



**PARENT HANDBOOK
August 2016-August 2017**

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TABLE OF CONTENTS

<u>Topic</u>	<u>Page</u>
Acknowledgement page	3
Staff Members and Board of Directors	4
Mission and Program Overview	5
Attendance and Payment Policy	7
Client services	10
Parent meetings and training	11
Parent involvement and volunteering	12
General policies	13-15
Discipline	
Emergency Restraint	
Clothing	
Lunches	
Snacks	
Conflicts of Interest	
Toileting and Diapering	
Birthday Celebrations	
Money and Personal Property	
Inclement Weather	
Transportation of Children	
Field Trips	
Television and Video Viewing	
Lost and Found	
Pets	
Filing a Complaint	
Reporting of Child Abuse	
Emergency and security procedures	16
Emergency preparation	
Reporting of communicable disease	
Identifying where children are at all times	
Lost child procedures	
Sign in and out procedures	
Health care procedures	17
Health records	
Accidents, illnesses and injuries	
Medication	
Illness policy and description	18-20
Notice of Confidentiality	21
Appendix A— Grievance process	22-23
Signature Page	24

ACKNOWLEDGEMENT PAGE

I have received the Parent Handbook. I agree to abide by the Alpine Autism Center (AAC)'s policies as set forth in this handbook.

Child's name

Parent's Name

Parent's Signature

Date

STAFF MEMBERS

Senior Staff

Sandra Ruvalcaba, MA, BCBA – Clinical Director
Todd McLane – Director of Operations
Cara Krzemien, MA, BCBA – Program Coordinator
Kate Varriano – MA, BCBA

Board of Directors

AAC is a non-profit 501(c) 3 organization governed by a board of directors. The board of directors for 2015 includes:

Michelle Linn (President)
Julie Cook (Vice President)
Fiona Terry (Treasurer)
Pauline Shereck
Gary Snyder
Ilanit Bennaim
Chamisa Colvin

MISSION AND PROGRAM OVERVIEW

Mission

To provide effective treatment for individuals and families affected by autism, enabling those affected by autism to reach their full potential.

Our Philosophy

We are a private non-profit treatment facility providing data-driven, evidence-based, individualized, one-to-one therapy utilizing the principles of Applied Behavior Analysis (ABA). All training and therapy are provided or supervised by a Board Certified Behavior Analyst (BCBA). Our therapists specialize in ABA, Discrete Trial Teaching, Natural Environment Teaching, Verbal Behavior, and small and large group direct instruction. We work on all areas of development based on the VB- MAPP, ABS- S:2 and SKILLS Assessment, including academic, language, motor, behavior, adaptive skills, cognition, executive function, play skills and social skills. Staff is highly qualified with backgrounds ranging from early childhood, special education and psychology and all have a passion for helping children with autism as well as understanding and applying behavioral principles.

Statement Regarding Biomedical Interventions for Autism

Science has not yet pinpointed the cause of autism. Over the last decade, the suspected cause of autism has moved away from genetics to an increasing focus on environmental, toxic, auto-immune, and viral agents. Many children with autism also exhibit gastrointestinal, immune, allergic, sensory, motor, and physical conditions which should be treated to improve the overall health of the child. Until such time that the cause of autism is scientifically determined, we do not believe suspected causes, or treatments, should be ruled out. We support family's choices to explore biomedical interventions, and will work with families and practitioners to support healing of the child.

Center Based and Home Based Programs

Each client's program is individualized and based on his or her goals and unique learning style. Every client receives an assessment, and, in cooperation with parents, goals and objectives are designed to meet his or her individual needs.

We serve individuals from 2 ½ years of age and up.

Admission and registration

Parents must complete the registration and enrollment forms prior to their child starting therapy at the Center.

Non-Discriminatory Policy

AAC does not discriminate on the basis of race, color, sexual orientation, national or ethnic origin in its admissions procedures, in the administration of its policies or any financial aid programs.

Our services are offered in compliance with the Americans with Disabilities Act.

Center Hours

The Center operates from 8:00 am until 4:00 pm weekdays. See Calendar for closures due to breaks and/or staff trainings.

