

Parent Handbook for Family Support Services



UNITED, INC.

bringing potential to life

2009 - 2010

A Guide to Family Support Services Through Rainbows United, Inc.

This handbook was developed to answer any questions you might have about Family Support Services at Rainbows United. There are three Family Support options available:

- In-Home Respite
- Center Based Respite
- Camp Woodchuck

This handbook describes each of the Family Support Service options and the procedures for accessing these services. If you have any additional questions after reading this handbook, please feel free to contact me. We look forward to working with you and serving your child.

Sincerely,



Adena McCowan
Family Support Coordinator
(316) 684-7060, ext. 121
Fax: (316) 684-5534
amccowan@rui.org

On-Call Cell Phone: 259-9569 (after-hour emergencies or cancellations only)
To contact our staff, dial 259-9569. When prompted, leave a message with your concern and a number you can be reached at including area codes.

All Rainbows United, Inc. campuses are smoke free and weapon free. If a weapon is brought onto campus, the authorities will be contacted. This is to help ensure the safety of the children, families and staff on our premises.

Table of Contents

Contact Information

Family Support Services Philosophy 5

- Applying for Family Support Services
- About our Family Support Providers
- Discipline Policy/Procedures
- Paying for Family Support Services
- Parent Involvement
- Emergencies

In-Home Respite Care 7

- Description
- Scheduling Procedures
- Cancellations
- Role of the Family Support Provider
- Routines/Behavioral Plans
- Health/Safety
- Outings/Transportation
- Bad Weather Policy

Center Based Respite Services 12

- Program Information
- Cancellations and Late Arrivals
- Late Pick-Ups
- Absences/Illness
- Medication Assistance
- Health Precautions
- Center Based Respite Necessities
- Bad Weather Policy

Center Based Latchkey 13

- Description & Location
- Enrollment/Scheduling Procedures
- All Day Latchkey
- No Call/No Show
- Nutrition
- Transportation
- Bad Weather Policy

Center Based Weekend Respite	15
Location and Hours of Operation	
Enrollment/Scheduling Procedures	
Nutrition	
Center Based Respite Necessities	
Transportation	
Bad Weather Policy	

Camp Woodchuck	16
Location and Hours of Operation	
Enrollment	
Arrival Procedures	
Departure Procedures	
Late Pick-ups	
Transportation	
Absences/Illness	
Medication Assistance	
Health Precautions	
Nutrition	
Camp Necessities	
Bad Weather Policy	

Contact Information

Family Support Services are coordinated through the Family Support Services office. The following information will assist you in reaching Family Support Services staff.

Rainbows United, Inc.
Rainbows Connection
2901 W. Taft Street, Suite A
Wichita, KS 67213
Phone: (316) 684-7060
Fax: (316) 684-5534

Respite Schedulers:
Pat Smith, ext. 120,
psmith@rui.org

Family Support Supervisor:
Adena McCowan, ext. 121,
amccowan@rui.org

Tricia Unruh, ext. 118,
tunruh@rui.org

Lark Walker, ext. 119,
lwalker@rui.org

Weekend Center & Latchkey Leads (for after-hours services): ext. 124

Camp Co-Directors: ext. 123

Cell: 259-9569 (after-hours emergencies or cancellations only)

Family Support Services Philosophy

Rainbows United, Inc. Family Support Services' philosophy is driven by the person served. That is, we strive to offer a person-centered environment. We believe that each client should be able to enjoy a leisure environment as they choose. The program should be structured according to the client and family's needs, preferences, and goals.

The program is designed to meet the developmental needs of children, teens and adults. At the center we offer structured time and activities, as well as the opportunity for the client to make choices concerning their activities for the day. Offering choices is something we feel strongly about. The daily schedule will vary from child to child, depending on their individual needs and preferences. Socialization is something each client will experience in one form or another. Our staff assumes many roles in the lives of the clients we serve (i.e. role models, "buddies," supervisors and care-takers). We desire to offer an environment in which clients feel comfortable and empowered.

Our programming goal is to allow our families and clients to operate with as few limitations as possible and be able to lead typical lives.

Applying for Family Support Services

A Family Support Services application must be completed to access any of the respite care services described in this handbook. An application can be requested through your case manager or through the Family Support Services office. The information requested in the application (client's health-care needs, likes/dislikes, and allergies or medical conditions, etc.) will enable Rainbows United to adequately care for your family member. Please complete it carefully so the person(s) caring for the individual has all the necessary information to keep your family member safe and happy while in our care. This application will need to be updated annually. If your family member has a Person Centered Support Plan (PCSP) or IEP, we would also like a copy. These documents can be helpful in providing additional information about the client.

