



# **Medical Rehabilitation Services for Children & Families - Resource Guide**

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## Welcome Letter



Thank you for taking a step toward your child's/family's rehabilitation and wellness. When a child, teenager, or a family is working toward rehabilitation, they need a supportive partner. We are honored to be part of your journey and look forward to learning and growing with you and the rest of your family. Rehabilitation as a family means that all members are valued, and each person's needs are supported. We will listen to your dreams and aspirations and work with you to craft a plan to empower you to live your best life. Together we will identify the talents and strengths that will help your family succeed.

Rehabilitation is possible for everyone – including you, your child, and your family. Coming to Easterseals Michigan means that you want to reduce the impact of your family's symptoms and make changes in how the members of your family think and act. As your partner, we will encourage your family, offer choices, and celebrate your successes.

Easterseals is a safe place to share your attitudes, beliefs, and feelings and to learn to turn challenges into opportunities for growth and self-reliance. You are strong and resilient. We believe in you and know that your family can live differently.

Today is a good day. Together, tomorrow will be even better. Welcome to Easterseals.

Sincerely,

A handwritten signature in black ink that reads "Brent Wirth". The signature is fluid and cursive.

Brent L. Wirth  
President/CEO

## Introduction

The Easterseals Resource Guide explains how we can support your child and family on your journey towards rehabilitation. The language of rehabilitation gives us hope that our lives can change for the better. We want to talk to you using language that makes sense and encourages you to succeed. If we use words or jargon that you don't understand, tell us! You deserve to know and understand what we can offer you and what choices you have. We have interpreter services available at all our locations.

The Resource Guide explains the roles, responsibilities, and opportunities that your child/family has and that Easterseals has in your treatment. The guide outlines steps to get started, the process to create a plan for rehabilitation, and the ways to make changes as we work together. We welcome your questions and input at every stage of your journey.

## What is Rehabilitation?

Rehabilitation is unique to each child and family but may help you to increase your communication skills and activities of daily living such as eating, dressing, and bathing so individuals can live as independently as possible. Rehabilitation works to reduce limitations experienced with specific activities, develop satisfying relationships with others, increase communication and functional ability, and provide opportunities to participate in meaningful activities.

For most children and families, the rehabilitation process involves making some important changes in how they think, act, rely on others, and make choices. While on this journey you may find that your child is:

- Discovering their potential and building on their strengths
- Changing their attitudes, beliefs, and feelings
- Increasing their awareness and understanding of their needs
- Increasing their self-reliance and ability to cope with life's challenges
- Achieving personal goals that may have seemed out of reach before they started their journey toward wellness

Easterseals is dedicated to providing the supports and resources necessary for each of the children/family we serve to reach their optimal stage of functional abilities.

## Getting Started

Easterseals has been helping people live better lives for over 100 years. We want to partner with you to help your child/family live your best life. A staff of licensed and/or registered professionals use proven practices and techniques to support you in rehabilitation. We are here to help you build upon your family's strengths and talents to overcome and cope with the

challenges in your life. We know that your child/family can succeed in making changes that will make life better and want to be part of your journey toward rehabilitation and wellness.

## Get to Know Your Partner – Easterseals Michigan

### Services & Programs

Easterseals is committed to supporting children who have a communication / functional limitation by providing the highest quality care possible. We accomplish this by specializing in providing outpatient medical rehabilitation and habilitation services to children and youth in the areas of speech and language therapy, occupational therapy, and The PLAY Project. Easterseals is continually striving to ensure that our services are based upon best practices in the field and that our staff are experienced, well-trained and have the tools necessary to perform jobs effectively.

Each new staff receives extensive onboarding and orientation to Easterseals. On an ongoing basis, staff participates in annual trainings, periodic in-services, monthly staff meetings, and at least monthly one-on-one supervision.