Inclement Weather Closures

The AAC operates as a treatment center and generally will not, implement a delay in schedule. The Center will close for inclement weather conditions **if** the City of Colorado Springs closes or we are unable to clear parking lots and building areas. Parents and transportation providers will be notified via phone call from staff and email by 6:30am. A notice will also be posted on the website and Facebook® Page anytime there is questionable weather. If you choose not to send your child to school on a day the center has not closed for inclement weather, please notify the designated Program Coordinator (Sandra or Caia) by 6:30am. If you have not received a phone call or email by 6:30am we are operating under our normal schedule.

Contact Information

Main Phone Number:	719-203-6903
Fax Number:	719-203-6904
Sandra Ruvalcaba, Clinical Director:	719-362-6382
Todd McLane, Director of Operations	719-203-6903
Main E-mail Address:	aac@alpineautism.org

ATTENDANCE AND PAYMENT POLICY

Attendance

A completed registration and application packet must be submitted prior to attendance. In order for appropriate services to be delivered to individuals with autism, attendance must be structured and consistent. Competent and experienced staff cannot be maintained if fees do not generate stable funding levels. Families/clients may utilize up to two weeks of vacation per year during which fees are waived. Vacation credit is only provided in week-long increments, up to two times per calendar year (January 2017-December 2017). Vacation absences should be coordinated at least two weeks prior to monthly invoicing.

Please remember that the Center can not bill Medicaid, TriCare or other insurance for time your child is not physically at the Center. Therefore, if your child is continually late, picked up early or absent, this will have a significant negative impact on our budget (since our costs remained fixed) and we may have to terminate services or raise rates for everyone. As a nonprofit, we fundraise extensively in an effort to keep our rates low so that children can have more hours of therapy. Please do your best to help us by adhering to these attendance policies.

On-time Arrival and Pick-up

Children must arrive on-time and be picked up promptly at the end of session. This ensures appropriate services are delivered and clinician's time is effectively and efficiently utilized. Therapists will be ready to meet children at the drop off area. Parents/clients should call the Center at 719-203-6903 if they cannot meet the scheduled arrival or departure times. This will ensure that staff is prepared to receive the child with minimal disruption to the other students who have already started session.

Scheduled arrival time for morning/full day session:

8:25 a.m. – 8:35 a.m.

Scheduled arrival time for afternoon session:

12:25 p.m. – 12:35 p.m.

Scheduled departure /pick-up time for morning session:

11:25 a.m. – 11:35 a.m.

Scheduled departure /pick-up time for afternoon/full day session:

3:25 p.m. – 3:35 p.m.

Unscheduled late pick-ups (after 11:45 a.m. or 3:45 p.m.) may be subject to the after-hours care charges outlined below.

Consistent unscheduled late arrivals (after 8:35 a.m. or 12:35 p.m.) and early departures (before 11:30 a.m. or 3:30 p.m.) may result in loss of services.

Before or After Hours Care

Child care before or after session is available on a case-by-case basis and must be scheduled at least one week in advance. Care is line-of-sight supervision for safety and appropriate behavior (no 1 on 1 therapy or data collection). Rate is \$10 per ½ hour, chargeable only in ½ hour increments.

Early departure

If you need to pick up your child early, please write a note or contact the center informing the staff of the time your child will be leaving.

Consistent unscheduled early departures (before 11:30 a.m. or 3:30 p.m.) may result in disenrollment.

Late Arrivals

Children are expected to attend every day. Children late to their program or frequently absent will have difficulty adapting to AAC's structure. If your child is going to be late or absent, please notify the Center as soon as possible. If your child arrives more than 5 minutes late, please wait with him or her in the lobby until a staff member arrives to escort the child to their program.

Consistent unscheduled late arrivals (after 8:35 a.m. or 12:35 p.m.) may result in disenrollment from our program.

Scheduled absences

Parents who know in advance that their child will be absent are asked to send a note to and/or call their lead teacher prior to the date(s) of absence. **There are no refunds for absences except as noted above.**

Program Disenrollment and Schedule Changes

Due to our one to one staffing ratio, we require a 30 business day notice for disenrollment and/or changes to your child's schedule. Failure to comply with this requirement will result in an additional month tuition fee.