About Our Family Support Providers

Rainbows United conducts background checks on all providers. Providers must have a high-school diploma or GED. They each must have a successful interview as well as positive references. Families have a choice as to which provider they prefer and are also given an opportunity to meet the provider prior to care giving. All providers receive training in first aid and CPR, and receive ongoing training on working with individuals with disabilities.

Rainbows' goal is to provide high-quality care in whatever setting you choose. If you have concerns about a provider, a care setting or the scheduling process, please notify us immediately. If you have any questions, concerns -- or are pleased with our services -- contact the Family Support Supervisor. We always appreciate your feedback.

Discipline Policy/Procedures

Rainbows United, Inc. has a discipline policy that applies to all aspects of care provided by the agency. The discipline policy promotes appropriate behaviors through modeling, redirection, intervention and praise. Rainbows does not condone any form of punishment that is humiliating, frightening or physically harmful. Forms of punishment not allowed include, but are not limited to, the following:

- Corporal punishment (hitting, slapping, spanking, etc.)
- Verbal abuse or threats
- Derogatory remarks about the child or the child's family
- Binding or tying used in a way to restrict movement
- Enclosing a child in a confined space (i.e. a closet, locked room, etc.)
- Withholding or forcing food or other nourishment

All Family Support Services staff who regularly work at the center receive Non-Violent Physical Crisis Intervention training. This is training in how to calm an anxious individual. and how to respond when an individual endangers himself or others. Our goal is to provide for the care, welfare, safety and security of the individuals in our care as well as our staff.

We also desire to provide consistency for clients and families. If a client has a Behavior Intervention Plan through the school or another source, please share that with us so it can be included in the file. We will then strive to follow the plan as closely as possible.

Payment for Family Support Services

Family Support Services of all types may be funded through Supportive Home Care funding, Respite funding, Family Support or private payment. In order to access funding for any of the services offered, families should speak with their case manager to determine what options are available in their situation. Private payment is based on the household income and Rainbows' sliding fee scale. A fee schedule is included in the Family Support Services application packet.

Per the service agreement, we have the right to discontinue services due to any of the following:

- False and/or inadequate (i.e., outdated) information.
- Refusal to comply with a request for verification of household income.
- Non-Payment for services received.

Services may be discontinued if we do not have an application renewed within 45 days of requesting a new application. Requests for a new application usually occur annually to update information regarding your family member. We may give you a copy of the application on file to simplify this process.

Services may also be discontinued if there is no payment of late fees. You will be notified in advance of the discontinuation of services for these reasons.

Parent Involvement

We want parents to feel welcome at all of our centers where your family member receives care. Parents may observe at any time. Volunteer opportunities include office help and assistance with individuals in care. Please contact the Family Support Supervisor if you would like to help out.

Emergencies

If an emergency occurs while your child is in our care, we will take immediate action in conducting CPR and/or First Aid, as appropriate. Emergency medical services (911) will also be contacted, if necessary. We will then contact you, the parent/guardian, as soon as possible. If we are not able to reach you, we will contact the next person you have listed as an emergency contact. For this reason we ask that you keep your information up to date. Rainbows United, Inc. will not transport a client in case of an emergency.

In Home Respite Care

Description

In-home respite care is typically provided in the family's home, but in some instances, may also be provided in the respite provider's home. It is intended to provide families with a much-needed break from the daily care of children or adults with disabilities.

While receiving in-home respite, the primary caregiver(s) can take a break any way they choose. They can remain in the home and do activities with or without the client and family support provider, or they can choose to leave the home to run errands or go on a date. Another option is to ask the provider to take the client on an outing to a suggested location.

In-Home Respite can be a regularly scheduled occurrence or a one-time or occasional event. On occasion, respite providers provide overnight care. If you are anticipating a need for overnight care, please contact your scheduler as soon as possible to discuss costs and arrangements.

For families utilizing HCBS funding, the following state guidelines apply.

- Care cannot take place during hours your child's school is open. This means that if your child is home sick, we cannot provide care until the hour that your child's school is dismissed.
- Care can take place during a medical appointment, dental appointment, therapeutic appointment or a hospital stay for a client. However, the provider cannot take the client to an appointment without the primary caregiver.
- Your Supportive Home Care hours cannot be used to pay for the service if the client is asleep. You can choose to private pay for these hours of care or if you have Respite on your Plan of Care, we can bill the Respite. An example would be if you schedule care for the hours of 5 - 9 p.m., but the client goes to sleep at 8 p.m., then you might be required to private pay for the hour of care that the client was asleep. If you desire to utilize our service for overnight care, we ask that you contact our office so that you know ahead of time how the service will be billed and scheduled.
- Care can only be provided for the individual who is a client. No sibling care can take place.

