



KINDERING

Embracing children of diverse abilities
and their families

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Bothell Campus: [19801 North Creek Pkwy Bothell, WA 98011](#)

Renton Campus: [1700 Edmonds Ave NE, Renton, WA 98056](#)

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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 SUPPORT PARENT HANDBOOK 2024-2025

Revised 7/2024

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. 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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We recognize that families come in many different forms, with strong, supportive relationships between various people within or outside that family. For the purposes of this document, we are using 'parent' and 'caregiver' interchangeably to indicate the person who is supporting the child during their time at Kindering.

*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. Kindering 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://kinding.org/kindingfamilies/parenthandbook/>***

It is understood that your child's enrollment at Kindering will continue at the will of Kindering 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

2021: Kindering achieved a major milestone by reaching 10,000 children and families in a single year through pediatric therapies, special education, parent supports, trainings, and more. Kindering also led the way in safely returning to in-person evaluations and services.

2020: Kindering, along with the rest of the world, faced many challenges as the COVID-19 pandemic changed the fabric of our community. In the first six months of the pandemic, Kindering staff completed an astounding 21,000 tele-therapy sessions and evaluations.

2019: Kindering opened its fourth campus in Redmond at the Together Center. This campus expansion allowed Kindering to serve one of our most dense population centers with a neighborhood-based location, helping remove barriers to in-person service, such as transportation challenges. Additionally, Kindering continued to invest in our Equity and Inclusion journey, hiring an Equity and Inclusion Officer to lead and guide efforts in 2019 and beyond.

2018: We expanded our Families in Transition (FIT) program, thanks to a substantial investment. This expansion allowed Kindering to deepen our offerings for the community and increase services for families experiencing homelessness and housing instability. Mimi Siegel retired after 40 years of serving as our CEO and Dr. Lisa Greenwald was appointed as the new CEO.

2017: We opened our third campus in Renton, expanding access and deepening critical services for South King County families, with the goal of serving 200 additional infants and young children each year with inclusive preschool, special education, physical/occupational therapy, and more.

2014: Kindering opened its second campus in Bothell in order to replicate and expand its award-winning programs in Snohomish County, with the goal of providing crucial services to 800 additional infants and children. Kindering started *KidsClinic*, an expansion of services for children over the age of 3.

2014: Kindering updated its mission statement to reflect its expanded programs, diverse families, and changing community: *We embrace children of diverse abilities and their families by providing the finest education and therapies to nurture hope, courage, and the skills to soar.*

2013: We launched a year of bold expansion-broadening programming for homeless children, replicating *CHERISH* throughout King County and establishing a satellite in north King County to allow hundreds of additional families to receive Kindering services annually.

2012: Kindering celebrated its 50th anniversary. In 2012, more than 3,500 families received services.

2011: Kindering began the Parent Child Home Program (PCHP) to reach out to Spanish-speaking families to develop early literacy and school readiness.

2006: We welcomed Don Meyer and the [Sibling Support Project](#) to our family of programs.

2004: Kindering's [CHERISH](#) (CHildren Encouraged by Relationships in Secure Homes) program was established to support children living in foster and kinship care.

2002: The "Opening New Doors from Crisis to Courage" Capital Campaign raised more than \$6 million leading to new state-of-the art 22,500 sq. ft. facility.

2001: Lake Washington School District contracted with Kindering Center to provide special education for children in that region. Issaquah, Northshore, and Mercer Island followed in subsequent years.

1998: There was an explosion of demand for services in the community. Kindering's Board of Directors conducted a community needs assessment, and unanimously voted to embark on an ambitious Capital Campaign to expand the existing building and eradicate the wait list.

1996: Bellevue School District contracted with Kindering Center to provide special education for local children.

1994: Formation of the Eastside Nutrition and Feeding Team.

1993: Merrywood School formally changed its name to “Kindering Center”.

1990: We added parent education and counseling programs.

1986: Merrywood began a support group for father of children with disabilities, which eventually became the nationally prominent [Fathers Network](#).

1984: Over the next 6 years, four separate building expansions increased the size of the building to 9,000 sq. ft. to meet the growing demand for services.

1983: Moved to Merrywood School’s own facility, a 2,500 sq. ft. building.