The treatment model used by Easterseals' Med Rehab Services includes the following components:

- A focus on strengths – called person-centered planning – that honors the individual's strengths, needs, developmental abilities and are considered within the context of the child's environment
- Improvement of well-being by increasing communication abilities, and/or activities of daily living
- Connection to natural supports within the community
- Coordination of care with primary health care providers
- Linkage to self-help groups and other resources within the community

Each youth/family we serve directs the development of treatment plans to identify their goals and determine the supports and services that will help them improve their quality of life. In general, some of the types of goals that staff can help people work toward include the following:

- Increasing communication skills, and activities of daily living
- Linking to resources that meet basic needs
- Assisting with integration into the community
- Identifying safety and wellness goals and strategies

Our goal is to provide the services needed to increase functioning to typical range or highest functional capacity:

- Speech and Language Therapy
- Occupational Therapy
- The PLAY Project

All your treatment within Easterseals' Med Rehab Services will be coordinated through your primary assigned staff.

Our goal is to ensure that every individual receiving Easterseals' Med Rehab Services receives quality services, from caring and experienced staff. We maintain a staff of licensed and/or registered professionals who provide services according to established standards of practice and evidence-based treatment.

## What Sets Easterseals Apart

### Cultural Competence

Respecting and honoring diversity is a core value of Easterseals. We have established guidelines that assure the development of cultural competence throughout the service system and that people with diverse cultural backgrounds are informed and served in a manner that accepts and respects their cultural values, beliefs, and practices.

### Trauma Informed Care

Trauma is considered a leading factor in the onset of mental illness and substance use. Because of the significant impact that trauma has on people's lives, Easterseals is committed to providing a system of care that addresses the needs of children and families who have experienced trauma in a sensitive and effective manner.

There are many different forms of trauma, but they all involve experiences or situations that are emotionally painful and distressing and can have a lasting effect on a person's sense of well-being. Trauma that children/families may experience includes physical or emotional abuse, sexual abuse, abandonment or neglect, war, or having been in a tornado, flood, or other natural disaster. Easterseals uses the latest best practices to address trauma and promote rehabilitation.

### Commission on Accreditation of Rehabilitation Facilities (CARF)

Easterseals is accredited under CARF's *Behavioral Health Standards Manual* and *Medical Rehabilitation Standards Manual*. We follow CARF's standards, policies, and procedures. To learn more about CARF, visit [www.carf.org/home](http://www.carf.org/home).

## Overview of Your Child's/Family's Care (Service Coordination)

Children and Family Services are coordinated through a primary assigned staff. Depending upon the type of services and level of care that best meets your family's situation, your primary assigned staff may be a speech and language therapist, an occupational therapist, a case manager, or a behavioral health clinician. Your primary assigned staff is your main contact within Easterseals and is responsible for making sure your child/family get all necessary treatment

and services. Your treatment team may also include other staff, such as nurses, therapists, psychiatrists, and/or other clinicians.

To schedule and/or change your appointments, Easterseals offers centralized schedulers (in many locations) for easier access to our services through immediate scheduling. Please call the main number at your location to connect with a scheduler or someone that can assist you in scheduling an appointment.

If your child/family is in **crisis** or has an issue with your clinical treatment, contact your primary assigned staff member. If your primary assigned staff is not available when you call, you may choose to leave a voicemail message or be redirected to the support staff for further direction. For non-emergency issues, please allow at least 24 hours for your primary assigned staff to respond.

**If you need to speak to somebody immediately, please ask the support staff to connect you with the staff on call for that day or the supervisor.**

Every effort will be made to keep your child/family with the same primary assigned staff throughout your treatment with Easterseals. However, there may be times when your child/family will have to transfer to different staff. Changes usually occur because of circumstances that we cannot control, such as your assigned staff leaving the agency, becoming seriously ill, or another event. If your child's/family's level of care is changing, then you will usually need to be re-assigned to staff that works within that new treatment level. To make transitions as easy as possible we give you advance notice and the chance to discuss it with your primary assigned staff.

You may request a biography of any case manager, therapist, peer support specialist, psychiatrist, nurse, or supervisor at Easterseals. You have the right to choose your primary assigned staff and other service providers, within the limits of the agency's available resources.