Scheduling Procedures

The respite scheduler processes requests for in-home respite services. Requests are acted upon on a “first-come, first-served” basis, unless there is an emergency situation. We prefer to have the requests in our office at least two weeks prior to when the services are needed. Requests can be made by phone, e-mail or in writing. We suggest you write your care needs on a calendar and give a copy to your scheduler. Our office has calendars that can be mailed out upon request. As our schedulers schedule for a large number of families, it is the **parents’ responsibility to track hours used**. If you have questions about how to do this, please contact the Family Support Services office or your Targeted Case Manager. Preferences in providers can be made at the time of the request. The scheduler will select a care provider based on the care requirements of the person with disabilities, the skills of the available care providers, and the parent/guardian’s preference.

If no suitable provider is available, the parent/guardian will be contacted to discuss other options. The scheduler will notify the parent/guardian of the selected care provider as soon as one is found. The person providing the care will contact the parent/guardian within 24 hours of the service to confirm date, time, and directions to the home and care instructions. Rainbows encourages providers new to the family to meet the parent/guardian and the person served prior to the start of care.

We ask that you notify the scheduler of all scheduling. It is appropriate for you to make plans with a provider for upcoming dates, but **the scheduler must also be informed of the new schedule by you, the parent.** If you do not notify the scheduler of care that you have scheduled, there is a chance the provider will not be paid.

If you have a friend or family member who is a provider for you, we ask you to be very clear with them about what is considered “on the clock” time that they spend with the client. There should be times the individual acts as an unpaid natural support as well, and not always as a “provider.”

Cancellations

If a family support provider cannot work the scheduled date, he/she must notify the scheduler and the parent/guardian immediately. The scheduler will then contact the family and ask if they prefer a substitute worker or wish to cancel the request. Rainbows does not have on-call substitutes but can make an effort to find a substitute worker.

If the parent/guardian needs to cancel services, the scheduler must be notified. If the cancellation occurs after office hours, the parent/guardian should call the emergency cell phone and notify the person on-call.

If you are not present when our provider arrives at the location of service we will attempt to contact you. If we are unable to reach you and you do not arrive within 20 minutes, we will assume your child will not be utilizing our services that day. This would then be considered a no call/no show on the part of the client.

Role of the Family Support Provider

Family support providers come to your home to give you time to yourself and to provide for the health and well-being of the individual needing services. They are obligated to interact with the individual, which could involve playing, assisting with hygiene needs, feeding, dressing, administering medications, etc.

Please do not ask your provider to care for other children in the home unless sibling care was arranged with the scheduler. Most types of funding require one-on-one care. HCBS regulations dictate that the provider is to only care for the child needing services.

Inappropriate tasks for Family Support Providers include doing the family's laundry, washing windows, general housecleaning, care for pets, care for the yard and providing ongoing transportation service, for example.

Due to safety considerations, providers are not allowed to take clients swimming or out on open water. If you have any unusual situations or requests, please check with us before asking your provider to do them. Family Support Providers are to assist clients in living out typical daily living activities, but not take the place of the primary caregiver(s).

The Family Support Providers are not certified or registered nurses and are not allowed to provide nursing services. These services include, but are not limited to:

- Complicated dressing changes
- Complicated wound care
- Infusions
- Injections
- Insertion and replacement of catheters
- Medication setup
- Observation and assessment of an unstable client
- Parenteral feedings
- Pre-filling insulin syringes
- Procedures requiring use of sterile technique
- Psychiatric nursing
- Tracheostomy tube change
- Treatment of extensive decubitus ulcers or other widespread disorders
- Venipuncture

However, there are certain health care tasks we will allow you, the parent/guardian, to train our staff to undertake. These tasks include giving g-tube feedings, giving scheduled breathing treatments, administering rectal medications, etc. Once we receive information on the client's needs we may ask you to complete a form called the, "Parental Training of Respite Employees" form. This form must be completed with each provider and must be signed by both the parent/guardian and the provider. This form documents that you have trained the provider in the procedure and both feel comfortable in the provider's ability to carry out the task. The employee can return the form to our office.

Routines/Behavioral Plans

If you have a special routine or behavioral plan to be followed, discuss it with the Family Support Provider. Write out the plan and go over it with the provider beforehand. Our desire is to have a copy of the IEP, Person Centered Support Plan, Behavior Plan and your personal notes on file to share with the provider ahead of time. Due to time restraints, however, this is not always possible, so be prepared to make these available to the provider when they arrive at your home.

