

North Hills Services, Inc.  
Parent Handbook

Children's Developmental Center

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**Philosophy of North Hills Services, Inc.:**

Developmentally disabled persons are able to live a self-sufficient life.

**Mission of North Hills Services, Inc.:**

North Hills Services, Inc. exists to provide a vehicle to enable persons with developmental disabilities to achieve to their maximum potential.

**Core Beliefs of North Hills Services, Inc.:**

- All human beings have intrinsic worth regardless of intellectual ability;
- All human beings have some potential for development;
- With few exceptions, every human being has both the ability and the duty to contribute something of value to his/her fellow man.

**Service Goals of North Hills Services, Inc. are:**

- To provide programs/training in specific areas to meet the needs of the developmentally disabled in obtaining self-sufficiency.

**Accomplishments Plan/Outline:**

- Identify the population in question.
- Determine the needs of these persons.
- Develop and implement a service delivery system.
- Evaluate the service delivery system so as to revise and modify as needed.

**Service Delivery System:**

- Adult Development
- Work Activity
- Preschool
- Integrated Daycare
- Diagnosis and Evaluation
- Case Management
- Personal Care
- Consultation Services
- Transportation Services
- Developmental Services
- Early Intervention
- Speech Therapy
- Physical Therapy
- Occupational Therapy

**Accreditation:**

North Hills Services, Inc. Center is licensed and approved by the Arkansas Department of Education, Childcare Licensing Department; Developmental Disabilities Services (DDS); Child Health Management Services (CHMS).

### **North Hills Children’s Developmental Center Funding Resources:**

- Title XX
- Title XIX
- Title XIX-Therapy
- VI-B Federal Funding for Preschool Special Education
- Part C-Early Intervention Services
- State
- Local Funding (Includes United Way of Pulaski County)
- Regular Daycare Fees
- Client Fees

*North Hills CDC understands that children are from many different types of family compositions. For purposes of this handbook, the term “parent” will be used to also represent the term “legal guardian” or “custodial parent”.*

### **Hours of Operation:**

- 8:00 a.m. to 3:00 p.m. North Hills Developmental Day Treatment Program
- 6:00 a.m. to 5:30 p.m. North Hills Children’s Developmental Center (daycare and extended care)

The center operates Monday through Friday with the exception of the following holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and the following Friday. Each year, the center will be closed two weeks at Christmas and one week at Spring Break, which usually coincides with the Pulaski County Special School District. When additional holidays are observed and the center is closed, parents will be notified in writing and given a two week advanced notice of the closing. The center is open 240 calendar days per year.

The preschool operates from 8:00 a.m. until 3:00 p.m. For those parents who transport their own children to school, please have him/her at school by 8:00 a.m. Our program is developed for this amount of time so that your child can benefit from a full day of services. If your child has a doctor appointment or if you have car problems, etc., please let us know. These can be considered valid reasons for late arrival, and you may bring your child on to school. However, in order not to interrupt your child’s programming, it would be better to schedule appointments after school hours if possible. This policy will be enforced.

If your child arrives before 7:45 a.m. they will need to go into extended care, and there is a \$6.00 charge for this service. We have found that children are less likely to get upset with a parent leaving if you leave promptly after entering the classroom. You are always welcome at the school, and we invite you to observe your child through the observation mirrors that are located on each classroom door. In the afternoons, your child should be picked up by 3:00 p.m., because the teachers leave at 3:15 p.m. If your child is not picked up by 3:15 p.m. they will need to be picked up in the extended care room and there will be a \$6.00 charge.

**Sign In/Out Policy:** It is mandatory that each day the child is signed “in” upon arrival to the center and signed “out” when departing from the center. Please write on the “sign in/out” sheet, the time of arrival/departure and signature of person bringing the child in or departing with the child. Only parents and/or adults, eighteen years or older, are allowed to sign a child “in” or “out”. Persons not listed on the “authorized pick up list” will not be allowed to depart with a child nor sign the child “out”. Parents must notify the Director or Director’s designee when special “pick up” arrangements have been made and North Hills Services, Inc. CDC Parent Handbook

involve someone who is not on the “authorized pick up list”. The center will adhere to a strict policy of requiring picture identification for all persons authorized by the parent to interact with or pick up a child.

**Admission Policy:**

Before a child can be admitted/enrolled, an *active Medicaid/TEFRA number* and a *Medical Referral form, completed and signed by the child’s Primary Care Physician*, must be submitted. It is necessary that the following items be completed and/or submitted for review also:

- Patient Intake Form
- Child’s Records Form
- Birth Certificate
- Emergency Information Form
- Consent to Treat Form
- Social Security Card
- Consent for Release of Information Form
- Third Party Coverage Record
- Updated Immunization Records of the Child
- Current EPSDT or health check (a physical)
- Official Legal Court Documents addressing Custodial Rights
- Other pertinent information not listed above may/can be requested

The admission/enrollment process is non-discriminative with regard to race, ethnicity, national origin, gender, sexual orientation or religion.

If at any time, after the child has been admitted into the center, the status of the child’s active Medicaid/TEFRA number becomes “inactive”, the child will be discharged until parent can regain the child’s “active” status. The center should be notified immediately when there is a change to any of the following pertinent information: address, home/work phone of parent, home/work phone of emergency contact, change in Medicaid/TEFRA.

**Discrimination:**

No child in this center or wanting to be enrolled in this center will be discriminated upon due to race, religion or medical history including HIV, AIDS, or Hepatitis.

**Information For New Admissions:**

Your child on his/her first day of preschool will need the following: 2 sheets or 1 sheet, 1 blanket to be used on his/her cot during naptime; a change of clothes including underpants; a supply of diapers if not toilet trained; and please remind us of any allergies, especially food allergies, that your child may have.

**Phone Numbers and Addresses:**

Please keep us informed if you move and your address and/or phone number changes. If you begin working or change jobs, we need your work number. We would also like for you to update emergency telephone numbers for us so that we might reach someone in an unexpected situation when you cannot be contacted.