Unauthorized pick ups

Children will not be allowed to leave with anyone other than those people listed on the "authorized pick up" form that each family is required to complete prior to enrollment. Additional individuals may be added to this list by a legal guardian in person only. Upon their arrival at the Center, authorized individuals will be required to present a driver's license or other form of identification.

If no one appears to pick up a child

AAC will call the parents if no one has arrived to pick up a child 15 minutes past the appointed pick up time. If a parent is unreachable, the emergency contact will be called. The AAC staff member will wait with the child until an authorized person arrives to pick up the child. In case of an emergency, parents may give verbal permission for a person not on the authorized list to pick up their child.

If no one has arrived to pick up a child at the time of the Center's closing, and no one on the emergency contact can be reached, the clinical staff member assigned to the child will contact Child Protective Services.

Therapy/Consultation/Individual Service Fees

Payment for all therapies, consultations, and individual services should be made at time of service. You may pay with cash, check or credit card (MC, Visa or AMEX). You will receive a monthly statement reflecting your payments. If for any reason the insurance is not covering your monthly charges, it is the responsibility of the legal guardian to pay the remaining balances. The Director of Operations would be in contact as soon as payments are not being made in a timely manner and would rely on the legal guardian to help in the collection from the insurance company at any time.

Returned Checks

The office will notify you immediately upon receipt of any check returned for insufficient funds and a \$48.00 initial fee will be assessed. A credit card payment for the amount of the returned check and the initial fee of \$48.00 will be due the following day. If more than two checks are returned due to insufficient funds, checks will no longer be accepted for payment. Thereafter, all payments will have to be made with a credit card or cash.

CLIENT SERVICES

Treatment Plans

The AAC is designed for individuals with autism spectrum and related disorders. Treatment plans are based on the development of language, social, motor, academic, and self-help skills and is guided by developmental and functional curriculums and norm-based curriculums. Each client's strengths and weaknesses are evaluated, and an individual program plan is developed based on each client's unique learning needs.

Program Costs and Content

Fees for clients enrolled in a center-based program include individual programming as well as the following:

- Monthly parent conference with program coordinator and /or clinical director
- A lead teacher to oversee and coordinate all aspects of a child's program
- Quarterly progress reports
- Oversight and supervision from a BCBA
- Individualized Education Plan meeting preparation and attendance (for children who also attend public or private schools)
- Monthly school, home, and community coordination

The following services are available at additional cost:

- Off-site consultation and training
- Individual therapy
- Individual tutoring or 1:1 work outside the hours of a child's center-based program
- Consultation for home and school based programs
- Consultation for home and community life skills

Communication

In order to communicate efficiently, AAC will correspond in the following ways with parents:

- Immediate announcements and program-specific information will go home in each child's daily communication notebook.
- General information appears on our website, Facebook page, and e-mail to parents.

Important Information

Important information from the AAC that requires your immediate attention will be sent home and placed in the front of your child's notebook. Please check the notebooks daily, as this information usually requires a timely response.

PARENT MEETINGS AND TRAININGS

Parent / Teacher Conferences

Every month, the Clinical Director and/or the Program Coordinator are available to meet parents at the Center or by phone to discuss the child's program and address questions. All parents are encouraged to attend. These meetings will be scheduled at a mutually agreeable time.

Observation

Family members and outside professionals are welcome to observe our program. To minimize program interruption, observation in the classroom must be scheduled in advance with a clinical representative (preferably at least one week prior). Siblings and other small children are not allowed in the classroom during these visits. Observation is always accessible to parents during center hours. Professionals and other care givers must also schedule all observations in advance. Upon arrival to the Center, visitors must report to the front desk and sign in on the visitors' log.

Parent Training

We encourage all parents to visit their child's classroom to receive hands-on training in areas of particular difficulty or concern. We believe consistency in interactions and expectations across all caregivers is an important factor to a child's success in his or her individual program. To schedule a parent training, please make an appointment with your child's Program Coordinator or Clinical Director.

PARENT INVOLVEMENT

Parent Involvement

Parents are an integral part of the AAC. Your child's self-image, behavior, and motivation to succeed depend on everyone working together. You are encouraged to participate in all Center activities, from writing in your child's daily notebook to attending parent conferences and parent support group meetings, to volunteering at the Center if possible.

