



CHILD & FAMILY
DEVELOPMENT

EARLY SUPPORT FOR INFANTS AND TODDLERS (ESIT)

PARENT HANDBOOK

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JOYA CHILD AND FAMILY DEVELOPMENT
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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.

Geographic Area: Joya serves children who live in Spokane County.

Client Profile: Our Early Support for Infants and Toddlers (ESIT) program serves infants and toddlers with developmental challenges, delays, disabilities, or medical complexities between birth and 3 years old.

Transitions: Children graduate from Joya ESIT on their third birthday. Most children transition to their local school district or other community services, including Joya JumpStart: outpatient therapy for ESIT graduates and children from 3-5 year old. If age-appropriate skills are reached sooner, transition may occur earlier than the child's third birthday. Your team will assist you with next steps in the Spokane area.

Section 2 – What We Offer

The first three years of life are a time of rapid growth and change. Every child and every family is unique, and our services are designed to honor your concerns, interests, and values. If you have concerns about your child’s development, you are entitled to the following support:

Family Resource Coordination

A Family Resource 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 works with your family to identify concerns, priorities, and resources related to your child’s developmental needs and, with your input, develops an Individualized Family Service Plan (IFSP) to guide services. The FRC will also help with the transition process.

Evaluations

A team of professionals will work with you to evaluate your child’s development in five developmental 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.

As part of a comprehensive evaluation, vision and hearing will be screened as well.

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

Medical Evaluations

Children entering Joya may receive a pediatric medical evaluation with our Medical Director, a licensed Center of Excellence pediatrician, after therapy begins based on your child’s needs. The Medical Director oversees all treatment programs and equipment requests and acts as the communicator between Joya and a child’s primary care provider.

Nutrition Services

A registered dietician (RD) is available for nutritional consultations and can assist with a variety of concerns from slow weight gain, food allergies, picky eating, to constipation and more. Ask your FRC or another member of your care team for a referral.

Individualized Family Service Plan (IFSP)

Every child in Joya ESIT has an Individualized Family Service Plan. The IFSP is written by the Family Resource 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 Resource Coordinator.

Routine Screenings

Vision: Children receiving services from Joya, who are not already under the care of an eye doctor, will be offered an annual vision screening after 6 months of age. Our handheld SPOT™ vision screener takes pictures of the child's eye 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.

Individual Programs and Groups

Joya provides services in natural environments, in accordance with Federal Part C requirements. A natural environment is a setting that is natural or typical for an infant or toddler without developmental challenges. Examples of a natural environment include, but are not limited to the home, daycare, or a community library. 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 a developmental specialist. Each session is tailored to the child's unique needs and goals, with active involvement from parents and caregivers. Through hands-on training and coaching, families learn strategies to reinforce therapeutic objectives at home, integrating them into daily routines and activities to promote consistent progress and long-term success.

Transition Groups: Children enrolled in groups are generally between 30 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 developmental specialist, program assistant, and speech/language pathologist. Occupational and physical therapists join the group to give one-on-one support and help with movement and sensory activities. Parents also get regular updates and tips so they can support their child's goals at home during everyday routines. Groups provide opportunities to practice independence, socialization, and communication that will prepare them for their transition to preschool.

To make sure each child benefits from the group experience, children should be able to:

- Show interest in people and objects
- Notice and respond to things in their surroundings
- Use positioning systems that support group participation
- Separate from a caregiver with minimal distress
- Use their skills in different activities
- Attend both scheduled group days
- Have current vaccinations

Please bring a backpack with your child that includes a change of clothes and diapers. If you are unable to provide a backpack, please let your FRC know; we are happy to supply one for you. 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. Please also bring any other item that will help your child get the most out of their group time (glasses, orthotics, hearing aids, etc.).

Food Allergies in Groups

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.

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

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/>

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:

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, supervising 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) 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.

Teacher of Children with Visual Impairments (TCVI) work with infants and toddlers (birth to three) who have visual impairments, including blindness and low vision, and their families.

Teacher of the Deaf (TOD) contracted with Hope School for services for children who are deaf or hard of hearing. Sometimes also referred to as Teacher of the Hearing Impaired (THI).

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 can 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 Resource Coordinator (FRC) Credentialed FRCs (some of whom have a master's degree in social work) 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. FRCs assist your family with gaining access to early intervention services for the eligible child and other resources as identified in the Individualized Family Service Plan (IFSP). The FRC helps your family identify priorities and coordinates support 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

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.

Home Visitation Protocol

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 the 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.” Please refer to the below-stated Attendance Policy.

An adult is required to admit the therapist to the home. If you are planning to have a grandparent, nanny (18 years+) or other adult present in your absence, please make sure that you have signed a “Release of Information” form with that adult’s name on it.

A 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.

Please follow the following guidelines for a successful visit:

- 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.
- 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.

Attendance Policy

At Joya, we believe children thrive when families and staff work together in partnership. Our teachers, 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 60% of scheduled appointments each month.

- If attendance falls below 60% for one month, you will receive a friendly text reminder.
- If it continues for a second month, we'll ask you to talk with your team about adjusting the schedule.
- If it continues for a third month, 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 2 no-shows, you will receive a text reminder.
- After 3 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.

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.

Interpreter Services

To maximize your family's understanding and participation in developmental services, interpreters are provided at all meetings and ESIT services, at no cost to your family. Interpreters may be in person, via video or a phone call, depending on the particular need of the family and interpreter availability. Please notify your direct service team member or your Family Resource Coordinator to request an interpreter. Please allow three days' advance notice.