1981: Merrywood School became an approved United Way Agency.

1978: Relocated to the Ashwood Center, an old Bellevue school building. Hired Mimi Siegel as Executive Director.

1972: As Public Schools started to admit children with developmental delays and disabilities older than 3, Merrywood School began to focus on the birth to three age group.

1970: Merrywood School relocated to Bellevue Presbyterian Church.

1963: Moved into a Bellevue School district classroom to meet growing demands, and became known as the Merrywood School. Over the next 4 years, Merrywood School transitioned to employing professional staff.

1962: A play group founded by five parents of children with disabilities and complex medical conditions. Operated on a volunteer basis utilizing private homes.

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 Support 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 Support 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.dcyf.wa.gov/services/child-dev-support-providers/esit>). These services might include:

- **Family Resources Coordination:**

Every child and family who receives early support 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 support 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 Support Services:**

Kindering 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. Kindering'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 parent training and education to families and their children in a fun and safe environment. Class meets once a week and is facilitated by an educator or therapist. Co-Op is a unique opportunity for parents and children to gain knowledge and skills with the support of staff and other parents. Co-Op is offered in English and Spanish.

- **Stepping Stones Toddler Preschool:**

Children enrolled in early support are also welcome to enroll in our Toddler Preschool Program, as appropriate. Early support 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.

- **CUBS:**
The CUBS program supplements and enhances the early support program and meets the needs of children who have Autism Spectrum Disorders or related diagnoses. Services include Applied Behavioral Analysis, speech-language and occupational therapies.
- **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, 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 to families and includes the following services.

- **Infant Mental Health Support Services:**
Infant Mental Health Therapists at Kindering 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/or parent-infant psychotherapy. Please contact your FRC for more information.
- **Washington State Fathers Network (WSFN):**
A program of Kindering's since 1986, the WSFN supports those who identify as male and have a child in their life with a disability or special health care need. There is no charge for this program. We focus on three areas:
 1. Connecting men with each other and with resources and information.
 2. Raising the voices of men so that their stories are heard on the experience of raising a child with a disability or special health care need. To assist with the raising of their voices, we train parents to advocate for policy and systems change.
 3. Advocating for equitable access to the community for those with a disability or special health care need, and their families.
- **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 supports 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 support, our trained therapists provide a comprehensive psychosocial assessment followed by relationship-based clinical supports to address the needs of the child and family
- **CHERISH™ 3-5** provides support 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.
- **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.

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 offers neurodevelopmental medical evaluations on-site at Kindering. At this time, referrals are limited to children enrolled in Kindering's Early Support program. 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:

Kindering 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://kindinger.org/services/earlylearning/toddlerpreschool/> for more information and fees.
- **Parent-Child Plus:**
With funding from United Way of King County, Kindering provides a replication of the National Parent-Child Plus program. Parent-Child+ 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. Parent-Child+ prepares children to enter school with the skills they need to succeed!
- **Childcare and Preschool Consultation:**
This program provides free, on-site services and support to childcare 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.
- **Parent Education Classes:**
Our classes are designed to support and strengthen parents, grandparents, and caregivers in areas where they may be challenged, or needing new insight or guidance. Classes are open to all parents and caregivers who are interested in strengthening their parenting skills; you do NOT need to have a child enrolled at Kindering to participate, or a child with disabilities or developmental delays. Classes are geared towards parents whose children are ages 8 or younger. Please visit <https://kindinger.org/portfolio-items/parenting-plus/> for class schedule.

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.

Caregiver Participation:

Parents and Caregivers play a vital role bringing valuable experience and expert knowledge about their child to our team. At Kindering, we understand and acknowledge that family relationships are at the core of an infant or toddler's life. One of our primary objectives as providers is to support families in enhancing their child's development and working towards mutually agreed-upon outcomes. By actively involving parents in individual services, children benefit from increased opportunities to practice skills naturally between therapy sessions, leading to faster progress at home.

Cancellation/No Show Policy:

We understand that children and families may experience illness or encounter conflicts from time to time. *We kindly request that you contact us to cancel your scheduled therapy session with as much advance notice as possible, preferably before 8 am on the day of your appointment.* By doing so, you enable us to provide the best possible support to your child and optimize the utilization of our staff's time.

