



KINDERING

Embracing children of diverse abilities
and their families

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WELCOME TO KINDERING

Kindering embraces children of diverse abilities and their families by providing the finest education and therapies to nurture hope, courage, and the skills to soar.

EARLY INTERVENTION PARENT HANDBOOK 2018 – 2019

Revised 9/2018

Welcome to Kindering! We are eager to assist your child and family. This handbook provides an outline of Kindering's services and several important policies and procedures. A list of additional community resources can be found at the end. We hope you will find this useful as a reference tool. Please do not hesitate to ask your Family Resources Coordinator for additional information. We are committed to making your time with us a fulfilling experience, and we look forward to getting to know you and your family.

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*This Parent Handbook does not constitute a set of promises or a service contract. Rather, this handbook is a guide to provide you useful information about our programs, philosophies, and policies. Kinderling reserves the right to make changes in content or application, as it deems appropriate – and to amend, supplement, or rescind any provisions mentioned in this handbook. Changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook. **The most current version of this handbook is on our website:** <http://kinderling.org/kinderlingfamilies/parenthandbook/>*

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

HISTORICAL HIGHLIGHTS

- 1962 Five mothers of children with disabilities meet during a King County special swimming program and explore the possibility of a specialized training program.
- 1963 The Bellevue School District permits the use of an empty classroom for 12-months. Although still very much a parent cooperative, the agency is able to hire one salaried teacher.
- 1964 Eastside Preschool for the Special Child incorporates.
- 1970 Relocates to Bellevue Presbyterian Church.
- 1972 Organization changes name to Merrywood School.
- 1975 Education for All Act grants free, appropriate, public education to all students of age. Eastside schools admit students from age three. Merrywood focuses its programs for children from birth to three.
- 1978 Agency moves to the Ashwood Center; a closed Bellevue School building. Mimi Siegel is hired as executive director, and remains at the helm over 35 years later.
- 1981 Merrywood School becomes a United Way Agency.
- 1983 A modest building is erected in the Crossroads area with the help of Referendum 37, Bellevue Development Block Grants, and private and corporate donors.
- 1984 Over the next 6 years, 4 separate expansions increase the size of the building to meet the growing demand for services.
- Merrywood School begins their work in foster and childcare programs.
- 1986 Fathers Network, a support system for fathers of children with disabilities is established.
- 1990 Unparalleled parent education and counseling programs are added. The Early Care and Education Consultation program for child care providers caring for children ages birth to six is developed.
- 1993 Merrywood School changes its name to Kindering Center to reflect the kindness, kinship, and nurturing child development services families would receive.
- 1994 Eastside Nutrition and Feeding Team forms. Bellevue School District contracts with Kindering Center to provide special education programs for infants and toddlers within the district.
- 2001 Kindering Center partners with the University of Washington's Experimental Education Unit to create the CUBS program (Communication, Understanding, Behaviors, and Socialization) a research-based treatment program for children with autism spectrum disorder.
- Lake Washington School District contracts with Kindering Center to provide special education for infants and toddlers. Neighboring districts soon follow.
- 2002 Kindering Center dedicates newly renovated and expanded facility to house state-of-the-art programs for infants and children with special needs as a result of a highly successful \$6 million capital campaign.
- 2004 CHERISH™ (Children Encouraged by Relationships in Secure Homes) is established to support children living in foster and kinship care.
- 2006 Kindering welcomes Don Meyer and the Sibling Support Project to our family of programs.

- 2011 The Parent Child Home Program reaches out to Spanish speaking families to develop early literacy and school readiness.
- 2012 Kindering celebrates its 50th Anniversary.
Surging community need drives leadership to explore a satellite facility.
- 2014 Kindering expands its early intervention program to a second campus and Kindering Bothell opens. KidsClinic expands to serve children through age 10 at Kindering Bothell and Kindering Bellevue. The CHERISH™ program serving children in foster/kinship care is replicated and trademarked. Kindering adopts revised mission statement.
- 2015 Kindering offers neurodevelopmental medical evaluations by a developmental pediatrician.
- 2017 Kindering expands its early intervention program to a third campus and Kindering Renton opens.
- 2018 Kindering expand its Early Care and Education Consultation program to child care providers in Renton and Skyway with an additional focus on health and safety. CHERISH™ expands to support older preschool children living in foster and kinship care across all of King County.

Board of Directors:

The Board of Directors is responsible for the financial and service viability of Kindering. The Board is comprised of parents of children with special needs, professionals in the fields of medicine and education, business leaders, and concerned members of the community.

DESCRIPTION OF SERVICES

Early Intervention Services:

The research is conclusive and emphatic. Eighty percent of an infant’s brain develops in the first three years - a mere 1100 days. Early developmental therapies can make a big difference. At Kindering, services are highly individualized and family-centered. We help children with developmental delays or disabilities ages **birth to 3 years of age** and coach and support their families.

Early Intervention services are designed to enable young children to be active, independent and successful participants in a variety of settings – in their homes, in child care, in preschool programs and in their communities. Services are provided in accordance with Federal and State regulations: Part C of the Individuals with Disabilities Education Act (IDEA) and Washington’s Early Support for Infants and Toddlers (ESIT) Program (see <https://www.del.wa.gov/providers-educators/early-support-infants-and-toddlers-esit>). These services might include:

- **Family Resources Coordination:**

Every child and family who receives early intervention services at Kindering is assigned a Family Resources Coordinator (FRC). The FRC is the main contact person responsible for coordinating and monitoring services through the development of the Individualized Family Service Plan (IFSP). In coordination with the early intervention staff, the FRC assists caregivers to jointly develop meaningful and functional goals (IFSP outcomes) that guide intervention and program decisions. FRCs help families to access appropriate programs, services, and resources. The IFSP is reviewed every six months and is a nice time to review a child’s program and discuss any changes or concerns. The FRC is available on an ongoing basis to assist families with resource referral and coordination.