Gifts and Donations

The AAC will gratefully accept any items from home to be used for crafts, play and language activities, and supplies. Please make sure the donated items are complete and in good condition.

Fundraising

AAC is a nonprofit, tax-exempt organization whose annual expenditures substantially exceed income generated from fees. We encourage each family to participate in all fundraising activities.

Various fundraisers will be held each year for our nonprofit organization. It is our hope that everyone involved with the Center will participate. If you would like to join our fundraising committee, please contact the Director of Operations at: kimberly@alpineautism.org.

Volunteers

The AAC encourages parents to volunteer. Volunteers are needed to work at all levels on a variety of projects. Please contact the Director of Operations if you would like to volunteer. It is our belief that all parents have something to offer, and it is always appreciated!

GENERAL POLICIES

Visitors to the Center

All visitors to the Center must sign in at the front office with the Director of Operations or Administrative Assistant.

Discipline

At AAC we use positive behavioral supports to allow individuals to be successful and to prepare them for independent living. Each person is taught in accordance with their individualized treatment plan using the principals of applied behavioral analysis which may include: redirection, token systems, social praise for appropriate behavior, or temporary removal of reinforcement. When necessary, a behavior plan is developed and overseen by a Board Certified Behavior Analyst. All professional ethical standards are observed. We do not tolerate any form of corporal, humiliating, and /or traumatic treatment.

Emergency Restraint

In the case of an emergency that involves behaviors representing a significant danger to themselves or others while the client is enrolled in an AAC program, the AAC will use Safety Care restraint procedures. In the case that Safety Care procedures are needed for new or unusual behaviors for which a behavior intervention plan is not already developed for a client, a functional assessment will then be performed, and a behavior intervention program will be written for the client. We must also get consent for physical management for all clients 5 yr. of age and over.

Clothing

Please dress your child in weather-appropriate clothing. Always assume your child will go outside. Unless the weather is excessively hot or cold, clients will go outside every day for recess. In cooler weather, please send a jacket, gloves, hat, etc. Please apply sunscreen before bringing your child in the warmer months. At the AAC your child will probably get mud, dirt, paint, markers, sand, etc. on his or her clothing. Keep this in mind when selecting your child's clothing. Finally, please send at least one extra pair of labeled clothing to be kept at school in case of accidents.

Lunches

The AAC does not provide lunches. Please send a lunch and a drink with your child each day. Food should be prepared, mixed, and ready to eat. Except for heating food in a microwave, our staff does not have time or facilities to prepare meals for students.

Snacks

Snack time is an ideal time to practice fine motor skills as well as to build language skills. Parents are responsible for providing their child with labeled daily snacks and are encouraged to send healthy snacks. Clients may bring individual snacks each day or a larger portion (box or bag) to store at the Center and use for a longer period of time. If your child is allergic to particular foods, or on a special diet, please let the teachers know immediately.

Conflicts of Interest

In order to protect the confidentiality of clients and their families as well as employees of the AAC we follow HIPAA guidelines, employees are not encouraged to interact with current or former clients. Such interaction includes personal relationships and email, as well as social media such as Facebook, Twitter, and MySpace.

Toileting and Diapering

Part of our mission is to help the clients at the Center become as independent as possible. We welcome the opportunity to work on toilet training with your child. Please discuss this issue with your child's Program Coordinator or the Clinical Director. If your child wears diapers, please send a supply of diapers and wipes with them, clearly labeled. Soiled or wet clothes will be sent home in a plastic bag.

Birthday Celebrations

A birthday is an exciting time for our clients. If you wish to send a birthday snack for your child's class, please check with the teacher to find out what he or she feels would be appropriate for the children in his or her class. Some of the clients adhere to special diets and it is a good idea to check with the teacher before sending class snacks.

Money and Personal Property

Personal property and money brought to the school should be kept to an absolute minimum. Please remember that AAC cannot be held responsible for any lost or broken items that are brought into the facility.

Inclement Weather

Clients will stay indoors during recess during times of excessively hot (over 95 degrees) or cold (32 degrees or below).