Funding Sources for Joya Programs

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 funding

Family Payment for Services

No child will be turned away from Joya due to an inability to pay for services. Through the Early Support for Infants and Toddlers (ESIT) program, we are bound by Washington States System of Payments and Fees (SOPAF). Each parent fills out this information when Joya services are initiated. Our medical billing department then works closely with each family on payments for services.

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 Medicaid eligibility:

- We will bill all covered services directly to 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 bill cost shares, co-pays, and / or deductibles. We will be glad to work with you on an individual basis if the insurance cost share becomes financially prohibitive for you.

Special education services are not currently covered by Medicaid or private insurance. However, families are never billed for this service. They are provided at no cost to your child, with costs covered through alternative funding sources.

If you have no insurance and no Medicaid eligibility, then we will have you talk directly to our billing department to explore cost share options.

In general, our Revenue Cycle Manager will be able to help you with questions or problems you might have regarding insurance payments, billing or insurance co-pays.

Section 4 – Health & Safety

Emergency Information

We encourage parents to be part of all individual and group sessions. If you need to leave the building, while your child is part of a 2-hour transition group, these are the emergency steps that will be implemented.

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

For preschool groups, a Group Practices form lists who is authorized to pick up your child. Photo identification is required for anyone not known to staff. 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 developmental specialist or 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. Records are maintained according to Federal and State laws.

Joya will be happy to provide copies of your child’s medical records per your request. Please fill out a Joya request for medical records form to ensure that your records are available to you as quickly as possible when requesting copies for yourself. Patient medical records will be provided to you electronically and sent encrypted to your email or they will be printed and mailed to you through US Postal Services to your address or PO Box. You may also request to be notified when medical records are ready for you to

pick up in person at Joya Child & Family Development, 1016 N. Superior St., Spokane, WA 99202, during Joya's normal business hours. Please allow ten (10) working days for us to process your request.

If your request for medical records is to another health care provider or school district (for continuing care) and you have completed a Release of Information, there will be no charge for the processing of your request. If the Release of Information is for other reasons, there may be a \$25.00 processing fee if medical records are requested more than once per year for paper or electronic records.

The ability to charge for medical records to cover costs of labor and supplies has been developed by the Washington State Legislature and is outlined in RCW70.02.

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.

Daycare Visitation

We are happy to see your child in their daycare setting as well. When we are working in the daycare, we invite parents to be present if possible. If not, we will be communicating some information to the daycare teachers. Because of this, we will need a “Release of Information” for signed for your child’s daycare. We will continue to confirm appointments with you and ask you to let us know if your child will not be at daycare for any reason. We will work with you and the daycare staff to find a time that is not disruptive to the daycare’s routines such as meals and nap times.

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.

Termination of Services

At Joya, we value open communication with families about their services. If you wish to discontinue services, please notify your direct service team or Family Resource Coordinator. If a family chooses to disengage without informing Joya, we are required by ESIT (Early Support for Infants and Toddlers) to continue outreach for up to three months before officially exiting the child from services.

Children may be discharged from services when their developmental skills become age-appropriate or upon their third birthday.

Joya also reserves the right to end services early due to:

- Consistently poor attendance
- Non-compliance with program policies
- Mistreatment of staff
- If our program is unable to meet the child's specific needs

- Relocation outside Spokane County

If services are terminated for any of these reasons, your Family Resource Coordinator or the Spokane Regional Health District can help connect you with other providers.

Families have the right to appeal any service termination decision by following the procedures in the Family Grievance Policy.

Graduating / Transitioning from Joya ESIT

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 timeline 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 Resource 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 their next step in life!

We wish you good luck in your new setting. We hope you have made special friends at Joya and have many memories to take 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”!

Parent Participation and Resources

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. For more information, ask your Family Resource Coordinator when special events or workshops occur.

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/>

Parents may serve as community representatives on Joya’s Board of Directors. 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 information that may be of interest, 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 (sample form)
3. Group Practices Form (sample form)
4. Oath of Confidentiality Form
5. Pesticide Application Policy
6. Complaint & Quality Improvement Feedback Policy
7. 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.

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

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

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Updated: 2021/04

2. General Information Form



General Information Form

Please Print Legibly

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): _____
Primary Phone # for Parent/Guardian #1: _____ Cell Home
Employer: _____ Work Phone: _____
I give my permission for Joya to leave a message at the primary phone number above Yes No
I give my permission for Joya to text me information at the cell number above Yes No

Parent/Guardian #2 Name: _____ Relationship to Child: _____
Home Address (if different from above): _____
Primary Phone # for Parent/Guardian #2: _____ Cell Home
Employer: _____ Work Phone: _____
I give my permission for Joya to leave a message at the primary phone number above Yes No
I give my permission for Joya to text me information at the cell number above Yes No

Emergency Contacts (*other than parent/guardian*):

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

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Revised 10/2023



General Information Form

Please Print Legibly

How many people live in your household? _____

Child's Ethnicity

Please check one:

- Hispanic or Latino
- Not Hispanic or Latino

Child's Race

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/Other: _____

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.

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Revised 10/2023

3. Group Practices Form



Please complete both sides of this form.

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

4. 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

5. 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.

6. 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.



Neurodevelopmental Center of Excellence

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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7. 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.

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.



Neurodevelopmental Center of Excellence

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: _____