In addition, FRCs assist families with service-related transitions. Whether it is a transition within Kindering programs, graduation to a child’s local school district at age three, or a move to a community program, the FRC is available to provide information and assure that transitions occur as smoothly as possible. Transition planning starts at least 6 months before a child’s third birthday. *Families have the right to request a different FRC if they so choose.*

- **Home and Community-based Early Intervention Services:**
Kindinger offers services to children in their home or community settings. Home-based therapies embed learning opportunities within the context of the family's daily routines and environments. Services can also be provided at a childcare or other community program. Kindinger's highly qualified Occupational or Physical Therapists, Speech and Language Pathologists, Early Childhood Special Educators, or Family Therapists guide children to reach their developmental goals and enhance their family's confidence and competence.
- **Baby Steps Parent-Infant Group:**
Baby Steps is a parent-infant group designed to provide support and education to parents and caregivers of infants with special needs. It meets weekly and includes discussion around parenting and caregiving topics as well as time for the parents and infants to enjoy playing together.
- **Family Co-Op Playgroup:**
Family Co-Op, a parent-toddler playgroup, offers support and education to children with special needs and their parents and siblings in a fun and safe environment. Class meets once a week and is facilitated by an educator. Consultation may be provided by a family therapist. Co-Op is a unique opportunity for parents and children to utilize skills in natural learning environments with both the support of staff and other parents. CoOp is offered in English and Spanish.
- **Stepping Stones Toddler Preschool:**
Children enrolled in early intervention are also welcome to enroll in our Toddler Preschool Program, as appropriate. Early intervention can be provided to eligible children in this setting. Please refer to the description in our Early Learning Programs section for information and fees. Preschool is offered in English and Spanish.
- **Communication, Understanding, Behavior & Socialization (CUBS):**
The CUBS program supplements and enhances the early intervention program and meets the needs of children who have Autism Spectrum Disorders or related diagnoses. Services include Applied Behavioral Analysis, and speech-language and occupational therapies. Kindinger is licensed by the Department of Behavioral Health and Recovery to provide Applied Behavioral Analysis.
- **Feeding Team:**
The Feeding Team is comprised of occupational therapists, speech therapists, a nutritionist, and a family therapist. They address feeding behaviors, oral motor concerns, nutrition, growth, medical history, developmental status, medications, and family priorities or concerns that may impact feeding and nutrition.

Family Support Programs:

A child with special needs brings a unique set of challenges and joys to each family. This service is a part of our overall commitment families, and includes the following services.

- **Infant Mental Health Support Services:**
Infant Mental Health Therapists at Kindinger are available to work with families to address the social and emotional impact the entire family may experience when raising a child with special needs. They have specialized training in social work, family therapy and parent-infant psychotherapy. Please contact your FRC for more information.
- **The Fathers Network:**
Founded in 1985, the Fathers Network is for men who play an important role in the lives of children with special needs. There are two levels to the program:
 1. Washington State Fathers Network (WSFN): A statewide program comprised of multiple local programs. The WSFN produces a newsletter, manages a web page (fathersnetwork.org), sponsors an annual statewide conference, and more.
 2. Kindinger Fathers Network: Local dads are connected to other local dads. Programs for the entire family may include: parties, a barbecue, and the annual Fathers' Day weekend campout

in Anacortes. Children do not need to be attending Kindering to participate. The atmosphere is relaxed, upbeat and fun. There is no charge for this program.

- **CHERISH™: CHildren Encouraged by Relationships In Secure Homes**
Kindering established the CHERISH™ program to assist some of our most vulnerable children – children in foster care. CHERISH™ provides a specialized slate of assessments and interventions related to attachment and adjustment issues for children in out-of-home care, ages 0-3 years, and their caregivers and/or parents. Within early intervention, our trained therapists provide a comprehensive psychosocial assessment followed by relationship-based clinical intervention to address the needs of the child and family
- **CHERISH™ 3-5** uses an intervention based on Child-Parent Psychotherapy (CPP), a relationship-based trauma-informed treatment model. This CHERISH program is geared for children ages 3-5 living in out-of-home placements across all of King County. This program is designed to support and strengthen the caregiver-child relationship as a vehicle for improving the mental health of the child. It addresses relationship struggles and promotes therapeutic parenting strategies. It is intended to minimize behavioral challenges as well as build capacity to regulate emotions.
- **The Unexpected Journey: Raising a Child with Special Needs:**
A course for couples to take together that focuses on the adjustment to learning that your child has special needs. Topics include: Learning from our own families of origin, grief and loss, healing and creating resilient families, strengthening your relationship with your partner, supporting siblings. There is a special focus on gender differences in coping styles.
- **Sibshops:**
This lively group for brothers and sisters, generally ages 6 to 12 years, of children with special needs meets monthly. Brothers and sisters meet other siblings and learn that they are not alone with the fun and complications that having a sibling with special needs brings to their lives. Open expression is facilitated through play, games, art, and discussion.
- **Kindering Parent Library:**
Books, periodicals, and videos are available for your use. The library is located in the Parent Waiting Area at Kindering Bellevue, otherwise known as the “Train Room”. Please be sure to sign out materials. We are always happy to accept donations of new or used books to the library.
- **Parent Speaker Series:** These trainings are geared for parents and providers alike, and consists of a speaker from our local community covering varied topics such as sleep, nutrition, managing behaviors, and special needs trusts.

Private Therapy Programs:

Kindering offers fee-for-service or insurance-funded therapy services for young children.

- **KidsClinic at Kindering:**
KidsClinic provides quality pediatric therapy services for infants and children ages birth to 11 years old. Therapies available include: Speech-Language Therapy, Occupational Therapy, Physical Therapy, and Feeding Therapy. Assessments, individual therapy, social skills groups, and/or group therapy sessions are offered on a fee-for-service or insurance-billable basis. Most insurance plans are accepted. Please contact our *KidsClinic* Coordinator for information on enrollment.
- **Medical Director Consultation and Diagnostic Assessments:**
Kindering’s Medical Director, a developmental pediatrician from Children’s Hospital, offers neurodevelopmental medical evaluations on-site at Kindering for children enrolled in Kindering’s Early Intervention program. Referrals are limited to children enrolled in Kindering’s Early Intervention program at this time. Diagnostic assessments and consultation are offered on a fee-for-service or insurance-billable basis. Medicaid and most insurance plans are accepted.