To create a plan that will work best for your child/family we take time to get to know you and understand where you are in the rehabilitation process. The getting-to-know-you process starts with:

### Assessments

- Evaluation of your child's/family's current treatment needs via a self-assessment
- Orientation to Easterseals' services
- Discussion of your child's/family's immediate goals, including any safety or health concerns
- Completion of necessary forms, including consent to treatment, financial agreement, privacy statement, etc.
- Various tools to assist us in assessing your child's/family's needs (e.g., Functional Assessment tools, Health Measures Questionnaire)



Rehabilitation plans work best when you, your child, and your family take an active role in planning for the future. Easterseals uses a process called person-centered planning that is centered around your child and family. Individual plans may be made for a child or teen, and a different plan may be made for the whole family, depending on your family's situation.

**The Child/Family-Centered Planning Process** includes:

- The chance to decide who will help create your child's/family's plan
- The opportunity to invite other family and friends to help with your planning
- Identification of your goals and objectives
- Discussion of treatment options (e.g., case management, psychiatric services, therapy)
- Development of a person-centered treatment plan and authorization of services
- Development of a crisis plan
- Discussion of rights to develop an advance directive or choose self-determination

Easterseals services are designed specifically for your child's/family's rehabilitation and wellness. To keep everyone informed and working together:

- We document your services in the person-centered treatment plan
- We review progress toward goals and adjust the treatment plan, as needed
- We offer crisis intervention services, if needed
- We coordinate care with the primary health care physician and other service providers
- We link you to other services/supports within the community, as needed
- We check in regularly regarding your satisfaction with services
- Once per year, we review the person-centered plan and develop or update a new annual treatment plan

When your child/family have achieved your goals at Easterseals, we work with you to plan your next steps through discharge and transition planning.

**Discharge Planning** includes:

- Ongoing discussion of your child's/family's treatment
- The development of a transition plan that links you to services and supports that will help you
- Information on services in your community
- Closing of your services through Easterseals

## The Basics

As you get to know Easterseals, these basic operational details will become familiar. To set you up for success, here are some important details to know and to follow.

### Hours of Operation

Easterseals office hours vary at each location. Please find our current office hours on our website at [www.eastersealsmichigan.com](http://www.eastersealsmichigan.com). We offer evening and weekend hours depending on site location.

All our offices are closed on national holidays. Any other closings will be posted in advance.

Each of our programs operate a 24/7 crisis phone. Your primary assigned staff will provide you with more detailed information regarding after hours on-call telephone numbers.

### Late Arrivals

Being on time for your child's/family's sessions is very important. If you think you won't be able to be on time, consider rescheduling your session. If your child/family arrives 20 minutes late (or less) for a scheduled appointment, we will have your child/family participate as much as possible.

- For a **60-minute scheduled session**: Your child/family will be seen for the remainder of the scheduled session. We cannot see your child/family for the full 60 minutes if you are late. If you are frequently late, we will discuss alternatives to a 60-minute session.
- For a **45-minute scheduled session**: Your child/family will be seen for the remainder of the scheduled session only. If your child/family are more than 20 minutes late you will need to re-schedule the appointment for the first available appointment for that service.
- For a **30-minute scheduled session**: You will need to re-schedule for the first available appointment for that service.

### Cancellations and No Shows

If your child/family can't make an appointment, Easterseals appreciates at least 72 hours advanced notice. If an appointment is not canceled or rescheduled at least 24 hours in advance, that is considered a "No Show/Missed Appointment."

Easterseals encourages people to actively participate in their treatment process. We provide automated telephone reminders of upcoming scheduled appointments. If you are unable to make an appointment, please call us at least **24 hours, or a full business day**, ahead of time to cancel or reschedule.

If your child/family misses an appointment, the centralized scheduler and/or your primary assigned staff will call to reschedule.

If your child/family needs help getting to appointments, please contact your primary assigned staff to talk about options. Easterseals provides clinically appropriate interventions to people who frequently miss scheduled appointments. Easterseals can work with you to overcome barriers to participation in treatment. We can also review your services and level of care to help you succeed in treatment.

### Changes in Personal Information

Please help us keep information about your address, phone number, insurance, and other important matters correct and complete. Whenever you have a change in your address, telephone, insurance, employment, emergency contacts, or financial status, please let your child's/family's primary assigned staff or front desk staff know as soon as possible.

## Stay in Touch (Lost Contact)

Life can be unpredictable. If your child/family moves or changes your phone number, please let us know. We can help you best when we know what you are going through and where you are living.