In our commitment to effectively serve families, Kindering has a policy for reviewing and revising the service plan in cases where a family has three instances of parent cancellations or no-shows for the same provider or class, or if they have not received services from any provider for over a month. This policy enables us to assess whether a more effective treatment plan can be implemented, maximizing both the family's and the therapist's time. Potential actions resulting from this review may 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 - 2 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.

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

Appearance, Behavior - unusually tired, pale, lack of appetite, difficult to wake, confused, crying more than normal or cranky.

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:

- COVID-19 (Coronavirus)
- Influenza (Flu)
- 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 and CDC (Centers for Disease Control and Prevention).

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 ask that parents sign both parent/guardian signature lines on the top of the Certificate of Immunization Status form to confirm that you verify the record. Families can sign up for a MyIR account on the Washington State Department of Health website to view, download, and print their family’s immunization records

(<https://www.doh.wa.gov/YouandYourFamily/Immunization/ChildProfileHealthPromotion/ForParents/AccessourFamiliesImmunizationInformation>).


We encourage children enrolled at Kindering to meet these requirements. Source:

<https://www.cdc.gov/vaccines/parents/downloads/parent-ver-sch-0-6yrs.pdf>

Your child needs vaccines as they grow!

2024 Recommended Immunizations for Birth Through 6 Years Old

Want to learn more?
Scan this QR code to find out which vaccines your child might need. Or visit www.cdc.gov/vaccines/tool/child.html




VACCINE OR PREVENTIVE ANTIBODY	BIRTH	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS	7 MONTHS	8 MONTHS	12 MONTHS	15 MONTHS	18 MONTHS	19 MONTHS	20-23 MONTHS	2-3 YEARS	4-6 YEARS
RSV antibody	Depends on mother's RSV vaccine status					Depends on child's health status								
Hepatitis B	Dose 1	Dose 2		Dose 3										
Rotavirus			Dose 1	Dose 2	Dose 3									
DTaP			Dose 1	Dose 2	Dose 3				Dose 4				Dose 5	
Hib			Dose 1	Dose 2	Dose 3			Dose 4						
Pneumococcal			Dose 1	Dose 2	Dose 3			Dose 4						
Polio			Dose 1	Dose 2	Dose 3								Dose 4	
COVID-19					At least 1 dose of updated (2023-2024 Formula) COVID-19 vaccine									
Influenza/Flu					Every year. Two doses for some children									
MMR								Dose 1						Dose 2
Chickenpox								Dose 1						Dose 2
Hepatitis A								2 doses separated by 6 months						

KEY

- ALL children should be immunized at this age.
- SOME children should get this dose of vaccine or preventive antibody at this age


Talk to your child's health care provider for more guidance if:

1. Your child has any medical condition that puts them at higher risk for infection.
2. Your child is traveling outside the United States.
3. Your child misses a vaccine recommended for their age.




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

FOR MORE INFORMATION
Call toll-free: 1-800-CDC-INFO (1-800-232-4636)
Or visit: www.cdc.gov/vaccines/parents



AMERICAN ACADEMY OF FAMILY PHYSICIANS



American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™

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. In 2019, the Washington State Legislature passed a bill that removes the personal and philosophical option to exempt children from the MMR (measles, mumps, and rubella) vaccine required for school and child care entry. The bill takes effect July 28, 2019 and applies to public and private schools and child cares. The law removes the option for a personal/philosophical exemption to the MMR vaccine requirement for schools and child cares. 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.

Allergies:

We kindly request that you inform us in writing about any allergies your child may have. We make every effort to accommodate their special dietary and play material needs. In consideration of individual nut allergies and the well-being of our children, we ask families and staff not to bring any nut products into our facility. This includes items such as peanut butter, trail mix, candy bars, and any other foods containing nuts. At Kindering, we take extensive measures to maintain a nut-free environment and appreciate the cooperation of our staff and clients in this regard; however, we cannot guarantee it to be 100% free of nuts.

Parenting Plans/Court Orders:

Kindering places utmost importance on the safety of children, families, and staff. If there are safety concerns, we will work with families to ensure safety by making necessary adjustments to service options and locations. Parents are responsible for promptly sharing any No Contact, Protective, or Restraining Orders with Kindering. Additionally, please provide updated copies of Parenting Plans outlining parental rights and responsibilities.