Please share with us how your child communicates his wants and needs. This will help to eliminate miscommunication and frustration.

Health/Safety

Rainbows United desires that everyone in the home is safe. It is the parent/guardian's responsibility to make providers aware of any dangerous pets, guns, medications and cleaning supplies/dangerous chemicals within the home. Additionally, inform the provider about exits, fire extinguishers, first-aid kits, and tornado shelters. **Please share your family emergency plan and instruct the provider about what to do in case of a fire or tornado.**

We ask that you consider the safety of the provider when entering and exiting your home. If the provider arrives or departs during dark hours, leave on your porch light and watch them until they leave your property. Also, if there are any unusual activities happening in your neighborhood, please contact our office so the scheduler can inform the provider. These activities might include loose dogs or increased police activity, for example.

Because the safety of our Family Support Providers is paramount, we have informed them that they are not required to provide care if they do not feel safe in entering a home or neighborhood. Providers may be carrying pepper spray when attending a home job. They are aware of the need to keep the spray out of reach of the individuals served. Providers are also told to contact 911 if conditions warrant it.

We ask that families provide gloves if the provider will be giving g-tube feedings, changing diapers or dispensing medications. Our providers are reminded to wash their hands regularly while on the job so that germs are not spread.

Be sure the family support provider knows how to reach you in case of an emergency. If the child has unique care needs (seizures, behaviors) be sure the provider knows when and who to call for assistance.

Outings/Transportation

Short trips away from the family home are allowed if the family gives the provider permission to do so. The family should consider whether the outing is an appropriate activity for a provider to take on, and how transportation will be handled. If a child is transported by a provider, paperwork from both parties must first be on file with the scheduler. Appropriate placement in the car and seating (safety seat) should be considered. The family is responsible for the child's expenses and may be responsible for the provider's costs, depending on the activity and circumstance.

Quality Assurance Visits

Rainbows United strives to do a Quality Assurance (Q.A.) check for your child once a year. This may take place at any of the locations your child receives care in. If this visit is to take place in your home, you will typically be notified ahead of time. If you would like to request a Q.A. visit please contact your scheduler.

Bad Weather Policy

Decisions to close the agency will be determined according to the Wichita Public School (USD 259) closings. The decision will be broadcast on all major television stations and on the following radio stations: KFDI (AM 1070 & FM 101.3), KAKZ (AM 1240), KICT (FM 95), KXLK (FM 105.3) and KFH (AM 1300). The closure announcement will be broadcast on the radio as early as 6 a.m.

When the agency is closed, no center-based services will be offered. Respite providers scheduled to work in a family home will be expected to determine whether or not they can fulfill their job commitment. If not, it is their responsibility to contact the family immediately, and inform the schedulers of this change in their schedule the following business day.

Center Based Respite Services

Description and Location

A recreational/leisure weekend program for children with multiple disabilities. This service is offered at Rainbows Connection, 2901 West Taft Street. For children ages six through 21.

Cancellations and Late Arrivals

If your child has not arrived a half an hour after the scheduled time, we will attempt to reach you. If we are unable to reach you we will try to contact the next family on the waiting list, or we will send the employee home. If you arrive to drop off your child at that time or later, your child will not be able to stay at the center. This is due to the fact we would then be short staffed and unable to provide the level of care required. **To notify us of a late arrival or same-day cancellation at Latchkey and Weekend center, call (316) 684-7060 ext. 124.**

Late Pick-Ups

If an emergency arises and you are unable to pick up your child on time, please call the staff at Rainbows Connection at 684-7060 ext. 124 immediately. If you are late picking up your child, we will attempt to contact you. However, Rainbows charges a fee of \$5 for every 15 minutes you are late in picking up your child. If this fee is not paid upon receipt of bill, we may discontinue services until the bill is paid in full. If you have not contacted the center or scheduler and we are unable to contact you -- and you are more than 45 minutes late in picking up your child -- the police will be called for assistance.

Absences/Illness

If your child is unable to attend Center Based care for any reason, you must notify the scheduler by calling 684-7060, ext. 122 or by calling the emergency pager at 259-9569. Rainbows coordinates the children's attendance so that another child may attend Center-Based Respite when your child is absent. Please do not bring your child to Center Based Respite if he/she is sick. If your child is ill and will not be attending the center that day, please leave a message for the staff at 684-7060 ext. 124.

If your child becomes ill or is running a fever while at Center Based Respite, you will be called and asked to pick your child up immediately. If your child is sent home due to vomiting, diarrhea, or fever, they may not return to the center for 24 hours.