If your primary assigned staff loses touch with your child/family because we no longer have a current address or phone number for you, and you have missed one or more scheduled appointments, then we will:

- Call your guardian (if you have one) to ask for a current address or phone number
- Call your emergency contact to ask for a current address or phone number
- Call your probation or parole officer (if you have one) to ask for a current address or phone number
- Mail a Due Process case termination letter to your last known address

## Guardianship

If your child has a legal guardian, the guardian must sign all documentation related to your child's treatment services, including consent to treatment, releases of information, medication consent, and person-centered plan. Easterseals needs to keep proof of any current guardianship papers in the case record, so your primary assigned staff will need that documentation from your guardian or the Court.

## Your Input and Involvement

Easterseals is always looking for ways to improve our services or to create new strategies to help people in rehabilitation. Your child's/family's input and involvement are very important to the quality of our services. We want and need your help to evaluate how well we are doing. Some of the things that your comments and suggestions help us determine include:

- How helpful specific services and programs are to your child/family
- What services your child/family wants or needs the most
- How to make sure your child/family get the services you need in a timely manner
- How to make the best use of resources that we have
- Whether our employees are respectful of your child's/family's rights

Please give us your feedback in ways that are most comfortable for you. Options include participating at Easterseals Advisory Councils or public comment sessions, completing satisfaction questionnaires and surveys, and making suggestions to your primary assigned staff. We also provide a 'Happy or Not' kiosk to register your level of satisfaction.

## Succeeding During Treatment

Easterseals is committed to helping your child/family succeed throughout rehabilitation. We partner with you to help you at all stages. Your goals and preferences are at the center of all we do together. Our goal is to ensure that every person served at Easterseals receives quality

services from caring and experienced staff. We maintain a staff of licensed and/or registered professionals who provide services according to established standards of practice and evidence-based treatment.

We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), Medicaid approved, and licensed for substance use treatment.

Your child/family directs the development of their own treatment plan. Part of the process is identifying their goals and naming the supports and services that will help them improve their quality of life. Common goals that staff can help your child/family work toward include:

- Restoring and/or improving your child's/family's ability to take care of themselves and carry out the tasks of day-to-day living
- Assisting your child/family with integration into the community
- Maximizing your child's independence
- Identifying safety and wellness goals and strategies
- Supporting other goals

Your child's/family's treatment will be coordinated through your primary assigned staff. Depending upon the level of care that your child/family needs, your primary assigned staff could be a case manager, behavioral health clinician, or psychiatrist.

## Program Services

Easterseals' Med Rehab Services offer the following services to children:

**PLAY (Play and Language for Autistic Youth) Project:** The PLAY Project is an early intervention that helps children with autism spectrum disorders (ASD) increase communication, build emotional connections, and engage in meaningful relationships with their family and others by moving them through six Functional Developmental Levels (FDLs):

- Self-regulation and shared attention
- Engagement and intimacy
- Two-way communication and initiation
- Complex communication and language
- Emotional ideas, shared meaning, simple symbolic play

**Occupational Therapy and Sensory Integration Therapy (Individual and Group):**

Provides evaluations and ongoing therapy to enhance fine and gross motor skills, visual perception, ability to perform everyday activities and register, organize, and interpret information using senses through play- and drill-based interventions, parent participation, and coordination with the schools and/or health care providers.

**Speech and Language Therapy (Individual and Group):** Provides evaluations and ongoing therapy to enhance receptive and expressive communication, speech sound production, fluency, and functional communication skills through play- and drill-based interventions, parent participation, and coordination with the schools and/or health care providers.

### Coordination of Care with Primary Health Care Physician (PHCP)

Easterseals supports the value of wellness and integrated care. Coordinating the services we provide for your family's needs with any treatment your family may be receiving from your family's medical doctor is an important function of your Easterseals treatment team.

You will be asked to sign an 'Authorization to Release/Obtain Information' that will enable us to exchange important information about your treatment with your primary health care physician. If you do not already have a primary health care physician, your primary assigned staff will help you find one in your community.

### Coordination of Care with Schools

Coordinating the services we provide with any treatment your child may be receiving from your child's school is an important function of your Easterseals treatment team.