Safety Guidelines:

Thank you for helping us with our goal to keep all Kindering children, families and staff safe.

Please adhere to the following guidelines in all interactions with Kindering staff, regardless of location:

- All children must always be accompanied by an adult.
- Please be respectful of others and inappropriate behavior is not tolerated. This includes actions that could endanger the health and safety of Kindering clients or staff, failure to adhere to appropriate attire during sessions or on Kindering premises and being under the influence of drugs or alcohol during any session.
- Spanking, shaking or any other form of corporal punishment is not allowed.
- We ask that you refrain from smoking during any session with your child and Kindering staff.
- Do not audio record, video, or photograph Kindering employees or clients while performing their duties without their written permission.

Please adhere to the following guidelines while in our facility:

- Caregivers are encouraged to provide activities for siblings visiting Kindering during on-site appointments.
- Swings, outdoor equipment, and suspended equipment are not accessible to children or adults unless explicitly part of the child's educational program and under staff supervision.

- Children must be accompanied by a staff member to enter unoccupied classrooms or playgrounds and should not run in the hallways.
- Exercise vigilance in parking lots to ensure the safety of children.
- Diapers should be changed only in designated areas following the posted procedures. Please dispose of diapers in the designated changing room and avoid changing diapers on the floor or furniture for health and sanitation purposes.
- For the well-being of all children, pets are not allowed in the building unless they are certified therapy or service animals performing their designated roles.
- Firearms, alcohol and recreational drugs are strictly forbidden on Kinderling premises.
- Smoking is not permitted in the building. If you choose to smoke, please stand at least 25 feet away from the building.

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

- Families and children utilizing the Kinderling classrooms in the main SMLC building are to remain in Kinderling designated areas only. Upon entering the main SMLC building, please go directly to your classroom or the designated Kinderling 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.

Please adhere to the following guidelines while working with a Kinderling provider in the home or community:

- A caregiver must be present and participate with their child during home or community visits.
- Safe firearm storage protects children from accidental injuries. We require that all firearms be secured while Kinderling staff are in the home. Firearms need to be unloaded and locked in a lockbox, safe or other locked storage space which prevents access to someone other than the intended owner. Please store ammunition separately from the firearm. For more information on how to safely store firearms and additional information for parents, visit [King County Public Health](#).
- Pets are welcome in a session if they are friendly and if the Kinderling provider allows. If pets are aggressive, or if a Kinderling provider requests, please keep them contained in a separate location.

Parking:

- **Kinderling Bellevue:** Parents may park in front of Kinderling Bellevue, along the west side of the building or in the connecting NE 8th Street parking lot, which is used jointly by Kinderling 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.*
- **Kinderling 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.*
- **Kinderling Renton:** Parking is available in St. Matthew's and Kinderling's shared parking lot on the west side of the building. For meetings and evaluations, please use the door to Kinderling's suite located off Edmonds Street at the north end of the building. For class, follow your educator's directions for classroom entry which will be provided in your welcome email. *Never leave children unattended in a car.*
- **Kinderling Redmond:** Parking options include street parking on NE 87th St with 2-hour and some 3-hour limits, as well as a parking garage accessible from NE 87th. Look for "TC" marked spots with green dots for Together Center. To reach Kinderling, utilize the west end garage elevator, identifiable by blue waves representing the "Sound" building. *Never leave children unattended in a car.*

Parent Behavior:

Kinderling is dedicated to providing a safe and respectful environment for all Kinderling clients and staff, free from inappropriate behavior, harassment, intimidation, or bullying. Kinderling has a zero-tolerance policy for any form of harassment, including verbal, physical, emotional, or discriminatory behavior and reserves the right to modify or terminate services for any client who engages in such behavior, (WAC 110-300-0485). 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. Clients who engage in inappropriate conduct will be subject to an investigation process, which may result in the termination of services.

Report any incidents to Kindering's Chief Program Officer.

