: _____

Child's Name: _____

Your Name: _____

Relationship to Child: Parent Legal Guardian Other: _____

Preferred Contact Method: Phone: _____

Email: _____

Other: _____

What is your concern?

Please describe your concern. Include any details about what happened, when it occurred and who was involved (if known).

Have you discussed this with anyone at Joya yet?

Yes No

If yes, who did you speak with and when?

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What would you like to see happen as a result of sharing this concern?

For example, further discussion, change in service, follow-up meeting, clarification, training opportunities, etc.)

Do you need an interpreter or support in another language? Yes No

If yes, in what language? _____

Signature: _____ Date Submitted: _____

Receiving Party Signature: _____ Date Received: _____