Early Learning Programs:

Kinderling is uniquely able to provide support for children who are developing typically as well as for children whose development is at risk.

- **Stepping Stones Toddler Preschool:**

Stepping Stones is an integrated early enrichment program designed to enhance learning and socialization in young children of all abilities. Activities encourage experimentation, discovery, and social interaction in a safe, supportive environment. Children have opportunities to participate in a variety of engaging learning activities such as sensory, movement, pretend play, art, snack and circle time. Special attention is given to the unique needs of each child. Class meets twice a week and field trips are offered throughout the year. Preschool is offered in English and Spanish.

See <http://kinderling.org/services/earlylearning/toddlerpreschool/> for more information and fees.

- **Parent-Child Home Program:**

With funding from United Way of King County, Kinderling provides a replication of the National Parent-Child Home Program. The Parent-Child Home Program (PCHP) is an intensive school readiness program, working with families twice a week for two years. Bringing a new book or educational toy each week, trained Home Visitors model reading, play, and conversation activities for parents and children together, creating a language and literacy-rich home environment. The Parent-Child Home Program prepares children to enter school with the skills they need to succeed!

- **Early Care, Education, and Health Consultation:**

This program provides free, on-site services and support to child care providers caring for children ages birth – six years old in formal and informal care arrangements including child care centers, family homes, preschools, and by family, friend, and neighbor caregivers. Services may include: consultation, informal child observation, developmental screening, strategy development, parent support, professional development, and referral to community resources. Consultation may be provided by an Early Care and Education Consultant, an Infant and Early Childhood Mental Health Specialist, or a Nurse Consultant.

- **Parenting Plus:**

Parenting Plus is a free, 10-week parenting class which focuses on enhancing basic parenting skills. Topics covered include building your child's self-esteem, effective communication, managing anger (yours and your child's), growth and development, behavior management and other practical issues such as bedtime, co-parenting etc. The parent education coordinator is also available for individual consultation. Classes typically available in English, Spanish, and Russian. Please contact Lois Ralph, MPH, at 425-653-4302 or lois.ralph@kinderling.org.

PARENT RESPONSIBILITIES

Parents are the leading members of their child's team. Please help the other team members by communicating any questions, concerns, praise or dissatisfaction.

Parent Participation:

Parents bring experience and expert knowledge about their child to the team. Early intervention recognizes that family relationships are the central focus in the life of an infant or toddler. A primary role of our providers is to support families to enhance their child's development or progress toward an agreed upon outcome. Children thus have many more opportunities to naturally practice a skill between therapy sessions and make faster progress at home. Therefore, parents should be an active participant during individual services.

Cancellation/No Show Policy:

We recognize that children and families get sick and there are times when conflicts arise. ***We ask that you call and cancel your scheduled therapy with as much advance notice as possible, and before 8 am in the morning the day of your scheduled visit.*** Your cooperation allows us to fully serve your child in the best way possible, and make effective use of staff time.

In order to serve families effectively, Kindering has a policy of reviewing or revising the service plan for any family who incurs three parent cancellations or no-shows for the same provider or class and/or is not seen by any provider for over a month. This allows us to discover if a more effective treatment plan can be adopted which would make improved use of both the family and the therapist's time. Examples include but are not limited to: 1) discontinuing a service; 2) modifying a service; and 3) if necessary, exiting all services.

Illness Exclusion and Infectious Disease Policy:

Kindering is committed to providing a safe and healthy environment for all children, staff and volunteers. Please partner with us to ensure the safety and health of others and to prevent the spread of communicable disease. Following the advice of King County Health Department we exclude children with the following symptoms from any services regardless of location:

Diarrhea - 3 or more watery stools in a 24-hour period, especially if the child looks or acts ill

Vomiting - 2 or more times within the past 24 hours

Rash - body rash, especially with fever or itching. Diaper or heat rashes and allergic reactions are not contagious.

Chicken Pox – exclude until all lesions have scabbed over about 5-7 days from onset of rash

Eyes - thick mucus or pus draining from the eye, or pink eye

Appearance, Behavior - unusually tired, pale, lack of appetite, difficult to wake, confused or irritable.

Sore Throat - especially with fever or swollen glands in the neck

Lice – exclude until child is free of lice and nits (eggs)

Scabies - exclude for an additional 24 hours after treatment

Fever - temperature of 101 or higher

Severe Cold Symptoms - severe cold symptoms or a bad cough

PLEASE notify staff immediately if your child contracts a known infectious disease, in particular, those that can be harmful to pregnant women or medically vulnerable children or adults. Kindering serves infants and toddlers, many who have special healthcare needs and are more susceptible to complications from illnesses like these. Notify staff immediately, even if your family is exclusively receiving home visits. Examples include, but are not limited to:

- Whooping Cough (Pertussis)
- Measles
- Mumps
- CMV
- Fifth Disease
- MRSA related infection
- Chickenpox (Varicella)
- Hand-Foot-Mouth Disease