Termination of Services and Expulsion Policy:

Early Support Program:

We value open communication with families regarding their services. Families are encouraged to inform their therapist or Family Resource Coordinator if they wish to discontinue services. If a family wishes to disengage from services but does not communicate this to Kindering, we are required by ESIT to continue reaching out to a family for up to 3 months before we exit a child from Early Support services.

Kindering may terminate services prematurely due to a parent or guardian's inability to adhere to Kindering's policies and expectations. These reasons may include but are not limited to lack of contact or repeatedly missed appointments, inappropriate behavior of parents (defined above), mistreatment of staff or if we are unable to provide the staff or services required to meet the specific needs of a child. If a family moves outside the service delivery area, services may be discontinued. If services are stopped for any of the above reasons, we will refer the family to WithinReach for referral to another provider. Families can appeal a service termination decision by following Kindering's Grievance Procedure.

KidsClinic Program

Expulsion of a child will occur if behavior is exhibited that presents a serious safety concern for that child or others, and Kindering is not able to reduce or eliminate the safety concern through reasonable modifications (WAC 110-300-0340). Expulsion is considered only a last resort and is made in the best interest of all children and staff involved. Kindering will collaborate with parents to explore strategies, behavior support plans, or other interventions to address behavior. Should expulsion be deemed necessary, Kindering will assist the family during the transition period by offering resources and recommendations for community-based services or therapeutic options.

EMERGENCY PROCEDURES

Emergency Medical Procedures:

In order to ensure appropriate treatment and care in case of an emergency, it is mandatory to have a release form on file, signed by the parents, consenting to such measures for each child. The release form will include information regarding the child's physician and the family's preferred hospital for treatment, which will be accommodated whenever possible. It is important for parents to understand that they will be responsible for any charges incurred for emergency room treatment or care provided by the family physician as a result of staff following this policy.

In the event of an emergency, Kindering will take the following steps as necessary: contacting the parents or designated emergency contact person, consulting with the family physician for immediate medical advice, and/or arranging for an ambulance to transport the child to a medical facility if the condition is serious or life-threatening. A member of the Kindering staff will accompany the child to the medical facility and remain there until the arrival of the parent(s) or emergency contact person. A detailed report of the medical emergency will be written by the staff and placed in the child's file for reference.

Accident and Incident Reports:

In the event your child experiences an accident or incident while at Kindering, it is our policy for the staff member who witnesses the incident to promptly complete an incident report form. One copy of the report will be provided to the parent, another copy will be placed in the child's file, and the Chief Program Officer will be notified. If further actions are deemed necessary, our staff will follow the "Emergency Medical Procedures" outlined above.

If the incident required more than simple first aid, the Chief Program Officer will also notify the relevant entities, including the Snohomish or King County Early Support Program and the child's respective case manager from Snohomish or King County DDD (depending on the county of residence). In addition, if applicable, the Department of Behavioral Health and Recovery will be notified.

Safety Drills/Emergency Procedures:

Kindering conducts regular fire drills, during which parents are also required to exit the building. Floor plans indicating exits, fire alarms, and fire extinguishers are displayed in hallways near stairwells. We encourage you to familiarize yourself with these plans. If you are onsite during an emergency, please follow the guidance of Kindering staff.

Fire Procedure

In the event of a fire or fire drill at Kindering, the building alarm will sound. Please exit the premises through the nearest door in an orderly manner.

- Close doors in your area as you exit.
- If you are on the 2nd floor, use the stairs for evacuation as the elevator will not be operational.
- In observation rooms, if it is safe to do so, enter the classroom and assist with the evacuation.

Earthquake Procedures:

- Stay calm.
- Do not leave the building during the earthquake. Move away from structures, buildings, and power lines if you are outside.
- Take cover under a table or desk, or sit against an inside wall, covering your head and neck as soon as you realize an earthquake is happening. Assist nearby children to a safe location.
- Remain in your shelter for several minutes after the tremors have stopped.

After an Earthquake:

- Stay in your current location until evacuation instructions are given. Instructions will be communicated via loudspeaker or air horn.
- Staff will make every effort to bring emergency supplies and first aid kits when exiting classrooms.