If someone other than yourself is to pick up your child at school, please call us in advance and give us the person’s name and a description of the person. We will not let your child go with a person we do not know without permission from you.

**Treatment Planning:**

After evaluating the child and determining his/her eligibility, the center will convene a conference to inform the parent of the child's eligibility, treatment plan, complete appropriate paperwork, and meet the child's interdisciplinary team. This is usually done within 30 days of the child's evaluation date. A quarterly progress report will be completed and a 6 month conference convened on each child, 1 month to 3 years that is qualified for day habilitation. A quarterly progress report will be completed and an annual conference convened on each child, 3 years to 5 years that is qualified for day habilitation. Each conference convened will include parents and the child's interdisciplinary team, which may include, but is not limited to service coordinator, teachers, therapists, nurses, social workers and specialists. Because the center recognizes the parent as integral to the learning and development of the child, it is mandatory that parents attend the conferences and sign off on their child's treatment plan and Quarterly Progress Report. Failure to attend the treatment planning conferences can result in the child's temporary discharge. **If there is a prior medical order via report (ie. swallow study report, etc.) from an outside medical provider/facility, or if the child is placed under medical order after enrolling at North Hills, the facility staff (including classroom and kitchen staff), therapists, and nurses are required to follow the recommendations set forth on the report. If the staff of North Hills is not allowed by the parent/guardian to follow such study recommendations, we have the right to immediately discharge the child from our facility. Not following medical recommendations is unethical for our providers, and places our center at great liability for the health of the child in question. (Addendum Jan. 2007)**

#### **Classroom Environment:**

Each classroom is set up with regard to what is most conducive for optimal early childhood development. The classrooms are supervised by Certified Early Childhood Special Education teachers and managed by Early Childhood Developmental Specialists (ECDS), Child Development Associates (CDA) and childcare paraprofessionals/technicians. All classrooms are equipped with video cameras, which are for center purposes only, and are not accessible by the Internet. The cameras are strictly used as a monitoring device for the classroom. Each is required to obtain a minimum of 21 hours of childcare training annually. Any new employee/applicant for North Hills after 09/01/93, will be required to have their backgrounds reviewed through the Arkansas Child & Adult Maltreatment Central Registry Check an criminal records check though the Arkansas State Police. Upon hiring, each new employee will be required to complete the necessary paperwork regarding the above checks and sign a statement to ensure that there is no record of abuse/neglect filed against them. The child maltreatment central registry is updated every 2 years and the criminal background check every 5 years.

The center understands that children learn through play. Therefore, children are encouraged to choose freely from a wide range of play and learning experiences. In doing so, this approach affords the children the opportunity to recognize, understand and express their own emotions as well as sympathize with the emotions of others. The variety of experiences may include the development of self-discipline/control, positive self-image, intellectual and physical skills, small and large group activities, social and adaptive skills. Television or videocassette viewing is limited to no more than 1 hour daily.

Therapy services are provided for children who qualify for day habilitation services and meet eligibility requirements for therapy. Individual therapy can be performed in the areas of Occupational, Speech and Physical therapies. Also available is play therapy, mental health interventions and family therapy.

#### **Attendance Policy:**

Each child must attend *everyday* once enrolled. After enrollment, each child's attendance is closely monitored. If a child does not attend school for ten (10) consecutive days without a valid excuse, has ten (10) unexcused absences, or inconsistent attendance when he/she does not benefit from the program, they will be disenrolled. Absences should be reported to the school if they exceed more than 3 days, and will

require a doctor's excuse. Excessive absences due to continued illness will result in disenrollment for more appropriate placement of services. When a child is absent 3 days or more per week over a one month period, the child will be discharged from the center. Each time a child is absent for 3 days or more in one week, a doctor's note is required.

Please notify the center of extended planned absences, whether medical or non-medical, at least one week before the time in which the child will be absent. This advanced notice allows the center to make the appropriate adjustments in regards to your child's interdisciplinary team, therapies and/or classroom instruction. If a child is absent for two weeks without a parent notifying the center, the child will be discharged from the center.

Childcare Licensing mandates that a child cannot be in a childcare center for over 9 consecutive hours. Please comply with this policy.

### **Meals and Snacks:**

Breakfast, lunch and snacks are served every day to each child, during a designated time of the day. Each meal and snack menu is nutritiously well balanced, supervised by a certified nutritionist and meets all FDA food program regulations. The center is not allowed to and will not serve food to a child that is prepared from someone's home. Store bought products/items for special occasions (i.e., cup cakes, cakes, cookies, etc.) are acceptable. It is the parent's responsibility to feed the child breakfast when the child will be arriving to the center a few minutes *before or after* the designated time for breakfast. Unfortunately, staff are not available to assist in this situation due to the start of classroom instruction and staff:child ratio compliance. Special diets need to be discussed with the Director or the Director's designee before and during the enrollment of the child. Parents of infants are responsible for supplying the child's formula and/or food. Please label such items with the infant's name.

### **Health Policy:**

A healthy child learns faster and shows consistent developmental growth. These aspects are affected when the child is not able to function in the classroom setting due to illness. The center has on staff a full time registered nurse. Each child will be observed daily for a health check. If symptoms of illness are present, the parent will be notified so that arrangements for picking up the child can be made. The center may and can *require* that your child visit his/her physician. This would involve submitting a doctor's note to the center before being allowed to return to the center.

Symptoms that are a cause for keeping the child at home or sending a child home from center:

1. Colds with fever
2. Sore throat or Strep Throat
3. Persistent vomiting (child can return 24 hours after vomiting stops)
4. Temperature is 101 degrees or higher orally or 100 degrees axillary (child is fever free for 24 hours)
5. Diarrhea (3 or more episodes)
6. Child has any contagious disease; the center needs to be notified immediately
7. Head lice
8. Conjunctivitis (Pink Eye)
9. Thrush

Children are encouraged to wash hands frequently. This decreases the spread of germs.