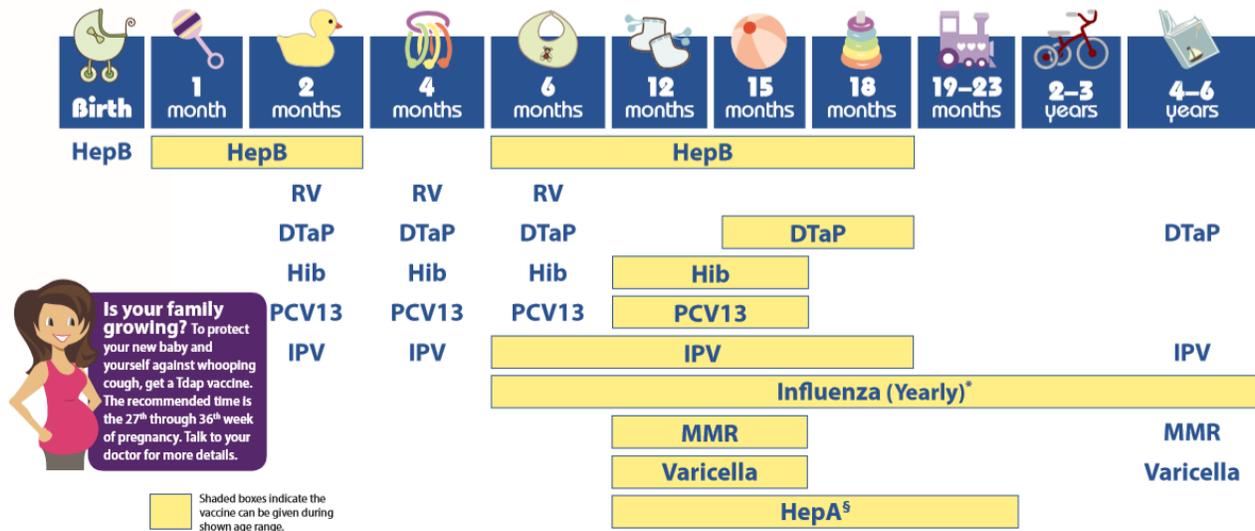
Kindering will follow the policies and procedures established in the “Infectious Disease Control Guide for School Staff” as provided and updated by OSPI (Office of Superintendent of Public Instruction). In addition, we follow the advice of King County Public Health.

Bed Bugs: Please notify staff if you receive home visits and your home has bed bugs. Although bed bugs do not transmit communicable disease, they are highly transferrable and could travel with a staff member and infest their home or other children’s homes. For the safety and comfort of our staff and other families, please plan for services in an alternative location until your home is free of bed bugs.

Immunizations:

Kindering requires an immunization record on file for all children. Please provide Kindering with a completed [Certificate of Immunization Status Form](#). We encourage children enrolled at Kindering to meet these requirements. Source: <http://www.cdc.gov/vaccines/schedules/>

2018 Recommended Immunizations for Children from Birth Through 6 Years Old



NOTE:
If your child misses a shot, you don't need to start over, just go back to your child's doctor for the next shot. Talk with your child's doctor if you have questions about vaccines.

FOOTNOTES:

- * Two doses given at least four weeks apart are recommended for children aged 6 months through 8 years of age who are getting an influenza (flu) vaccine for the first time and for some other children in this age group.
- ^s Two doses of HepA vaccine are needed for lasting protection. The first dose of HepA vaccine should be given between 12 months and 23 months of age. The second dose should be given 6 months after the last dose. HepA vaccination may be given to any child 12 months and older to protect against HepA. Children and adolescents who did not receive the HepA vaccine and are at high-risk, should be vaccinated against HepA.

If your child has any medical conditions that put him at risk for infection or is traveling outside the United States, talk to your child's doctor about additional vaccines that he may need.



For more information, call toll free
1-800-CDC-INFO (1-800-232-4636)
or visit
www.cdc.gov/vaccines/parents



U.S. Department of
Health and Human Services
Centers for Disease
Control and Prevention



Exemptions: For parents who want to exempt their child from one or more of the required immunizations, a licensed health care provider must sign a current Certificate of Exemption Form. This signature verifies that the health care provider gave the parent or guardian information about the benefits and risks of immunization. Parents or guardians who demonstrate membership in a church or religious group that does not allow a health care provider to provide medical treatment to a child, must also sign a Certificate of Exemption, but will not be required to obtain a health care provider signature or letter. For exemptions, you must provide Kindering with a completed [Certificate of Exemption Form](#).

Medications:

With few exceptions, parents will administer needed medication while children are receiving Kindering services. With appropriate training and authorization, Kindering staff will administer emergency medication. Kindering staff members will only administer emergency medications with written, signed directions by the child's physician as well as written parental consent. A supply of medication must be provided in the original prescription bottle, properly labeled with the child's name, physician's name, name and strength of medication, and amount and time to be given.

Kindering staff can administer non-prescription sunscreen, diaper-rash cream, and baby powder that are provided by the family and with written parent consent. However, if the parent's instructions are different from the package instructions, a medical provider's authorization is required.

Allergies:

Please notify us in writing of any allergies your child might have. Every attempt will be made to accommodate the child's special needs in snack foods and play materials. Due to individual allergies to nuts and concerns for the health of our children, we ask families and staff not to bring any nut products into our building. This includes peanut butter, trail mix, candy bars and any other foods containing any type of nut. Kindering takes every precaution to be a nut free environment and seeks cooperation from staff and clients regarding this. However, we cannot guarantee Kindering is a 100% nut free environment.

Safety:

Kindering prioritizes the safety of all children, families and staff. If there are safety concerns,, we work with families to determine the best location and service plan to keep everyone safe. At times that may require adjustments to what service options are available. Families will be a central part of any discussions about safety. **Parents are responsible for providing any No Contact, Protective, or Restraining Orders to Kindering immediately. Please also provide copies of Parenting Plans that discuss the rights and responsibilities of each parent.** If any No Contact Orders, parenting plans or safety plans exist please provide Kindering with up to date copies.

Building Use:

It is our aim to keep the environment safe for all the children who spend time at Kindering. We realize how difficult it is for siblings to visit at Kindering for extended time periods. Parents are encouraged to bring toys for their use, take walks, shop, or explore nearby parks.

Please adhere to the following guidelines while in our facility:

- **All children must be accompanied by an adult at all times.**
- **Please be respectful of others. Intimidation and other forms of disrespect are not tolerated.**
- No children or adults are permitted on swings, outdoor equipment, or suspended equipment unless doing so is specifically part of the child's educational program and it is under the supervision of a staff member. We are guarding against falls and abnormal stress on the chains.
- Spanking, shaking or any other form of corporal punishment is not allowed.
- Children should not run in the hallways or enter unoccupied classrooms or playgrounds unless accompanied by a *staff member*.
- Guard children closely in the parking lots.
- Please change all diapers in designated diaper changing areas. Follow the posted diaper changing procedures. Dispose of diapers in the designated changing room only. For health and sanitary purposes, *please do not change your child's diaper on the floor or couch.*
- Smoking is not permitted in the building. If you choose to smoke, please stand at least 25 feet away from the building.
- We ask that you refrain from smoking during any therapy session with your child and Kindering staff. In addition, you must be free from the influence of drugs and/or alcohol during any session with Kindering staff or while on Kindering premises.
- For the health and safety of all children, pets are not permitted in the building, unless the pet is a certified therapy or service animal and working as such.
- Firearms and recreational drugs are strictly prohibited.
- Do not audio record, video, or photograph Kindering employees or clients while performing their duties without their written permission.
- Inappropriate behavior is not tolerated. This includes, but is not limited to: engaging in any behavior, at any time, which may jeopardize the health and/or safety of Kindering clients or staff; failing to be appropriately attired at any time during a session with Kindering staff or on Kindering premises; and being under the influence of drugs or alcohol at any time during a session with Kindering staff or on Kindering premises.