Transportation of Children

Staff members, who transport Center clients in their own vehicles during working hours and as part of the client's program, must be on the approved driver list. Approved drivers are those who submit proof of a good driving record from the Colorado Department of Motor Vehicles, proof of insurance, vehicle registration and a valid driver's license. Parents must sign a transportation waiver. Clients must be transported according to state and local laws, including use of car seats and restraints.

Field Trips

On occasion, the AAC may offer walking field trips in the neighborhood or may schedule field trips in the community. Parent permission slips to participate will be sent home. The cost of some of these field trips may be offset by fees charged to participants. A client is never eliminated from participating based on financial reasons. Parents will be invited to attend field trips as volunteer helpers. If parents prefer that children not attend a field trip, or if the client arrives late and the group has already left, the client's regular schedule will be followed. Transportation will be provided by trained and approved AAC members.

Television and Video Viewing

Supervised television and video viewing is only permitted when it is included in the client's program for an identified reason.

Lost and Found

A lost and found is maintained throughout the Center year. Parents are encouraged to check frequently for lost items. Unclaimed items will be donated to charity. Clients should have their names on all clothing and other items brought to school.

Pets on campus

For the safety of all AAC clients, it is requested that pets not be brought onto the AAC property.

Filing a complaint

Complaints concerning suspected child care licensing violations should be sent to:

Colorado Department of Human Services
Division of Child Care
1575 Sherman Street Denver, CO 80203-1714
Phone: (303) 866-5958 or 1(800) 799-5876

Other general complaints or concerns can be reported to the Clinical Director, Director of Operations, or President / Vice President of the board.

Reporting of child abuse

Any staff member who has reasonable cause to know or suspect that a child has been subjected to abuse or neglect or who has observed the child being subjected to circumstances or conditions that would reasonably result in abuse or neglect, will immediately report such fact to the El Paso County Human Services at:

Colorado Department of Human Services
Division of Child Care
1575 Sherman Street
Denver, CO 80203
(719) 444-5700
Childabuserreport@elpasoco.com

EMERGENCY AND SECURITY PROCEDURES

Emergency Preparation

Staff and clients will practice exiting the building in the event of a fire. A bad weather drill will also be practiced so clients and staff know safety procedures for weather conditions such as a tornado. Additionally, we practice securing classrooms or the Center in the case of a potentially dangerous situation. In the event of an emergency, the Director of Operations and/or designated representative will communicate with the parents via an automated text message/phone call system.

Reporting of Communicable Disease

The Clinical Director or designated representative will contact the nurse consultant and El Paso County Health Department (719-578-3181) to notify them of any reportable communicable illnesses.

Identifying where children are at all times

At all times during the day, every client is assigned to a staff member. That staff member is responsible for keeping the client in line of sight supervision.

Lost Child Procedure

In the event a client is temporarily lost at the Center, the Center will issue an emergency alert and all exits will be locked and a pre-assigned staff member(s) will inspect the grounds and neighborhood.

Sign in and out procedures

For security and billing purposes, the Center will maintain a daily sign in/sign-out sheet for the parent or guardian's signature.

HEALTH CARE PROCEDURES

Please keep your emergency phone numbers on file up to date at all times.

Health Records and Management

AAC maintains health records on all clients in programs at the Center. We are also responsible for enforcement of the state regulations regarding immunizations. Parents must provide copies of their children's immunizations or signed exemption to the Center at the time of registration. It is the parents' responsibility to provide the Center with updated information when there is a change to their child's health records.

Accidents, Illnesses and Injuries

An AAC staff member will contact the parents immediately if a client is ever injured or a serious accident should occur. In the case of a medical emergency, the Center will call 911 for emergency help.

In the case of illness, if the client needs to go home (see sick policies below), parents will be notified to pick up their child.

Medication

The AAC will work with parents, physicians, and other prescribing health care professionals in administering medication to your child. If it is necessary for your child to take medicine during school hours, we will abide by the state-licensing requirement for administering medications. All necessary forms must be on file before your child can receive medication from our staff. Our nurse consultant and/or staff may need to contact you or your health care provider regarding health concerns and/or medications and immunizations. Parents will need to sign a release form. All medication must be brought to the office by the parents in the original containers with a label if it is a prescribed medication. Medication will be kept out of reach of clients in a locked container. This policy is in compliance with the delegatory clause of the Colorado Nurse Practice Act.