You will be asked to sign an 'Authorization to Release/Obtain Information' that will enable us to exchange important information about your treatment with your child's school.

## Your Child's Information [ESM Portal (CEHR or Community Electronic Health Record)]

Accurate information is important to your rehabilitation. Easterseals keeps your child's health information in one place to make it easy for you to have the best information and to share changes that affect your wellness. Your child's health information is located on our Community Electronic Health Record (CEHR). You can access your child's CEHR through our website (<https://secure.mycehr.com/cgi-bin/WebObjects/PHR>). Using this website, you can see your child's health information, ask questions, and see information about your child's/family's appointments. This system is private, secure, and confidential. For help with setting up an account that will provide access to your child's information, contact your primary assigned staff. Your primary assigned staff can also help you learn how to use this resource.

On Easterseals' Patient Portal you can:

- Send and receive secure messages to ask questions (of your treatment team) between appointments
- Upload information for staff into your child's portal
- Receive a copy of your child's Person-Centered Plan, Periodic Review or Addendum
- Sign documents
- View important information, such as clinical summaries, test results, reminders, or educational materials

The information available on the portal supports your child's/family's rehabilitation and keeps you up to date on your child's care. The information includes:

- Personal information

- Opportunity to send and receive messages to/from their team
- Allergies
- Continuity of Care
- Diagnosis
- Documents
- Lab Test Results
- Medications
- Vitals
- Appointments
- Resources

### Case Records

Your child's/family's case records are kept secure and confidential. All information related to your child's/family's services is maintained in a secure manner, in keeping with all professional standards, rules, and regulations.

Easterseals maintains an electronic health record (EHR), which means that all information related to your child's/family's case will be kept and accessed electronically. Any documentation that is recorded temporarily on paper (i.e., forms, communication from outside agencies) is scanned into the system and the paperwork will be destroyed.

You have the right to review and/or request a copy of your records at any time. Our practice is to have a staff member available to answer any questions as you review your records. You also have the right to add a formal statement to your records if you find something you think is incorrect or incomplete. You may receive one copy of your record at no cost. You will be charged a copying fee for any additional copies that you may need.

Case records for children are kept six (6) years past the age of 18 and ten (10) years after the last date of service. After that time, records are destroyed.

### Confidentiality

Your child's personal health information is kept secure and confidential by Easterseals. We follow all state and federal laws and regulations to protect the confidentiality of your child's records. Staff may not reveal information about your child/family unless you give your permission in writing. Exceptions to this rule may include:

- To comply with a court order
- To assist medical personnel in a medical emergency
- For an audit or program evaluation
- To warn any person against whom a threat has been made and to notify police
- To report suspected abuse or neglect of a child or adult to the proper authorities

### Code of Ethics

Easterseals partners with you on your child's/family's rehabilitation. We are committed to serving your child/family with dignity and respect. Privacy and confidentiality are our core values, and we follow legal and ethical guidelines for your child and family's protection. Easterseals

professionals uphold the ethical standards of the American Psychological Association and the National Association of Social Workers to provide the best care and support during your recovery.

## Treatment Success – Your Family’s Responsibilities

Your treatment team will work in partnership with your family to achieve your identified goals so that your child and your family can enjoy the best life possible. To make sure you receive the most benefit from your services, please keep these guidelines in mind:

- Be on time for your child's appointments
- Call the therapist to cancel or reschedule appointments as soon as you know you will not be able to keep the appointment. Easterseals requires at least:
  - 24-hour notice for any emergencies or illnesses
  - 1-week notice for vacations or other non-emergent situations
- To improve the quality of services, allow your child's primary assigned staff to coordinate their care with their primary health care physician and other providers by signing an 'Authorization to Release/Obtain Information'
- Follow your therapist's suggestions for at-home activities
- Talk to your therapist about any concerns or questions
- If you will not be sitting in on the session or have other children present, please wait in the lobby (books and toys are available) so you do not interrupt therapy. Adequate time will be given at the end of the session to discuss progress.