A child's immunizations must be kept updated and a copy of the updated immunization record should be given to the center. If this is not done, the child will be temporarily discharged until which time the updated immunization records are submitted and reviewed by the center.

Medications will be administered with written request and authorization by the parent or the Medical Director. The nurse or Director Designee will supervise and/or administer all medications. **Before medications can be administered, the medication must be in its original bottle/carrier, have the child's name on the label and state directions for administering it. If the medicine is to be given 3 times a day, please give it at home. If the medicine is to be given 4 times per day, then we will give 1 dose at school. We will not administer any over-the-counter drugs to your child. Please do not send these to school to be given. Fever reducing medications will only be given if permission is obtained by the parent/guardian when the child cannot be picked up for a while.**

Do not send medication in your child's bag without notifying the teacher/staff that it is there. All medication given at school must have written permission (completed medication form) by the parent. If we do not have written permission on file, we will not give the medication.

**All medications are housed in the nurse's office during school hours, not in the classrooms. In the event you pick your child up early, please be sure to check with the nurse to get your child's medication prior to leaving the center.**

Should a parent learn that his/her child has contracted a communicable (contagious) disease, the center should be notified immediately. We encourage parents to notify the center when his/her child has been admitted into a hospital.

Parents will be notified immediately of any serious accident or injury to the child while in the care of the center. Prompt and appropriate arrangements will be made for medical treatment. Minor accidents or injuries are documented in an incident report and the report sent home with the child.

### **Infectious Diseases:**

If your child is known to have contracted head lice, scabies, etc., before he/she is allowed to come back to school, you must have him/her checked by a physician and bring a note to school saying that your child is free of the disease, or you must show proof, such as the empty bottle of shampoo recommended for head lice, that you have taken steps to eliminate the problem. We must take these precautions because of the highly contagious nature of the diseases. For a case of diarrhea, we ask that you keep your child home for 24 hours or one school day to ensure that it does not reoccur. For a case of fever, they must be fever free for 24 hours before they can return to school. Low grade fever of 100 degrees or less and associated with cutting teeth, will be allowed to come to school.

**NORTH HILLS SERVICES, INC  
CHILDREN'S DEVELOPMENTAL CENTER**

**INFECTION CONTROL POLICY AND PROCEDURES**

**INTRODUCTION:**

Infection control policies for the preschool have been formulated so as to prevent and reduce the transmission of infection and or communicable diseases to children and adults in the preschool.

**RESPONSIBILITIES:**

- A. The Program Director/supervisor informs licensed medical personnel of health conditions involving staff/children.
- B. Licensed medical personnel consults with preschool management regarding infection control concerns.
- C. Medical Director reviews and approves all policies and procedures related to infection control. Reviews epidemiological investigations and recommends corrective action.

**INFECTION CONTROL PRACTICES:**

**A. PERSONNEL**

- 1. All personnel will comply with pre-employment and annual employee health service requirements.
- 2. Personnel with lesions or weeping dermatitis, shall refrain from direct care and activities until their condition resolves.
- 3. Personnel with communicable disease for which they would be excluded from work, must be cleared by their physician before returning to work.
- 4. Personnel shall not eat or drink in the department, except in designated areas.
- 5. All personnel shall wash their hands after coming into contact with body substances of any child.

**B. CHILDREN**

- 1. Immunizations/vaccinations are maintained in a current status dictated by Arkansas Department of Health and Arkansas Social Services.
- 2. Children seeking admission and/or desiring to continue in the preschool must be in good health and must be able to participate in group activities.

### C. SICKNESS

1. Children will be continuously observed for objective signs of infections such as rashes, sore throats, elevated temperatures, diarrhea, vomiting, lethargic or listless behavior, or stiff neck. These symptoms may indicate serious illness and the parent may be required to seek medical attention.
2. Parents will be asked to remove the child if the child has a temperature of 101 degrees orally or 100 degrees axillary, 3 episodes of vomiting/diarrhea, or is too ill/unable to participate in group activities.
3. Children must be fever free for twenty four hours before returning to the preschool.
4. Highly contagious diseases such as; chicken pox, conjunctivitis (pink eye), lice or impetigo will be evaluated by licensed medical personnel on an individual basis. **(Parent note: children with discharge from either the eye or lesions, will not be admitted to school.)**
5. Children recovering from strep infections will not be permitted to return to school without a written release from their physician.
6. Any disease or infection in question, will be evaluated by the licensed medical personnel, and the Medical Director will be notified if further evaluation is required.

### D. MEDICATION

1. Medication will be administered with written permission and directions from the parent/guardian. No verbal orders via phone will be accepted unless parent is in route to pick up child from facility and condition warrants immediate treatment. Medication forms should be completed before administering medication.
2. Medication must be in the original container and labeled with the child's name and dosage.
3. All medication and other chemicals (diaper rash creams, teething gels, etc.) must be placed in a locked medication container. Arkansas Social Services regulations strictly prohibit medications/chemicals in diaper bags or backpacks. Medications should not be transported via the children. It is the responsibility of the parent/staff to make sure that the medication container is locked at all times.
4. Children who are receiving antibiotics should remain home for the first twenty four hours before returning to school.
5. Tylenol will be given when needed with written parental permission. The administration of Tylenol on a frequent basis in order to "mask" temperatures/symptoms, is not in keeping with quality preschool practices or infection control policy. Please notify the staff when the child is receiving medications at home.
6. If at all possible, the preschool would prefer that the medications be administered at home. If this is not possible, medications will be given when needed.

### E. FOOD

1. Bottles used in the infant room, must be labeled with the child's name. Glass bottles are not accepted. The bottles will be washed, but are not sterilized, and sent home daily.