At **Kindering Renton**, some spaces are shared with St. Matthews Lutheran Church (SMLC). Thus, additional guidelines apply as follows:

- Families and children utilizing the Kindering classrooms in the main SMLC building are to remain in Kindering designated areas only. Upon entering the main SMLC building, please go directly to your classroom or the designated Kindering waiting area which is the observation room (room 201) on the north side of the classroom.
- Please do not use the SMLC lobby as a waiting or play area for you or your children.
- Please do not explore other rooms or areas of the SMLC.

Parking:

- **Kindering Bellevue:** Parents may park in front of Kindering Bellevue, along the west side of the building or in the connecting NE 8th Street parking lot, which is used jointly by Kindering Bellevue and Crossroads Park. *Do not park in front of or alongside the fire station, or use their driveway. Never leave children unattended in a car.*

- **Kindering Bothell:** The front doors are located at the North side of the building. Feel free to park in any available spot, making sure not to use other businesses designated spaces. *Never leave children unattended in a car.*
- **Kindering Renton:** Parking is available in SMLC's main parking lot or on Edmonds Street. For class, the front door to the classroom is located off of SMLC's main entrance. For meetings, evaluations, and individual services, please use the door to Kindering's building located off of Edmonds Street at the north end of the administration building. You will see signage and a down-sloping ramp. *Never leave children unattended in a car.*

Recording of Staff and Clients:

Kindering employees and clients have the right not to be recorded by families without their consent. Thus, families should not record Kindering employees or clients while performing their duties without their written permission. Families must not audio record, video, or photograph Kindering employees while performing their duties without their written consent. This includes, but is not limited to, overtly or covertly recording Kindering employees or clients, recordings teleintervention or treatment sessions, and posting on the internet or social media.

Parent Behavior:

Kindering is committed to a safe and civil environment for all children, families, employees, volunteers and patrons, free from inappropriate behavior, harassment, intimidation, or bullying.

Inappropriate parent behavior includes, but is not limited to: engaging in any behavior, at any time, which may jeopardize the health and/or safety of Kindering clients or staff; being under the influence of drugs or alcohol at any time during a session with Kindering staff or on Kindering premises; and failing to be appropriately attired at any time during a session with Kindering staff or on Kindering premises. Appropriate attire means that shirts and pants/bottoms must be worn at all times. Low-waisted pants that reveal the midriff or undergarments are not appropriate.

Inappropriate parent behavior also specifically includes harassment, intimidation, or bullying. Kindering adheres to RCW 28A.300.285 which defines "harassment, intimidation, and bullying" as any intentional electronic, written, verbal, or physical act, including but not limited to one shown to be motivated by any characteristic in RCW 9A.36.080(3), or other distinguishing characteristics including but not limited to race, color, religion, ancestry, national origin, gender, sexual orientation or mental or physical disability. Acts of harassment, intimidation and bullying that cause harm to a person or property, or substantially disrupts the operation of Kindering are not tolerated. Report any incidents to Kindering's Chief Program Officer, Lisa Greenwald, 425-653-4298.

Termination of Services:

While Kindering services are voluntary, we do encourage families to communicate with their therapist or Family Resource Coordinator if they do not wish to continue receiving those services. If a family wishes to disengage from services but does not communicate this to Kindering, we are required by ESIT to continue attempts to contact the family for up to 3 months before we can exit the child.

Kindering reserves the right to prematurely terminate services for any reason. These reasons may include but are not limited to repeatedly missed appointments, inappropriate behavior of parents (defined above), or if we are unable to provide the staff or services required to meet the specific needs of a child. If a conflict of interest is found or develops, or if the child moves outside the service delivery area, services may be discontinued. If services are ended for any of the above reasons, we will refer the family to WithinReach for referral to another provider.

A family may choose to appeal a decision to terminate services for their child. Kindering's "Grievance Procedure" should be followed in such circumstances.

EMERGENCY PROCEDURES

Emergency Medical Procedures:

There shall be on file a release form, signed by the parents, consenting to the treatment and care of each child in an emergency. The release form will provide Kindering with the name of the child's physician and the family's preferred hospital for treatment, which will be accommodated if possible. Parents must agree to accept responsibility for any charges for emergency room treatment or care provided in the family physician's office as a result of staff acting pursuant to this policy.

Kindering will, as necessary: contact the parents or emergency contact person, contact the family physician for consultation and immediate advice for medical attention, and/or summon an aid car to transport your child to a medical facility if the child's condition is serious or life threatening. A Kindering staff person will accompany the child to the medical facility and will remain at the hospital until parent(s) or emergency contact person arrives. A report of the medical emergency shall be written by staff and placed in child's file.

Accident and Incident Reports:

In the event your child experiences an accident or incident while he is at Kindering, the staff member who witnesses the accident or incident shall fill out an incident report form and give one copy to the parent, place one copy in the child's file, and notify the Chief Program Officer. If any further actions are warranted, staff will follow the "Emergency Medical Procedures" found above.

If more than simple first aid was given, the Chief Program Officer will also notify: Snohomish or King County Early Intervention Program and the child's Snohomish or King County DDD case manager (depending on County of residence), and/or the Department of Behavioral Health and Recovery (if applicable).

Fire Drill Instructions/Evacuation Procedures:

In the event of an actual fire or fire drill while at Kindering, the alarm will sound. Please exit the building through the nearest door.