ILLNESS POLICY

Young children frequently become mildly ill. Infants, toddlers, and preschoolers experience a yearly average of six respiratory infections (colds) and can expect one to two gastrointestinal infections (vomiting and/or diarrhea) each year.

Deciding whether to keep your child at home or when to send a client home from the Center can be difficult. It is important for parents and caregivers to discuss what observations have been made and agree on a plan of action.

Please contact the Center when your child is ill and describe the illness. If a specific diagnosis is made, e.g. strep throat, conjunctivitis, etc. please let the AAC know so other families can be alerted.

The following is a guideline and recommendation for exclusion from the Center:

Disease or Symptom	Need to stay at home?
Body Rash with fever	Yes—seek medical attention. Any rash that spreads quickly, has open, weeping wounds and/or is not healing should be evaluated
Chicken Pox	Yes—until blisters have dried and crusted (usually 6 days)
Conjunctivitis (Pink Eye)	Yes—until 24 hours after treatment. If your health care provider decides not to treat your child, a note is needed
Coughing (severe, uncontrolled coughing or wheezing, rapid or difficulty in breathing)	Yes—medical attention is necessary. Note: children with asthma may attend with a written health plan and authorization for medication/treatment
Coxsackie’s Virus (hand, foot and mouth disease)	No—child is no longer contagious once the symptomatic rash appears, unless the child has mouth sores or is drooling
Diarrhea (watery stools)—infectious	Yes, your child should stay at home if not contained within the child’s diaper or child is having twice the number of stools typical for that child. Child may return 24 hours after diarrhea has resolved. Yes, your child should stay at home if the diarrhea is accompanied by illness such as fever or vomiting. Child may return 24 hours after the illness has resolved (fever free, diarrhea resolved) No, your child does not need to stay home if he or she is having occasional loose stools that are not explosive and/or watery

Fever	Yes—fever over 101 degrees and when fever is accompanied by behavior changes or symptoms of illness, such as rash, sore throat, vomiting, etc. Child may return 24 hours following the resolution of the fever and illness. If the child develops a fever of 101 degrees or higher, we will request the parent to pick up their child.
Hepatitis A	Yes – until 1 week after onset of jaundice and when able to participate in Center activities
Herpes	Yes—if area is oozing and cannot be covered, e.g. mouth sores
Impetigo	Yes – until 24 hours after treatment starts
Measles, mumps and rubella	Yes – these are illnesses that are highly communicable and need to be diagnosed by a physician. Please report any suspicious cases to the Center so that follow-up can occur. If you have any concerns or suspected cases, please call the Center.
Mild cold symptoms	A good rule of thumb is to keep a child home at the beginning of a cold—the most infectious time and when he or she feels the worst. Return to school when he does not have a persistent cough and he or she feels well
Pertussis (whooping cough)	Yes – until 5 days of antibiotic therapy have been completed and a note from a health care provider indicates the child is no longer contagious
Vomiting (2 or more episodes of vomiting in the previous 24 hours)	Yes, child should stay at home until 24 hours following the resolution of the vomiting. Observe for other signs of illness and for dehydration
RSV (respiratory syncytial virus)	Once a child in the group has been infected, spread is rapid. An infected child does not need to be excluded unless he or she is not well enough to participate in usual activities
Ringworm	Yes – until after treatment has started Keep area covered for first 24 hrs of treatment
Roseola	Yes – seek medical advice. A child with identified rash and no fever may return to the Center
Scabies	Yes – until the day after treatment begins
	Yes – until 24 hours after treatment, see

Strep Throat	above for fever
Upper respiratory complications - large amount of yellow-green nasal discharge - extreme sleepiness - ear pain - fever (above 101 degrees)	Yes—seek medical advice and decide whether your child should be in the Center
Vaccine preventable diseases	Yes – until judged not infectious by a health care provider (note required)
Yeast infections (thrush or candida diaper rash)	No – may attend if able to participate in Center activities. Follow good hand washing and hygiene activities

NOTICE OF CONFIDENTIALITY

Parents may request to inspect the records of their child. The AAC assumes either parent of the child has the right to inspect that child's record unless legal evidence to the contrary is supplied to the office.