2. Formula left in bottles after a feeding will be discharged if not used within a 30 minute period.
3. Children and staff will wash their hands before and after eating meals.
4. All meals are prepared and served under the guidelines of the Child Nutrition Program.
5. Leftover food will be covered and placed in the refrigerator. Food will not be kept in the refrigerator for more than 24 hours.
6. Refrigerators will be cleaned weekly. The temperature of the refrigerator/freezer will be monitored and checked on a regular basis. All staff are accountable to insure that this is happening with each refrigerator. Refrigerator temperatures should be at 34 - 40 degrees, freezer temperatures should be less than 32 degrees. Notify supervisors regarding variance.
7. Bottles may be removed from the refrigerator and brought to room temperature. Bottles should not be returned to the refrigerator after being brought to room temperature.

#### **F. DIAPERING/TOILETING**

1. Disposable diapers will be used. Soiled diapers will be placed in a plastic bag and discarded. The diaper changing table area will be disinfected after each use. Each room has a designated diapering area equipped with changing table and diapering mat.
2. Diapering mats will be free of holes and in good repair.
3. Potty chairs will be emptied and disinfected after each use. Staff will encourage appropriate flushing techniques.
4. Children and staff will wash hands after attending to diapering/toileting tasks on an individual basis.
5. Hand washing facilities are equipped with disinfectant/soap. Washcloths are not acceptable for washing hands. Appropriate hand washing techniques are taught to include running water, soap and individual paper towels.

#### **G. CLEANING**

1. General housekeeping and daily cleaning of the preschool will be provided by environmental services.
2. Mats and cribs will be disinfected weekly or as needed. Washcloths will be laundered after being used once.
3. All infant toys will be washed daily.
4. A change of clean clothes, which is labeled, will be provided for each child. Soiled clothes will be rinsed out and placed in a plastic bag, the soiled items will be sent home daily.

## H. DOCUMENTATION/REPORTING OF COMMUNICABLE DISEASE

1. Children will be observed daily for symptoms of communicable diseases.
2. Parents will be notified immediately and a written report completed. Written report/phone consultation with licensed medical personnel will occur.
3. Licensed medical personnel reports findings to the following agencies when indicated: Arkansas State Health Department and Arkansas Social Services.
4. All staff/volunteers will receive TB skin test and infection control in-service prior to working in the preschool.

### **Hygiene:**

Make sure that your child comes to school clean. By the time a child is preschool age, he/she needs a bath every day, and a clean change of clothes. Cleanliness is very important, because it helps cut down on the spread of disease, and it makes your child more pleasant for the teachers and the other children to be near during the school day. Each child needs a complete change of clothes kept at school in case of an accident. Please make sure that you put your child's name on all clothing.

If your child is not toilet trained, **be sure and keep a supply of diapers at the school. We are not responsible for supplying diapers.**

### **Clothing and Personal Belongings/Supplies**

Children should wear washable play clothes to school. Parents should supply an extra seasonal change of clothes for their child. With regard to shoes, we strongly recommend the following. Do not send a child in dress shoes, sandals or cowboy boots. These items usually have smooth soles as opposed to textured soles. A textured sole gives the child increased traction and greatly reduces the risk of injury from a fall/trip. ***All personal belongings must have the child's name on it.*** All diaper needs of the child will be supplied by the parent. The center requires the use of disposable diapers and training "pull-ups". Soiled or dirty clothes will not be laundered at the center. A supply list noting additional supplies will be given to the parent of each child. All personal belongings that are expensive and are not for educational purposes should not be sent to the center. The center will not be responsible for the destruction or loss of such items. Backpacks are encouraged. Children are not allowed to bring their own personal toys to school, unless authorized for a special occasion by the classroom teacher.

### **Outside Play and Rest Time:**

Outdoor play and rest time is scheduled everyday. Appropriate seasonal outdoor apparel is mandatory. The children will not be allowed to play outside when the temperature is below 50 degrees and above 98 degrees or when the Heat Index is above 98 degrees. Children are scheduled a minimum of 1 hour of outside play daily. During the summer, the children will engage in water play. Consent forms must be signed and an appropriate change of clothes is necessary. Rest time is scheduled for a minimum of 1 hour daily and immediately follows lunch. Cribs are provided for infants 6 weeks to 11 months while mats are provided for children 12 months to 5 years in age. Parents are responsible for supplying a fitted sheet for the mat. Please place child's name on the sheet.

### **Discipline:**

Discipline is a positive growth experience when approached as a developmental concept and administered in the form of teaching, guiding and caring. When dealing with an unruly, disruptive or disobedient child, North Hills Services, Inc. CDC Parent Handbook

the center consistently uses “redirection” and “time-out”. “Redirection” is used most often for the children 23 months and younger. The center will administer “time-out” with in classes that have children 24 months (2 years old) and older. Children remain in “time-out” one minute per the child’s age in years. Fear, pain or humiliation is not a part of the discipline strategies/techniques that are used. Discipline shall not be associated with rest, toilet training or illness or the withholding of food or drink. The center staff is trained in the appropriate use of alternate discipline, which includes, but it not limited to, behavior modification programs and/or holding, when a child has become harmful to himself/herself or others around him/her. Corporal punishment is not allowed.

**Visitors Policy:**

During hours of operation parents/guardians/visitors will be required to enter the facility and check in at the front office before proceeding through the building. The parent/guardian/visitor of the child will be allowed to go to the child’s classroom and visit with the teacher/aide, check to ensure that the child is content, observe through the 2-way mirrors provided on each door, and/or check the child out for any valid reason.

**Safety:**

At no time will guns be allowed or tolerated on the premises of the center. Illicit drugs of any kind will not be tolerated on the premises of the center. Failure to abide by these policies can result in the child’s discharge.

**Special Occasions:**

The Director or Director’s Designee must first approve any celebrations or special occasions that take the classroom away from the daily schedule. These celebrations (birthdays, etc.) will be planned after lunch to allow the children to eat their breakfast and lunch. Only food items/products that are prepared in the cafeteria or store bought will be served to children during these special occasions. (*See Meals and Snacks Section for more information.*) Parents are always welcome to attend any special occasions that are coordinated by the center.