- Close doors in your area as you exit.
- If on the 2nd floor, exit down the stairs and out the building, as the elevator will not be in service.
- If you are located in an observation room, please enter the classroom if safety permits and assist/exit with the class.

Kindering Bellevue: Kindering Bellevue's meeting place will be the grassy area at the northwest end of the building where the trail leads down to the Crossroads Community Center. The Chief Program Officer, Director of Operations, or other assigned staff will determine when it is appropriate to reenter the building (if a drill) or next steps (if actual fire). The Crossroads Community Center is a shelter and will be used as a meeting place for parents to pick up their children in the event of a fire. Crossroads Community Center is located at 16000 NE 10th Street. From Kindering, turn right onto NE 8th Street heading west. Then take a right on 160th Avenue and follow the road to the Community Center.

Kindering Bothell: Kindering Bothell's meeting place will be on the North side of the building in the center median with the pond. So whether you are exiting the main doors on the North side or the "emergency only" doors on the East side of the building, please carefully make your way across the North parking area to the grassy area just left of the pond. The Bothell Program Director, receptionist or other assigned staff will determine when it is appropriate to reenter the building (if a drill) or emergency responders (if actual fire).

Kindering Renton: Kindering Renton's meeting place will be the grassy knoll at the southwest end of the main SMLC parking lot adjacent to the street and next to the SMLC sign. Whether you are exiting the ground floor or the classrooms, please make your way carefully across the parking lot to the grassy knoll. The Renton Program Manager, receptionist or other assigned staff will determine when it is appropriate to reenter the building (if a drill) or next steps (if actual fire).

Kindering will hold regular fire drills. **During a fire drill, parents need to also exit the building.** Floor plans are posted in the hallways at stairwells. Please take the time to review, noting the location of exits, fire alarms, and fire extinguishers.

Earthquake Procedures:

- Remain calm.
- Do not leave the building during the earthquake. If you are outside, move away from buildings, structures and wires.
- As soon as you realize that an earthquake is occurring, take cover under a table or desk and hold on or sit against an inside wall and cover your head and neck. Assist the children in your immediate vicinity to the safest place.
- Remain calm and stay in your shelter for several minutes after tremor.

After an Earthquake:

- Remain where you are until instructions are given to evacuate the building. Instruction will be given by way of an announcement over the loudspeaker or via an air horn.
- When exiting classrooms, staff will make every effort to take emergency supplies and first aid kits with them.
- Follow the evacuation procedures for a fire emergency.
- **Kinderling Bellevue:** The meeting place for Kinderling Bellevue staff and children is the grassy area at the northwest end of the building, where the trail leads down to the Crossroads Mall.
- **Kinderling Bothell:** The meeting place for Kinderling Bothell staff and children is on the North side of the building in the center median with the pond.
- **Kinderling Renton:** Kinderling Renton's meeting place will be the grassy knoll at the southwest end of the main SMLC parking lot adjacent to the street and next to the SMLC sign.
- Stay with your group and wait for further directions. Staff will assess damage and administer first aid as needed. All staff, children, and parents will remain at the meeting place until one of the following occurs: a) re-entry is approved b) directions have been given to evacuate the area altogether or c) children are picked up by their parents.
- Make sure you are aware of the emergency plan at your other children's schools and have set a family reunification plan.

Lockdown Procedures:

In the event of an emergency where the safest procedure is to isolate children and staff from danger, we will initiate a lockdown. Emergency situations requiring a lockdown might include an intruder, gunfire in the area, or exposure to dangerous chemicals.

- Lock the classroom/therapy door immediately if possible.
- Ensure that all windows are closed/secured and blinds are drawn shut.
- Gather children on the floor, away from doors and windows.
- Verify attendance.
- Use caution and discretion in allowing entry into the classroom.
- Do not use a phone in your classroom to call out unless there is an emergency situation. Lines must be kept open.
- Ignore any fire alarm activation – we will not evacuate using this method during a lockdown.
- Remain in the room until management staff or public safety official(s) arrive with further direction.
- When or if you are directed to move out of your room, assist the children in moving as quietly and quickly as possible.
- Remember to stay calm!
- Management staff will ensure that all exterior doors are locked.

Management staff will determine when it is safe to resume normal operations at Kinderling. Parents will be notified if a lockdown procedure was initiated for any reason.

POLICIES & PROCEDURES PROTECTING YOUR RIGHTS

Confidential Records:

At Kindering, we respect that your family's medical, personal and financial information is valuable and must be safeguarded. Staff and volunteers will maintain all information concerning individuals in strictest confidence and will not disclose any personal information directly or indirectly except in compliance with state and federal laws. Kindering's Notice of Privacy Practices is included in children's enrollment packets, and is available upon request and at <https://kindering.org/privacystatements/>.

Parents have the right to inspect their child's records, to challenge the content of these records, and to receive a copy of any record transmitted under parent authorization. Only authorized persons will have access to client records. Parents have a right to request a list of disclosures and/or record of access regarding their child's record. At the time of intake, we will request parent authorization for the mutual exchange of information between Kindering and other medical, therapy and educational institutions with whom we might collaborate.

Photos and Videotapes:

Photographs and videotapes are useful tools for treatment, training, marketing and fundraising at Kindering. We may use certain information to contact you in the future to raise money for Kindering. The money raised will be used to expand and improve the services and programs we provide the community. You have a right to opt-out of receiving such communication.

We request parents'/guardians' written permission for photographs and videotapes to be taken of their child for the purpose of assessments and treatment programs. We also request permission to use photographs or video images in newspaper articles, fundraising, Kindering's brochure, a slide presentation, and more. Parents have the right to deny use of photographs and videotapes of their child.

Likewise, families must not audio record, video, or photograph Kindering employees while performing their duties without their written consent. This includes, but is not limited to, overtly or covertly recording employees, recordings teleintervention or treatment sessions, and posting on the internet or social media.