Lockdown Procedures:

In emergency situations where the safest course of action is to isolate children and staff, a lockdown will be initiated. This may occur in events such as intruders, nearby gunfire, or exposure to dangerous chemicals. Staff will initiate and execute lockdown procedures per company protocol. Parents on-site during a lockdown drill or lockdown event should:

- Disregard fire alarm activation during a lockdown; evacuation will not take place using this method.
- Remain where you are until instructed by staff or public safety officials.
- Maintain composure throughout the process.

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 recognize the importance of protecting the confidentiality of your family's medical, personal, and financial information. Our staff and volunteers are committed to maintaining strict confidentiality and will not disclose any personal information, whether directly or indirectly, except as required by state and federal laws. For detailed information on how we handle privacy matters, please refer to Kindering's Notice of Privacy Practices, which is included in children's enrollment packets and available upon request or at <https://kindering.org/privacystatements/>.

We respect parents' rights to access and review their child's records, challenge the content of those records, and receive copies of authorized transmissions. Only authorized individuals will have access to client records, ensuring that confidentiality is upheld. Additionally, parents have the right to request a list of disclosures and/or a record of access pertaining to their child's record. During the intake process, we will seek parental authorization for the exchange of information between Kindering and other medical, therapy, and educational institutions with whom we collaborate.

Children's records will be securely stored on-site at Kindering until their third birthday. After that, the records will be transferred to a secure off-site storage facility. The storage facility will responsibly dispose of the records when the child reaches their twenty-first birthday. This also applies to electronic medical records, which will be appropriately destroyed upon the child's twenty-first birthday.

Our commitment to confidentiality and privacy ensures that your information is handled with the utmost care and in accordance with relevant regulations, including HIPAA.

Photos and Videotapes:

Photographs and videotapes play a valuable role in treatment, training, marketing, and fundraising activities at Kindering. In order to raise funds for the enhancement and expansion of our services and programs that benefit the community, we may utilize certain information to contact you in the future. However, please be aware that you have the right to opt out of receiving such communication.

Respecting the privacy and rights of individuals is of utmost importance to us. Therefore, we always seek written permission from parents/guardians before capturing photographs and videotapes of their child for assessments and treatment programs. Additionally, we may request permission to use these visual materials in newspaper articles, fundraising efforts, Kindering's brochure, slide presentations, and other relevant contexts. It is within the rights of parents to deny the use of photographs and videotapes featuring their child.

Similarly, it is crucial to respect the privacy of our dedicated staff. Families are strictly prohibited from audio recording, video recording, or photographing Kindering employees while they are performing their duties without obtaining their written consent. This policy applies to overt or covert recording of employees, recording teleintervention or treatment sessions, and posting such recordings on the internet or social media platforms.

Behavior Management:

At Kindering, our approach to child discipline prioritizes positive and effective methods while strictly prohibiting the use of corporal punishment. Under no circumstances will children be subjected to spanking, shaking, or any form of corporal punishment, nor will they experience verbal abuse. Instead, we employ behavior management techniques such as redirection, planned ignoring, and the use of positive reinforcement to promote desired behaviors. As part of their supervisory responsibility, our paid staff also hold the responsibility of ensuring that volunteer staff adhere to our discipline policies. We maintain a professional and supportive environment where the well-being and positive development of every child are paramount.

In certain situations where behaviors like biting or hitting arise, we may employ the temporary removal of the child from the situation as a means of addressing and resolving the issue. If necessary, planned behavior management programs will be collaboratively developed by parents and staff to ensure consistency and effectiveness.

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 is committed to complying 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). We respect the rights of our clients and do 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.

If a client believes that Kindering has violated Section 504/ADA, they should submit a written grievance with dates, situations, and a possible solution to the Executive Director for resolution. We will review the grievance and respond within a reasonable time.

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.
- 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:

Kindering has a zero-tolerance policy for any form of child abuse, neglect, or exploitation. The safety and well-being of children in our programs is our highest priority. Staff who engage in or fail to report any such behavior by any parent, staff member, or volunteer will be dismissed. Behavior management techniques will never involve any forms of corporal punishment.

Kindering staff are mandated reporters under the Child Protective Services Act and must report any suspected child abuse or neglect to Child Protection Services (CPS) immediately. Reports are made before contacting the child's family if there is reasonable cause to believe that a child has been suffered abuse or neglect by anyone. CPS will inform the family of the referral unless they ask for our help in doing so.