**Transportation:**

Transportation is available upon request. Some restrictions apply. When a child receives placement on the bus, the parent will receive an approximate time of the bus arrival/departure to/from the home of the child. We expect your child to be ready when the bus comes to your home in the mornings. Alternate destinations can be arranged in advance. Upon arrival to destination for “pick up” of the child, the bus will make its presence known and wait no more than **3 minutes** for the child to load the bus. This is to help the busses stay on schedule to pick up other children who are assigned to the bus route. The person responsible for getting the child off of the bus must be at least 16 years of age. If he/she is not the normal person that gets the child off the bus they must show a valid ID in order to receive the child. If a child is brought back to school in the afternoons because no one was at home, there is a \$6.00 charge. Also, the parent is expected to pick up he child at school by no later than 5:30 p.m. If you are later than 5:30 p.m. in picking up your child, there is a \$5.00 charge for each 30 minutes after 5:30. For example, if your child is brought back on the bus (\$6.00 charge), and you do not pick him/her up by or before 5:30 (\$5.00 charge), you should bring \$11.00 with you when you arrive at school. **You will be expected to pay when you pick your child up.** If your child is brought back twice on the bus with no one being at home to care for him/her, Arkansas Social Services will be contacted, and the situation explained to them. Please remember to call the school when your child is not to be picked up, and also call again when the child is to be picked up. Our daycare center is open at 6:00 a.m. so you can call from that time and before 6:45 a.m., so that the bus drivers will know before they leave on their routes. All buses are equipped with

cell phones. These phones are not for receiving calls from the parents. You must call the school regarding any message to be relayed to the bus personnel. All transportation inquiries are handled and coordinated through North Hills Children's Developmental Center. The center's address is 207 Fred Rains Drive, Sherwood, AR 72120, (501) 834-0217.

**Inclement Weather Policy:**

In the case of snow, ice, or bad weather, North Hills usually goes by the Pulaski County Special School District's closing. Be sure to listen to your television or radio to hear if an announcement of closing is made. North Hills Services, Inc. will appear to include our adult clients if a separate announcement is listed, but if not, listen for whether the Pulaski County Special School District is open or closed. This policy is only for inclement weather, we are not always closed when Pulaski County Special School District is closed for other reasons (example: teacher workshops, conferences, etc.).

# Additional Policies and Information

## **Field Trip Policy:**

The center adheres to a strict field trip policy. During every field trip, the center will maintain a 1:4 staff:child ratio, parental consent forms must be signed in advance, the Director or Director's Designee will attend each field trip and is required to carry a cell phone to immediately respond to emergency situations if they occur. Occasionally, fees are required for a child to attend a field trip. Parents are always welcome to attend any field trips that are coordinated by the center.

## **Grievance Policy:**

If at any time parents are dissatisfied with the service provided at the center or would like to submit a grievance, the teacher of the classroom that the child is currently in should be contacted. Should the issue not be resolved in a manner that is fitting for all parties involved, then the child's Service Coordinator should be contacted and a meeting requested. If this meeting does not satisfy your concerns, the parent should contact the Program Director at 501.834.0217. After the appropriate chain of command is followed regarding the grievance filed, if a suitable result is not achieved for all parties involved, the issue would then be taken to the executive level and if necessary, the Board of Directors for North Hills Services Inc. contacted for a meeting.

## **Confidentiality Policy/Mandated Child Abuse Reporters:**

The center staff will adhere to the strictest policy of confidentiality in regards to the children and parents that we serve. All information (including HIV, AIDS, and Hepatitis B) on the children enrolled in the center will not be shared with outside sources unless otherwise authorized by the parent in writing. Nor will a child's information be used or discussed outside the center. Childcare Licensing requires that all childcare workers report suspicious behaviors of or bodily markings on a child that is consistent with child abuse activity. In this case, the center will report such activity or suspicion immediately to the Department of Human Services, Child Abuse Hotline. Neither the center facility nor our employees determines child abuse. After the report is made, DHS handles all child abuse investigations and follow up.

## **Media/Photograph/Video Release Policy:**

All parents will be asked to sign a media release and photograph/video release. Because we are a member of the United Way and provide outstanding care and development for children, outside media such as United Way, television stations and newspapers may call on us from time to time when they need pictures of young people. The Media release states that you give consent for your child to be photographed or videotaped and used in a project that has been approved by the Director of the center. The Photograph/Video Release is for the internal use of the center only. This gives consent to the center to photograph and videotape your child for educational purposes only.

**Requests for Records Policy:**

Initial requests for complete records of a child should be made in writing. Additional requests for complete records will incur a \$20.00 fee to be paid upon receipt of the copied records. This policy is enforced also during transfers, legal purposes, transitions to schools, etc.

**Solicitation**

- A. Solicitation means the use of a method, described in section B of this section, to attempt to unduly influence an individual served by a certified provider or his or her family or guardian to transfer from one provider to another provider. Solicitation is prohibited by all the following:
  - 1. A certified provider or any individual acting on behalf of the certified provider.
  - 2. Any staff member of a certified provider or any individual acting on behalf of the staff member.
  - 3. Any individual who provides or has provided professional or direct care services for a certified provider or any individual acting on his or her behalf.
  
- B. The following methods of solicitation are prohibited:
  - 1. With the intent of soliciting consumers, hiring an individual who has been previously employed by or contracted with another certified provider who subsequently contacts consumers on the individual's caseload with the previous provider with the intent of inducing the consumer to transfer to the certified provider with which the individual is currently employed or contracted.

Protected Health Information, such as consumer addressed and telephone numbers, are considered confidential and the property of the certified provider with which the individual was or is employed or contracted. An individual formerly employed or contracted with a certified provider may not disclose Protected Health Information without signed release from the consumer according to HIPAA. If DDS find that an individual has released Protected Health Information in a manner contrary to HIPAA, DDS will notify the appropriate licensing or certification entity and the Office of Inspector General of the U.S. Department of Health and Human Services.