## Easterseals’ Environment (Program Rules)

Easterseals provides a safe environment that promotes rehabilitation and wellness. Everyone visiting our site or using our services agrees to respect our environment. Respect means:

- No smoking or tobacco use in Easterseals premises or in an Easterseals vehicle
- No alcoholic beverages or illegal drugs on Easterseals premises or in an Easterseals vehicle
- No weapons of any kind on Easterseals premises or in an Easterseals vehicle

People who do not respect our environment will be required to leave.

Impairment: If staff suspects or knows that a person is impaired by drugs or alcohol while on the premises or in an Easterseals vehicle, the staff will work respectfully with that individual to ensure the safety of that person and others.

## Medication On-Site

Easterseals provides integrated treatment to children who have a co-occurring psychiatric and substance use disorder. Your child/family is welcome here regardless of the stage of use or

dependency. For safety and security, any prescription medications or other legal drugs that are brought onto Easterseals premises must be kept in a secure location (i.e., locked in a car, secured on their person). All visitors bringing legal drugs to Easterseals are to inform the support staff at the time of check-in that it is on site. Support staff will remind the visitor to keep the legal drugs always secured.

**Any known possession, exchange, or sale of illegal or legal drugs on Easterseals premises will be reported to the local law enforcement authority (sheriff/police department).**

## Safety

Easterseals is committed to your child's safety. Please let us know about any conditions that might trigger illness or a health emergency.

### Allergies / Special Diets

If your child has any allergies or special diets, it is important that you notify your primary assigned staff of those needs immediately.

### Sick Child

For the protection of children in the center, as well as the health of the staff and their families, Easterseals asks that parents keep sick children at home. Please use the following guidelines for deciding when to keep children home. Children with infectious illnesses cannot attend therapy.

- Fever of 99.9 degrees and higher within 24 hours of therapy time. If a child has been given fever-reducing medicine within the 24-hour period before therapy, he or she cannot attend therapy
- Rash: Consult a doctor
- Vomiting and/or Diarrhea: All symptoms must be gone; no vomiting or diarrhea for 24 hours prior to therapy
- Strep Throat: Consult a doctor. Child must be on antibiotics and fever-free for 24 hours prior to therapy
- Flu/Bronchitis/Pneumonia: Consult a doctor. Must be on antibiotics and fever-free for 24 hours prior to therapy
- Ear Infection: Consult a doctor. Child must be on antibiotics and fever-free for 24 hours prior to therapy
- Conjunctivitis (red eyes with yellow discharge)/Pink Eye: Consult a doctor. Child must be on eye drops/antibiotics for 24 hours prior to therapy
- Head Lice: When all nits have been removed and child is cleared by a doctor. A doctor's note is required
- Common Cold: If a child is too sick to participate in regular daily activities, he/she is too sick to participate in therapy

If a child becomes sick while at Easterseals, the family will be notified immediately to pick up the child.



## Behavior Management and Modification

Sometimes children become aggressive and try to injure themselves or others. When it is necessary to manage or control behaviors, your child's therapist will follow these guidelines.

- Check the environment for what may be causing the behaviors and adjust as needed (sensory needs, visual supports, and schedules, etc.)
- Create a list of verbal responses
- Enhance strengths and weaknesses
- Reinforce appropriate behaviors
- Redirect or prevent the behavior
- Use positive teaching strategies
- Utilize Quality Behavior Support (QBS), when needed

If additional help is needed, the therapist may contact their supervisor.

## Safety in Our Offices

### Emergency Medical Assistance/ Emergency Crisis Intervention Services

Easterseals does **not** provide emergency medical assistance. If you experience a medical emergency, call 911. Other emergency phone numbers you may need include:

**Poison Control:** 1-800-764-7661

Easterseals' Med Rehab Services do not provide direct emergency crisis intervention services. You will be given a resource sheet, during your orientation to services, with local emergency and crisis response resources which are available to assist you.