A parent has the right to request an amendment of the client's records if the parent believes the record is inaccurate, misleading or a violation of the client's rights. Such a request must be made in writing to the Clinical Director. If the Center refuses to amend the record, it will inform the parent of this refusal in writing. In case of such a refusal, the parent has a right to request a hearing on this matter before the Board of Directors.

Generally speaking, the Center will not disclose therapy/educational records to persons other than the parent unless the parent directs the AAC to release those records to a third party. In such cases the AAC must receive a release form from the parents. Auditors of the department of health and human services, AAC contracted consultants, and the external auditor will be allowed to see the records to the extent necessary.

The Center will disclose records when required to do so by court order subpoena or in accordance with State or Federal law.

APPENDIX A

The Alpine Autism Center

Grievance Process

Policy: The AAC is committed to satisfaction with services provided for all persons receiving intervention from AAC. Anyone receiving services, their guardians or authorized representatives will be informed of and may use the following grievance process. The grievance process is in place to ensure fair hearing of complaints and quick resolution of problems regarding services provided, without fear of reprisal on the part of persons receiving services, their families, etc.

Please read the following policy and sign that you have been informed of your rights as a client of AAC:

Dispute Resolution

1. The dispute resolution procedure is applicable for persons applying for and receiving services, parents, guardians, and/or authorized representatives. The purpose is to assure opportunity to question Center decisions and actions. It is to serve as a method to resolve issues and achieve solutions to problems concerning decisions of the items listed below. The use of this procedure shall not prejudice future provision of appropriate services or supports. At no time will the AAC intimidate or coerce clients.
2. The AAC has designated Michelle Linn, president of the board of directors, to serve as grievance officer to hear and handle disputes. Mrs. Linn can be reached at (719) 648-1472. Parents have the right to contact the Department of Human Services, Division of Child Care, at any time to report a grievance.
3. If the dispute involves the termination of services, or to provide, change, reduce or deny services set forth in the Individual Plan, written notice shall be provided to the person receiving services or to the person's parents, guardian, and/or representative at least ten working days prior to the date the action in dispute becomes effective.
4. Written reports of all disputes will be made part of the service participant's records and will also be in their administrative file. The Department of Human Services and any Community Centered Board that supports the impacted client will be notified by the AAC of all formal dispute proceedings and the will be notified by the AAC of all formal dispute proceedings and the determinations made.
5. The individual / party shall present the dispute orally to the AAC Grievance Officer. The grievance officer may hear the dispute up to the date that the action is scheduled to be implemented. Resolution of the issues through an informal negotiation process is encouraged but may be waived by mutual consent.
6. The grievance officer or Center is responsible for assisting and coordinating the informal process, along with consulting the person asking for resolution on whom to invite to the meeting.

7. If the informal process does not lead to resolution, the AAC or person receiving services can request a formal dispute resolution process. Involved parties will be given the opportunity to present information and evidence in support of their positions to an impartial decision maker designated by the AAC as appropriate. The designated decision maker cannot have been involved in the matter and should be able to render a decision in a fair and impartial manner. Notification of at least ten working days prior to the meeting will be given to all parties, unless waived by the objecting parties.

8. A written decision including the rationale by the designated decision maker will be submitted to all parties within fifteen days after the meeting occurs. The Department of Human Services will be notified by the AAC of the dispute proceedings and determinations made. The AAC will also notify a CCB if one of the agency's clients was involved.

9. If the parties do not agree with the decision of the designated decision maker, the parties may request a designee of the Department of Human Services to review the dispute. The Department's recommendation will constitute the final recommendation to the AAC.

I have been informed and understand the AAC's Grievance Policy.

Signature of parent/guardian/ legal representative

SIGNATURE PAGE

***I have read the above policies and agree to them. I understand that I am responsible for timely payment of all fees, and in the event of a third party payer, I am ultimately responsible for payment should the other party fail to do so.**

Parent/Guardian Signature

Date

Print Parent/Guardian Name

Address

City, State, Zip

Day Phone

Night Phone

Email Address