When a consumer transitions between two (2) certified provider, the receiving provider shall indicate on the transition plan if the receiving provider has hired or contracted or intends to hire or contract an individual who previously served the transferring individual through the sending provider. If five (5) or more individuals transfer under the circumstances described in this paragraph, DDS contracts the individuals or their family members of guardians to determine if solicitation occurred.

- 2. Offering cash or gift incentives to an individual served or his or family or guardian to induce the individual served or his or her family or guardian to change providers
- 3. Offering an individual served or his or her family or guardian free goods or services that are not available to other similarly stationed consumers to induce the individual served or his or her family or guardian to change providers
- 4. Refusing to provide an individual served access to entitlement services for which the individual is eligible if the individual served or his or her family or guardian selects another certified provider to provide waiver services to the individual

5. Making negative comments to a potential individual served, his or her family or guardian, or an advocate regarding the quality of services provided by another certified provider other than for the purpose of monitoring or official advocacy
  6. Promising to provide services in excess of those necessary to induce an individual served or his or her family or guardian to change programs
  7. Directly or indirectly giving an individual served or his or her family or guardian the false impression that the certified provider is the only agency that can provide the services desired by the individual served or his or her family or guardian
  8. Engaging in an activity that DDS determines was intended to be solicitation as defined in section A of this section.
- C. Only an authorized DDS representative may offer an individual or his or her family or guardian provider choice.
- D. DDS investigates claims of solicitation that appear to be consistent with the definition of solicitation in section A of this section. If DDS makes a finding of prohibited solicitation, DDS imposes enforcement remedies under Section 9 consistent with the scope and severity of the solicitation. If a pattern of solicitation occurs, DDS may impose Licensure Revocation.
- E. Marketing is distinguishable from solicitation and is considered an allowable practice. Example of acceptable marketing practices include without limitation:
1. General advertisement using traditional media
  2. Distribution of brochures and other informational materials regarding the services provided by certified provider if the brochures and materials are factual and honestly presented
  3. Providing tours of a certified provider to interested individuals.
  4. Mentioning other services provided by the certified provider in which a consumer might have an interest
  5. Hosting informational gathering during which the services provided by a certified provider are honestly described.

All of the above information is found in the DDS Policy Manual (policy 1091 effective November 1, 2007)

F. For any other questions or concerns please contact DDS Specialist Micca Burris at 501-682-2315 or 682-8590.

# Day Care Services

As a service to the community, the center offers quality childcare services and resources at an affordable cost. While our primary focus is placement and development of children with special needs, we invite into our center the placement of children whom do not have special needs. These placements are what the center identifies as “Day Care Services”.

- ◆ All sections found in this handbook, with few exceptions (i.e., treatment plans, attendance policy, etc.) apply to children receiving day care services.
- ◆ Contact the center to learn the cost of Day Care tuition.
- ◆ Tuition payment is required no later than 5:00 p.m. every Monday and reserves the placement of the child for the week (Monday through Friday). A \$5 late fee will be charged per day for each day that the tuition payment is late. Excessive late fee tuition payments can subject your child to discharge from the center’s daycare services. Excessive lateness in picking a child up from center can subject your child to discharge from the center.
- ◆ An annual registration fee of \$25 is due upon admission of the child. The registration fee will be collected annually on August 25 for the upcoming year.
- ◆ Day Care tuition will be increased periodically to address the rising cost of providing quality childcare. The increase will also specifically aid in the upkeep of the classroom environment, maintenance of facility and increased staff training so that each child is taught by a childcare professional.
- ◆ Day Care enrollment into our center is based on availability. Each available placement in the center is for a child with special needs. *Day Care enrollment into our center acknowledges that the parent understands that it’s possible for their child to be discharged at anytime to make room for a child with special needs. The center will give the parent a 2-week advanced notice of discharge of the child. This allows the parent time to make alternate day care services arrangements.*
- ◆ All Day Care children need to arrive to the center by 8:00 a.m. each day in order to receive breakfast. *(See Hours of Operation Section)*
- ◆ The center accepts state vouchers for payment of day care services.
- ◆ The center will be closed on the days listed in the Hour of Operations section of this handbook. Although closed on these days, children receiving day care services are required to pay tuition in full. Each day the center is not open for business due to unforeseen events, (i.e., inclement weather, structural damage, etc.) tuition will not be charged for that day or days.

**NORTH HILLS SERVICES, INC.  
CHILDREN'S DEVELOPMENTAL CENTER  
NOTICE OF PRIVACY PRACTICES**

**Effective Date: April 14, 2003**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

**PLEASE REVIEW IT CAREFULLY**

This Notice is provided on behalf of North Hills Services, Inc.

We understand that medical information about you and your health is personal, and we are committed to protecting medical information about you. We create a record of the care and services you receive at North Hills Services. We need this record to provide you with quality care and to comply with certain legal requirements. This notice will tell you about the ways we may use and disclose protected health information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of protected health information.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes permitted or required by law. "Protected health information" is information about you or your minor child, including demographic data (such as name, address, phone numbers, etc.) and HIV, AIDS or HEP B information that may identify you and that relates to your past, present or future physical or mental health and related health care services.

We are required to give you this Notice and to maintain the privacy of protected health information. We must abide by this Notice, but we reserve the right to change the privacy practices described in it. Revised Notices will be posted on the bulletin board in the hall. You may receive a revised copy by sending a written request to the North Hills Services Privacy Officer, 207 Fred Rains Drive, Sherwood, Arkansas 72120.

You may complain to us or to the U.S. Secretary of Health and Human Services if you believe your privacy rights have been violated. To file a complaint with us, you must send a letter describing the violation to the North Hills Services Privacy Officer. There will be no retaliation for filing a complaint.

If you have questions or need more information, contact the North Hills Services Privacy Officer at 501-834-0217.