Grievance, Mediation, and Due Process:

Washington State's Early Support for Infants and Toddlers (ESIT) program provides comprehensive information on parents' rights and procedural safeguards. You have received a copy of this document from your Family Resources Coordinator and can access it online at the following link: <http://www.dcyf.wa.gov/services/child-development-supports/esit>. Additionally, relevant publications and resources in various languages can be found on the same website.

Grievance is defined as a situation when a participant, parent or employee disagrees with a Kindering decision. Kindering is committed to ensuring that all conflicts are fully addressed through negotiation, and there will be no adverse consequences for individuals who utilize Kindering's grievance procedure. Resolving differences is encouraged through open communication, personal responsibility, and effective problem-solving at a personal level. If a conflict cannot be resolved through regular channels, the following procedures are provided:

- Attempt to resolve the conflict directly with the individual involved. Parents can seek support from an advocate at any stage of the procedure. Complaints can be submitted at any level within the organization, but they will be referred back to the relevant provider for appropriate action unless specifically requested otherwise by the parent.
- If a satisfactory resolution has not been reached within a reasonable timeframe, parents or guardians may request a meeting or discussion with the Chief Program Officer. Communication of complaints will be conducted in the parents' primary language, if necessary. Grievances will be documented with dates, situations, and possible solutions. The Chief Program Officer will make a decision on the conflict within a timely manner, not exceeding ten business days.
- If the decision rendered by the Chief Program Officer is not satisfactory, the Chief Executive Officer will meet or confer with the concerned individuals and reach a decision within a timely manner, not exceeding ten working days. Grievances will be documented with dates, situations, and possible solutions.
- Unresolved grievances will be escalated to the Chief Executive Officer and the Executive Committee of the Board of Directors, who will review the complaint or grievance, make a written decision, and provide a copy to all parties involved.
- At any stage of the process, parents may choose to engage in mediation to assist in resolving disputes related to the identification, evaluation, or placement of their child, as well as the provision of Early Support services to their child and family. Mediation services will be provided at no cost. It's important to note that the mediation process is voluntary and does not prevent parents from exercising their 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](#) or request another copy through your Family Resources Coordinator for further information.
- Due process refers to the right of every citizen to fair treatment and receipt of the benefits provided by the law. If you believe that you or your child have not received Early Support services in accordance with the law, you have the right to request a due process hearing. Please refer to your parent rights brochure for more details.
- At any point, Early Support families with concerns are encouraged to contact King County (Wen Harris, Prenatal to Five Team Lead, King County Developmental Disabilities Division, 206-263-9052; Wendy.Harris@kingcounty.gov) or Snohomish County (ESIT@snoco.org; 425-388-7332).
- 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 www.dcyf.wa.gov/services/child-development-supports/esit if the complaint is about the ESIT/Part C Early Intervention program.

FUNDING SOURCES

Early Support 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 support 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.

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:

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 & INCLEMENT WEATHER

Kinderling's school year approximates that of the public schools; however, Kinderling 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://kinderling.org/kinderlingfamilies/familycalendar>.

Inclement Weather/Snow Policy:

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

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

- Kinderling'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 Kinderling Bellevue will also be closed
- If Bellevue's elementary schools are 1 to 2 hours late, typically Kinderling 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.

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

- Kinderling'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 Kinderling Bothell will also be closed
- If Northshore's elementary schools are 1 to 2 hours late, typically Kinderling 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.

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

- Kinderling'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 Kinderling Renton will also be closed
- If Renton's elementary schools are 1 to 2 hours late, typically Kinderling 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.

Kinderling Redmond generally follows **Lake Washington School District's** closing and delay schedule.

- Kinderling's main phone voicemail greeting may include closures or delay
- Newsline 425-936-1200 or <https://www.lwsd.org/>
- If Lake Washington's elementary schools are closed, typically Kinderling Redmond will also be closed
- If Lake Washington's elementary schools are 1 to 2 hours late, typically Kinderling Redmond will open at 11:00

Other ways to know of inclement weather closures and delays:

- Kinderling's main phone voicemail greeting may include closures or delay
- Check <http://flashalert.net/>. You can set up automated notifications for the school districts above.
- 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

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 KidVantage.

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