## Emergency Maps

Maps of our building are posted throughout the hallways and in each office to show where the following are located:

- Emergency exits
- Shelters
- Fire suppression equipment
- First aid kits
- Tornado shelter

***Please take a few moments to look at these maps, to make sure you will know where to go for help or how to get out of the building in the event of an emergency***

## Emergency Drills

To ensure the safety of families, staff, and volunteers, every program at Easterseals conducts annual emergency drills. If a drill occurs while you are in our building, you will be expected to participate. Follow the direction of staff if any of the following drills occur:

- Tornado
- Fire
- Power Outage

- Crisis Illness and Injury
- Aggressive Person Crisis
- Bomb Threat
- Suspicious Package or Letter
- Incident Command Structure
- Shelter-In-Place

### Unsafe Behavior

All staff members within Easterseals' Med Rehab Services are responsible for doing everything possible to ensure the safety of families, staff, and the community. Easterseals staff receives special training in how to effectively manage situations that could endanger anyone's safety. Staff works respectfully to resolve the concerns of any individual whose behavior could pose a danger to themselves or others. Examples of unsafe behaviors that our staff will work with the individual to resolve include swearing, making threats, racist or sexual insults, inappropriate physical contact, spitting or physical attacks (whether or not contact is made).

Easterseals does not use seclusion or restraint in working with individuals served. Our staff will make every attempt to calm situations down and resolve problems in a peaceful manner. However, if it becomes necessary, Easterseals staff will use emergency intervention procedures to stop a person from hurting others, including calling the police to get help in handling the situation.

### Duty to Warn

If you or any person says they are going to hurt a certain person, Easterseals staff is legally required to notify the person who is being threatened. Easterseals must alert the law enforcement agency for the area where that person lives. By law, if staff decides that such a warning is necessary, then providing that information to the threatened person and the police does not violate your right to confidentiality.

## Financial Help and Payment for Services

Easterseals strives to make payment for services as easy as possible. If you do not have any income or insurance benefits, we will work with you to determine your family's ability to pay and assist you with obtaining health care benefits.

When your child/family is first seen for an intake assessment, the intake worker will ask for a copy of your medical insurance and Medicaid information. An "ability to pay" determination is completed to identify who will be responsible to pay for your child's care. Depending on your insurance coverage, you may need to pay a fee, a copay, or deductible. Your financial responsibility will be assessed at the time of your intake and any time that your insurance changes. For children who have Medicaid coverage, their coverage for services must be determined through the community mental health organization that authorizes behavioral health care. Easterseals can assist you with obtaining authorization from your insurance companies.

If you or your child loses your medical insurance or Medicaid coverage at any time throughout treatment, you will be asked to apply for Medicaid and/or other insurance benefits. Your primary assigned staff will help with the application. Your cooperation in obtaining all necessary insurance, Medicaid, or financial information will be requested. If you decline to assist in this process or to provide the requested information, then you will be responsible to pay the full cost of services.

As part of the annual person-centered planning process, your primary assigned staff will complete an annual Financial Agreement. If there is a change in your financial status at any time throughout treatment (i.e., loses/obtains employment, loses/obtains Medicaid coverage) then your primary assigned staff will complete a new Financial Determination Worksheet.

It is important to know that Medicaid authorized services in case management are never denied because of an inability to pay.

## Planning Your Child's Rehabilitation & Your Family's Future

Succeeding in rehabilitation means planning for today and tomorrow and gathering services and supports to meet your child's and family's needs. Easterseals partners with you to plan all stages of rehabilitation so that your child/family can live their best lives. Together we will identify people who can help and create a plan that gives your child and family the freedom to make choices and responsible decisions. This section provides more information about rehabilitation in partnership with Easterseals.

### Treatment Planning

For people receiving services, treatment plans are developed using a Person-Centered Planning (PCP) process. This method focuses on your child's/family's strengths, and is based on your child's dreams, desires, needs, abilities, and preferences. Your family's PCP will be developed with your child's/family's active participation as well as any other family or friends that you chose to have involved. While every effort is made to accommodate your preferences and goals, your child's/family's treatment plan must be clinically appropriate and based upon available resources.

Easterseals is required to provide services that are designed to help one become an active and productive member of the community, as well as increasing independence. You will work with your treatment team to set goals that are meaningful to you/your family.

### Frequency of Services

The frequency and duration of services are recommended by the treating therapist and depends on several factors: child's ability to tolerate therapy, degree of impairment, objectives for therapy, and recommended interventions. Children are typically seen 1-2 times per week with appointments typically lasting 30 minutes for speech and language therapy and 30 to 60 minutes for occupational and sensory integration therapy.