**WHO WILL FOLLOW THIS NOTICE?** This Notice describes the practice of:

North Hills Services healthcare professionals authorized to enter information into your records.

North Hills Services employees, volunteers and other North Hills treatment plan members.

Students-in-training on the North Hills campus.

**Your Rights** You have the following rights relating to your protected health information:

You May:

- Request a restriction on certain uses and disclosures of your information, but we are not required to agree to your restrictions. Your restriction request must be in writing.
- Obtain a paper copy of this Notice.
- Inspect and get a copy of records used to make decisions about you. You will be charged a fee for the cost of copying, mailing or other supplies. In some situations, we are allowed to deny this request. In some situation you may ask for a review of this denial by a licensed healthcare professional who was not involved in the denial decision. We will comply with the outcome of this review.
- Request that we amend your record if you feel the information is incomplete or incorrect; however, we are allowed to deny this request in certain circumstances. We may ask you to put these requests for amendments in writing and provide a reason that supports your request.
- Obtain a record of certain disclosures of your protected health information.
- Make a reasonable request to receive confidential communications of your protected health information from us by alternative means or at alternative locations.
- Revoke your authorization to use or disclose protected health information except to the extent that action has already been taken.

To inspect or obtain a copy of your records, send a written request to the Director or the designee of North Hills Services. All other requests must be sent to the North Hills Services Privacy Officer.

**Our Responsibilities** We are required to protect the privacy of your protected health information, abide by the terms of this Notice, make this Notice available to you and notify you if we are unable to agree to a requested restriction or an alternative means of communicating.

#### Examples of Uses & Disclosures

We will use your protected health information for treatment. Information obtained by your child's treatment team will be put into the record and used to plan and manage your treatment. They will record their actions and their observations so they will know how you are responding to treatment. We may provide reports or other information to your physician or others who will be involved in your care during the course of treatment at North Hills.

We will use your protected health information for payment. A bill will be sent to you and/or your insurance company and/or other payment source with information about your diagnosis, procedures and supplies used.

We will use your protected health information for regular healthcare operations. The Staff and other healthcare workers may use your protected health information to check on the care you received, how you responded to it and for other business purposes related to operating North Hills. Also, we will share your protected health information as may be necessary to carry out the routine business functions.

Business Associates. We may share some of your protected health information with outside people or companies who provide services for us, such as typing treatment plans and evaluations.

Directory. We may use and disclose your name and location in the facility in a directory unless you tell us not to include you. All of this information may only be given out to people that ask for the patient by name.

Notification. We may use or disclose protected health information to notify a family member or other person involved in your care your location and general condition unless you tell us not to do so.

Communication with family. Staff may share protected health information with a family member, a close personal friend or a person that you identify, if they are involved in your care or in payment for you care, unless you tell us not to do so.

Research. Our researchers may use your protected health information after they receive approval from our Board of Directors whose members review and approve research projects.

Coroners, Medical Examiners and Funeral Directors. The law allows us to disclose protected health information to these people so that they may carry out their duties.

Contacts. We may contact you to provided appointment reminders or to tell you about new treatments or services.

Food and Drug Administration (FDA). We may share your protected health information with certain government agencies like the FDA so they can recall drugs or equipment.

Workers Compensation. We may disclose your protected health information for workers compensation claims.

Public Health. We may give your protected health information to public health agencies who are charged with preventing or controlling disease, injury or disability or as required by law.

Communicable Disease. We may disclose protected health information, if authorized by law, to a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading the disease or condition.

Law Enforcement. We may disclose protected health information for law enforcement purposes as required by law.

As Required by Law. We must disclose protected health information about you when required by federal, state or local law.

Health Oversight. We must disclose information to a health oversight agency for activities authorized by law, for example investigations and inspections. Oversight agencies are those that oversee the health care system, government benefit programs, such as Medicaid and other government regulatory programs.

Abuse or Neglect. We must disclose your protected health information to a public health authority that is authorized by law to receive reports of child abuse or neglect.

Legal Proceedings. We may disclose protected health information in the course of any judicial or administrative proceeding, in response to a court order, if authorized, and in certain conditions in response to a subpoena, discovery request or other lawful process.

Required Uses and Disclosures. We must make disclosures when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of the HIPAA Privacy Regulations.

To Avoid Harm. We must use and disclose information about you when necessary to prevent a serious threat to your health or safety of the health or safety of the public or another person.

For Specific Government Functions. We may disclose protected health information for national security activities required by law.

## **OTHER USES OF MEDICAL INFORMATION**

Use and sharing of medical information not covered by this Notice or the laws that apply to use will be made only with your written permission. At any time you may cancel this permission, but you must put this in writing. If you cancel this permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization unless we are required to do so by law. We are unable to take back any disclosures we have already made.

**Patient Consent Form**

**North Hills Services, Inc., Children’s Developmental Center**

**Patient Consent for Use and Disclosure of Protected Health Information**

I hereby give my consent for **North Hills Services Children’s Developmental Center** to use and disclose protected health information (**PHI**) (including information concerning HIV, AIDS and/or Hepatitis B) about me to carry out treatment, payment and health care operations (**TPO**). (The Notice of Privacy Practices provided by **North Hills Services** describes such uses and disclosures more completely.)

I have the right to review the Notice of Privacy Practices prior to signing this consent. **North Hills Services** reserves the right to revise its Notice of Privacy Practices at any time. A revised Notice of Privacy Practices may be obtained by forwarding a written request to **Brian Poole, North Hills Services, Inc., 6900 North Hills Blvd., North Little Rock, AR 72116**.

With this consent, **North Hills Services** may call my home or other alternative location and leave a message on voice mail or in person in reference to any items that assist the practice in carrying out **TPO**, such as appointment reminders, insurance items and any calls pertaining to my treatment plan, including consultations with physicians, nurses and other care providers associated with treatment, among others.