Behavior Management:

Kindering staff will not discipline children by means of corporal punishment. Spanking, shaking or any other form of corporal punishment is not allowed under any circumstances; nor shall any child be subjected to verbal abuse. Behavior management techniques such as redirecting, planned ignoring, and the use of positive reinforcement are used to increase desired behaviors. Certain behaviors such as biting or hitting might be handled by the removal of the child from the situation for a short period of time. A minute per year of age is an appropriate guideline. If necessary, planned behavior management programs shall be developed jointly by parents and staff. Paid staff, as part of their supervisory responsibility, are responsible for the adherence of volunteer staff to policies regarding discipline.

Cultural Diversity:

The population at Kindering reflects the diversity of our community. Kindering values and respects the cultural preferences and choices of families when providing services. We are committed to providing services in your native language when possible: please contact your Family Resources Coordinator or any service provider to request an interpreter if needed.

Religion Policy:

Kindering is a nonsectarian agency and does not adhere to any religious beliefs or practices. We employ and provide direct services to clients regardless of religion.

Non-discriminatory Policy & Section 504/ADA:

Kindering complies with Federal and State laws and Section 504 of the Rehabilitation Act of 1973, as amended (504), and the Americans with Disabilities Act of 1990 (ADA). If a client feels Kindering is in violation with Section 504/ADA the grievance shall be documented with dates, situations, and a possible solution to the Executive Director for resolution. Kindering does not discriminate or tolerate harassment on the basis of race, color, religion, sex, national origin, marital status, sexual orientation, gender identity or expression, age or disability.

It is a violation of Kindering's Non-Discrimination Policy when inequitable practices, based on the above-mentioned factors, occur in service delivery and/or listed as follows:

- Denial of services or benefits;
- Failure to provide appropriate interpreter services when necessary, including American Sign Language (ASL);
- Limit of access to services because of inaccessible facilities;
- Failure to make reasonable accommodations to allow full participation of persons with disabilities in all programs, activities and services.

Services to HIV/AIDS Affected Children and Families:

Services to HIV/AIDS affected children and families will be provided in a non-discriminatory manner with the utmost respect for confidentiality. Kindering employees and licensed providers will receive HIV/AIDS education appropriate to their job responsibilities. Resources for consultation will be available to employees and licensed providers.

Infection control standards and educational material consistent with the current approved curriculum manual KNOW-HIV/AIDS PREVENTION EDUCATION FOR HEALTH CARE FACILITY EMPLOYEES, published by the Department of Health, Office on HIV/AIDS will be used.

Policies in regard to Exploitation, Abuse and/or Neglect of Clients or Violation of Client Rights:

Child abuse, neglect, and/or exploitation shall not be tolerated for any reason. The physical and emotional well being of children in Kindering's programs is of top priority. Staff shall be dismissed for any instances of neglect or abuse, violation of client rights, or failure to report their knowledge of such neglect or abuse on the part of any parent, staff member, or volunteer. Behavior management techniques shall not include any forms of corporal punishment.

Kindering staff members are required to immediately report suspected child abuse or neglect to Child Protection Services (CPS) when there is reasonable cause to believe that a child has suffered abuse or neglect by anyone. Reports are made prior to contacting the child's family. It is the responsibility of the CPS caseworker to notify the family of the referral, unless assistance in doing so is requested by CPS.

Grievance, Mediation, and Due Process:

Washington State's Early Support for Infants and Toddlers (ESIT) program explains parent's rights and procedural safeguards. You have received a copy from your Family Resources Coordinator, and can access it online [here](#). Other languages and pertinent publications found at: <http://www.dcyf.wa.gov/services/child-development-supports/esit>.

Grievance is defined as a situation when a participant, parent or employee disagrees with a Kindering decision. When this occurs, Kindering wants to ensure all conflicts are fully negotiated. There will be no adverse consequences for those who utilize Kindering's grievance procedure. Open communication, personal responsibility and effective problem-solving at the most personal level are encouraged in resolving differences. If a conflict arises that cannot be resolved through regular lines of communication, the following procedures are provided:

- Attempt to resolve the conflict with the immediate person involved. Parents may enlist the support of an advocate at any step in the procedure. Complaints can be received at any level in the organization. However the complaint will be referred back to the provider for action, unless the parent specifically requests it not be.
- If a satisfactory resolution has not occurred within a reasonable timeframe, parents/guardians may request a meeting or discussion with the Chief Program Officer. Communication to complaints will be made in parents' primary language if necessary. Grievances shall be documented with dates, situations, and possible solution. The Chief Program Officer will make a decision on the conflict in a timely manner and no longer than ten business days.
- If this decision is not satisfactory, the Executive Director will meet or confer with the concerned person or persons, and make a decision in a timely manner and no longer than ten working days. Grievances shall be documented with dates, situations, and possible solution.
- Unresolved grievances will be submitted to the Executive Director and the Executive Committee of the Board of Directors who will review the complaint or grievance, make a decision in writing and provide a copy to the persons involved.

- At any point in the process, parents may choose to use mediation to help resolve disputes relating to the identification, evaluation, or placement of your child or the provision of early intervention services to your child and family. Mediation will be provided at no cost. The mediation process is voluntary and does not deny you the right to a due process hearing or any other procedural safeguard under Part C of the Individuals with Disabilities Education Act (IDEA). Please refer to your [Parent Rights Brochure here](#) or you may request another copy through your Family Resources Coordinator.
- Due process is the right of each citizen to be treated fairly, to receive the benefits the law provides. If you feel you or your child have not received early intervention services according to the law, you may ask for a hearing. This is called the right to due process. Please refer to your parent rights brochure.
- At any point, early intervention families with concerns are encouraged to contact King County (Wendy Harris, Prenatal to Five Team Lead, King County Developmental Disabilities Division, 206-263-9052; Wendy.Harris@kingcounty.gov) or Snohomish County (Angie Ahn-Lee, Snohomish County Early Intervention Program Manager, 425-388-7114; Angie.Ahn-Lee @Snoco.org) based on the county of residence.
- To make a formal complaint and/or request mediation or a due process hearing, please contact the Washington State's Early Support for Infants and Toddlers (ESIT) program at (360) 725-3500 or ESIT@del.wa.gov if the complaint is about the ESIT/Part C Early Intervention program.