For the PLAY Project, children are seen every 4-6 weeks for three (3) hours by the PLAY Project home consultant, though there is a good deal of flexibility depending on the needs of the family. Therapy is conducted daily by the family during play sessions and activities following the directions of the PLAY Project home consultant.

### Advance Directives

An Advance Directive is a legal document that records what treatment you want for your child/family. If you are interested in having an Advance Directive, ask your primary assigned staff for additional information.

## If Your Child/Family Has a Setback

Rehabilitation is not always a straight, steady road. There may be ups and downs, new discoveries, and setbacks. The journey takes time, but positive changes can happen all along the way. Each step is important and can be a learning experience. Easterseals is here to help during setbacks and will support your child/family as you decide on your next steps.

### Transition and Discharge Planning

There are some situations that will initiate a discharge from services or transition to other services:

- Speech and language/fine gross motor/sensory integration within normal limits
- Regression or no progress in goals
- Excessive no-shows or cancellations
- Financial hardship
- Age
- Family choice

Transition and discharge planning is completed with you when these situations occur or if you discontinue services. It will include progress on goals, links to community services, home plans, and how to access Easterseals services in the future if needed.

Easterseals recognizes that there are times when services will need to be discontinued without the agreement of the team. This may include, but is not limited to, attendance issues and lack of payment. For these instances, transition and discharge documentation will be completed and sent to families.

### Customer Complaint Process

You have several options to resolve any concerns you may have about your services. You will receive a copy of Easterseals' Customer Complaint Process when your child/family is first enrolled in services and annually thereafter. The following procedure provides guidance for resolving problems at the program level:

- Talk about your concern with your primary assigned staff or other member of your treatment team.

- Write your concern on a Complaint Form and mail or hand-deliver it to Easterseals. (This can be addressed to a supervisor or any member of the treatment team, who will contact you within 24 hours and work with you to resolve your concerns.)
- Designated staff will contact you within 24 hours of notification of the problem and attempt to resolve your concerns.
- A meeting may be recommended to explore possible solutions.
- Your preferences for time and date, location and participants will be considered in planning the meeting.
- The meeting will take place within seven days unless you request an extension.

Complaints made by individuals, family members, or caregivers will not result in retaliation or barriers to Easterseals service.

## Other Easterseals Services:

### Referrals to Community Resources

Staff is responsible for helping families get all the services they need. Some of the types of services that your primary assigned staff or other treatment team member may help you find include the following:

- Advocacy groups
- Behavioral health treatment options
- Community housing programs
- Domestic violence services
- Medical services
- Legal aid
- Outpatient therapy services and camp opportunities
- Recreation opportunities
- Self-help groups
- Social / protective services
- Foster care
- Financial services
- Transportation

If you need a referral for any of these types of services, contact your primary assigned staff.

### Interpreter Services

Easterseals provides interpretive services for sign language and non-English speakers. If requested, Easterseals will contract with an individual's/family's interpreter of choice instead if the interpreter meets Easterseals requirements for becoming a contractor.

### Transportation Assistance

People who are unable to transport themselves or their children to Easterseals for appointments are encouraged to work with their primary assigned staff to find independent transportation,

such as learning to use the bus system or other resources. Each location has bus lines near the sites. Some communities may offer shuttle services as well.

If you cannot arrange a ride for your child/family in any other way, your primary staff may be able to request transportation for you. Transportation assistance is limited and can only be provided on a temporary basis until other resources can be located. Requests for transportation must be submitted as far in advance as possible.

## Want to Learn More About Rehabilitation and Other Community Resources?

Ask your primary assigned staff about our 'Referral to Community Resources' that will provide information about various resources in your area.

## Thank You

We know that rehabilitation requires commitment and perseverance. Your child and family deserve to live your best lives and we are honored to be part of your journey. Thank you for choosing Easterseals as your family's partner in rehabilitation. We value the opportunity to be a part of your rehabilitation and appreciate the chance to learn from you and your experiences. Please share your opinions and feedback on our programs and services so we can continue to develop our skills and innovate to improve mental health services. If you know of other people who need help, let them know about Easterseals. We are here to help.