With this consent, **North Hills Services** may mail to my home or other alternative location any items that assist North Hills Services in carrying out **TPO**, such as appointment reminder cards and client statements as long as they are marked "Personal and Confidential"

With this consent, **North Hills Services** may e-mail to my home or other alternative location any items that assist the school in carrying out **TPO**, such as appointment reminder cards and patient statements. I have the right to request that **North Hills Services** restrict how it uses or discloses my **PHI** to carry out **TPO**. The school is not required to agree to my requested restrictions, but if it does, it is bound by this agreement.

By signing this form, I acknowledge that I have received a copy of North Hills patient privacy policy and I am consenting to allow **North Hills Services** to use and disclose my **PHI** to carry out **TPO**.

I may revoke my consent in writing except to the extent that the school has already made disclosures in reliance upon my prior consent. If I do not sign this consent, or later revoke it, **North Hills Services** may decline to provide treatment to me.

\_\_\_\_\_  
Signature of Legal Guardian

\_\_\_\_\_  
Print Child’s (Client’s) Name

\_\_\_\_\_  
Date

**NORTH HILLS SERVICES, INC., CHILDREN'S DEVELOPMENTAL CENTER**  
**Authorization Form**

Patient Authorization for Use and Disclosure of Protected Health Information

By signing, I authorize **North Hills Services** to use my child's name for the following:

YES NO

1. Post first name and last initial for the purpose of tracking therapy schedules, \_\_\_\_\_  
classroom schedules, feeding exceptions and special requirements for feeding.
2. Post first and last name on classroom poster. \_\_\_\_\_
3. Post therapy schedule/therapy assignments. \_\_\_\_\_
4. Post medication schedule in classroom. \_\_\_\_\_
5. Feeding exceptions (i.e., allergies and special requirements -  
i.e., texture of foods, tube feedings, etc.) \_\_\_\_\_

By signing, I authorize **North Hills Services** to use and/or disclose certain protected health information (**PHI**) about my child to/from: \_\_\_\_\_

This authorization permits **North Hills Services** to use and/or disclose the following individually identifiable health information about my child (specifically describe the information to be used or disclosed, such as date(s) of services, type of services, level of detail to be released, origin of information, etc: \_\_\_\_\_

The information will be used or disclosed for the following purposes: \_\_\_\_\_

(If disclosure is requested by the patient, purpose may be listed as "at the request of the individual".

The purpose(s) is/are provided so that I can make an informed decision whether to allow release of the information. This authorization will expire on: \_\_\_\_\_

**North Hills Services** will \_\_\_\_\_ will not \_\_\_\_\_ receive payment or other remuneration from a third party in exchange for using or disclosing the **PHI**.

I do not have to sign this authorization in order to receive treatment from **North Hills Services**. In fact, I have the right to refuse to sign this authorization. When my information is used or disclosed pursuant to this authorization, it may be subject to redisclosure by the recipient and may no longer be

protected by the federal HIPAA Privacy Rule. I have the right to revoke this authorization in writing except to the extent that the practice has acted in reliance upon this authorization. My written revocation must be submitted to the privacy officer at:

**North Hills Services, Inc.  
Children's Developmental Center  
207 Fred Rains Drive  
Sherwood, AR 72120**

Signed by:

\_\_\_\_\_

Signature of Patient or Legal Guardian

Relationship to Patient

\_\_\_\_\_

Print Patient's Name

Date

(Patient/guardian must be provided with a signed copy of this authorization form)

**North Hills Services, Inc. Center Parent Handbook  
Parent Acknowledgement Form**

**North Hills Children's  
Developmental Center**

Please read, sign below and turn this form in to the administrative office within a week of your child's admission and/or annually.

**My signature below acknowledges that:**

- ✓ I have read and understand the North Hills Children's Developmental Center Parent Handbook.
- ✓ I agree to follow all policies and procedures.
- ✓ I understand that policy and procedures can be changed at any time, without notice, at the Director's discretion.
- ✓ I/we are responsible for sharing the center's policies and procedures with family, friends and guests who interact with the operations of the center.
- ✓ I can be held accountable when my family, friends and/or guests are not in compliance with the policies and procedures of the center.
- ✓ The North Hills Children's Developmental Center Parent Handbook is not the exhaustive list of policies and procedures that pertain to the center.
- ✓ Any questions that I/we have or clarification needed in regards to the North Hills Children's Developmental Center Parent Handbook Parent Handbook policies and North Hills Services, Inc. CDC Parent Handbook

procedures and any other center policy and procedures will be directed to the Director or the Director's designee.

\_\_\_\_\_  
Child's Name

\_\_\_\_\_  
Parent/Legal Guardian Name

\_\_\_\_\_  
Date

Internal use only. Do not write below this line.

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Received form:      Date \_\_\_\_\_      Submitted To \_\_\_\_\_

Copy of form:      \_\_\_ Given to parent      \_\_\_ Mailed      \_\_\_ Sent on Bus Route

## North Hills Services, Inc.

### 2010 Board of Directors

Freddie Hudson, President 104 Devon Sherwood, AR 72120 HO: 835-4107	<u>Term</u> 2008-2010
Neil Bryant, Vice President 3917 Lochridge Road North Little Rock, AR 72116 HO: 753-2728	2007-2010
F.W. "Rick" Cobb, Secretary/Treasurer 3 Ridgewood Road North Little Rock, AR 72116 WK: 371-0300	2007-2010
Trey Buckner #3 Colony Cove Whitehall, AR 71602 MO: 870-556-2063	2007-2010
Joyce Rodgers (Guardian of adult client) North Hills Services, Inc. CDC Parent Handbook	2007-2010

521 Glynn Lane  
North Little Rock AR 72117  
WK: 771-8275  
HO: 945-0856

Becki Vassar  
#5 Putter Cove  
Sherwood, AR 72120  
HO: 835-6508

2007-2010

Charlie Harmon, Attorney

2010-2012

Kell Nicholosen, COP

2010-2012