FUNDING SOURCES

Early Intervention services are not entirely publicly funded. Families must contribute financially to their child's program. There are two ways to meet your financial obligation. Families may pay a monthly fee based upon family size and income or use their insurance including the payment of deductibles, co-pays and /or coinsurance to meet their obligation. Some families may qualify for assistance with deductibles, co-pays, and/or coinsurance if this presents a financial burden. We have a fee adjustment application which we can give to you if you would like to apply.

Private Insurance:

Kindering bills insurance for occupational, physical, speech-language therapy, nutrition consultation, medical diagnostic evaluations, and Applied Behavioral Analysis (ABA) therapy as benefits allow. Kindering adheres to the following insurance procedures in accordance with Part C federal regulations. Families are responsible for deductibles, co-pays, and co-insurance as it relates to a family's insurance plan. For children with Medicaid, reimbursement by Medicaid is considered payment in full.

Monthly Fee:

Families who choose not to allow access to insurance or do not have insurance, and are determined eligible to pay, will contribute to the cost of their child's early intervention services by paying a monthly fee. The fee will be determined based upon family size and income. Families who decline to provide income and expense information will be charged a monthly fee at the highest level for their family size.

Washington Public School Districts:

All school districts contribute to the funding of early intervention services for eligible children and participate in early intervention to differing degrees.

Child Development Service - Division of Developmental Disabilities (DDD):

Eligible children must enroll in DDD Child Development Services. This program primarily contributes to costs of educational services, and it may provide some funding for therapy services.

Part C of the Individuals with Disabilities Education Act:

This funding primarily covers costs of Family Resources Coordination. Part C funding is extremely limited and is intended to contribute to other services as a payer of last resort.

TREATMENT COSTS AND DONATIONS

Treatment Costs:

Therapies and special education are only partially covered by government funding and insurance or Medicaid. There remains a gap of several thousand dollars per year for the average child's program. Thus we rely on the generosity of our community and families just like you. **Please consider making a gift to our annual fund to support your child's program.**

Donations and Fundraising:

Donations allow Kindering to improve and expand programs, and provide excellent early intervention and generous uncompensated care. If you or someone you know would like to make a tax-deductible donation to Kindering, please contact our development department at 425-747-4004 ext. 4331, or write to Kindering, 16120 NE 8th Street, Bellevue, WA 98008. Kindering is a **United Way Agency**. Please consider designating Kindering during your workplace campaign. Please also check with your employer about employee gift matching programs and double your support to Kindering!

Volunteer Opportunities:

We need your time, treasure and talent. If you can volunteer, please contact our volunteer coordinator or visit <http://kindering.org/getinvolved/volunteeropportunities/>. We greatly appreciate all of our community support and have many volunteer opportunities.

Social Media:

Become a Fan of Kindering's Facebook page! It is a great way to learn about upcoming events, volunteer opportunities, school closures, and more. You can also connect with other parents, view pictures from events, and find out when Kindering is on the news or in the paper. Search for Kindering and click on "like"!

SCHOOL CALENDAR

Kindering's school year approximates that of the public schools; however, Kindering runs an extended summer program. We observe typical school holidays. You will find a yearly schedule in your "Welcome Packet" as well as online at <http://kindering.org/kinderingfamilies/familycalendar>.

Inclement Weather/Snow Policy:

In the event of inclement weather and snow, please check if Kindering will be closed.

Kindering Bellevue generally follows **Bellevue School District's** closing and delay schedule.

- Kindering's main phone voicemail greeting may include closures or delay
- Newsline 425-456-4111 or www.bsd405.org
- If Bellevue's elementary schools are closed, typically Kindering Bellevue will also be closed
- If Bellevue's elementary schools are 1 to 2 hours late, typically Kindering Bellevue will open at 11:00 am. Classes and therapies scheduled to begin before 11:00 will be cancelled. Classes and therapies scheduled for 11:00 and after will resume their normal schedule.

Kindering Bothell generally follows **Northshore School District's** closing and delay schedule.

- Kindering's main phone voicemail greeting may include closures or delay
- Newsline 425-408-6001 or www.nsd.org
- If Northshore's elementary schools are closed, typically Kindering Bothell will also be closed
- If Northshore's elementary schools are 1 to 2 hours late, typically Kindering Bothell will open at 11:00 am. Classes and therapies scheduled to begin before 11:00 will be cancelled. Classes and therapies scheduled for 11:00 and after will resume their normal schedule.

Kindering Renton generally follows **Renton School District's** closing and delay schedule.

- Kindering's main phone voicemail greeting may include closures or delay
- Newsline (425) 204-2300 or <https://www.rentonschools.us/>
- If Renton's elementary schools are closed, typically Kindering Renton will also be closed
- If Renton's elementary schools are 1 to 2 hours late, typically Kindering Renton will open at 11:00

am. Classes and therapies scheduled to begin before 11:00 will be cancelled. Classes and therapies scheduled for 11:00 and after will resume their normal schedule.

Other ways to know of inclement weather closures and delays:

- Kindering's main phone voicemail greeting may include closures or delay
- Check <http://flashalert.net/>. You can set up automated notifications.
- KIRO Radio 710 AM/100.7 FM
- KOMO 4 News 206-443-4145; KING 5 News 206-448-5555; KIRO 7 News 206-728-7777

ADDITIONAL COMMUNITY SERVICES AVAILABLE TO FAMILIES

Sign up for monthly Kindering Newsletters and bi-weekly Family Resource emails sent by our Family Resources Coordination department. To do so, notify your Family Resources Coordinator (FRC),

Please contact your FRC for any additional resource and information needs. We can provide contact information for needs, such as: Basic Needs (food, shelter, clothing, transportation; financial assistance); Childcare, Preschool, and Playgroups (further defined by subsidy availability, toileting requirements, and accommodations for children with special needs); Healthcare Resources; Holiday Assistance; Multi-cultural Resources; Parenting Classes; Recreation; and Summer Camps. In addition, we are able to process orders on behalf of our families to receive donated items from Eastside Baby Corner.

Kindering's website has links to a variety of community resources. Please visit us at <https://kinding.org/>.