Medication Assistance

If your child needs medication, certified Center-Based Respite staff can administer the dosage. Please complete and return the Medication Administration form for your child's file. This form is included in the Family Support Services application packet. All medications must be in the **original container** from the pharmacy. The container must have the child's name, doctor's name, medication name and dosage printed on it. All medicines will be kept in a locked cabinet or refrigerator at the center. **If there is a change in your child's prescription (dosage or medication), a new Medication Administration form must be completed.**
Medication should be handed directly to the Center Based Lead upon arrival at the center.

Health Precautions

If your child has allergies to foods, medicines, insect stings or any substance, make sure that you write these alerts in the Family Support Services packet. You may also choose to remind the Center-Based Respite staff of this, as well. If your child does not tolerate summertime heat or sunlight well, notify the Rainbows staff. Outdoor activities, however, will generally be limited whenever the humidity or temperature is too high or too low.

Center Based Respite Necessities

Send diapers and wipes if your child does not use a toilet. Include monthly hygiene supplies for your daughter as needed. It is always a good idea to leave several diapers, wipes and hygiene products at the center so the staff members always have them on hand if needed. If your child will possibly need spare clothes, please provide these as well. Water play will also be offered at Weekend Center, so plan on sending a swim suit and towel in the summer. Do not allow your child to bring toys or other personal possessions to the center. Weapons or items that can cause injury to children should not be brought to the center.

On occasion your child may wear spare clothes from Rainbows home. Please return these promptly in case there is a future need.

Center Based Latchkey

Location and Hours of Operation

The AM/PM Latchkey program is offered at Rainbows Connection, located at 2901 West Taft Street.

The Latchkey program offers morning and afternoon Latchkey as well as all-day Latchkey. An all-day Latchkey program is available at PRCK on the days USD 259 is not in session due to in-service training and school holidays. Call the scheduler for the dates of all-day Latchkey. All-day Latchkey is not available when Rainbows United is closed for in-service or holidays.

- Morning Latchkey opens at 7 a.m. and ends at 8:30 a.m.
- Afternoon Latchkey opens at 3 p.m. and ends at 5:45 p.m.
- All-day Latchkey opens at 7 a.m. and ends at 5:45 p.m.

Enrollment/Scheduling Procedures

The Rainbows' Latchkey program was developed in response to parents' request for assistance after school and on days when the local school system is not in operation. The program is open to children ages 6 through 21 years of age who have a diagnosis of mental retardation and/or developmental disabilities; are enrolled in school; and live in their family's home. The Latchkey program is a licensed child care program and must abide by the regulations set by the Kansas Department of Health and Environment.

In order to enroll for the Latchkey program, complete a Family Support Services application and speak to our scheduler about your desire to enroll your child in Latchkey. Your child will not be able to enroll in Latchkey until the Family Support Services application is completed. You will receive confirmation from the center based scheduler once your child has a spot in AM/PM Latchkey. An Individualized Program Plan will need to be agreed upon before beginning services at the center.

All-day Latchkey is offered on a “first-come, first-served” basis with needs being considered. There is a waiting list for this service. Parents can add their child to the waiting list beginning each year on July 1. We always have a waiting list for all-day Latchkey services, so we cannot guarantee a spot. Parents will be called for each Latchkey day their child has a spot.

All Day Latchkey No Call/No Show

If you have scheduled care with us and do not bring your child in, this is considered a no call/no show by families. **If your child is scheduled to attend the center and is a no call/no show, we will place your child at the bottom of the waiting list for the next date you have requested service.** We have several families on the waiting list for this service who could attend if we knew your child would not be attending. Please take others’ needs into consideration. If you know ahead of time your child will not be attending the center, contact (316) 684-7060 ext. 118 or 124.

Nutrition

Rainbows participates in the national School Nutrition Program and offers each child a nutritious snack or meal as part of the Latchkey program. Children attending the after-school program or only part of the all-day program will be offered a snack. Children attending the entire day will be offered a breakfast, lunch, and an afternoon snack. If your child requires special food or bottle feedings, you will need to provide these items, as well as feeding instructions.

Transportation

Rainbows does not provide transportation to Latchkey services. Parents are responsible for arranging any transportation needs for their child. Children attending Latchkey often use School Services, Metropolitan Transit Association (MTA) Specialized Service vehicle, or parental transportation. Notify Rainbows of the transportation arrangements you make so we can ensure our staff will be ready for your child’s arrival and departure.

The scheduler should be informed prior to the beginning of services as to times your child will arrive and depart and what method of transportation will be used (which includes who will pick up your child). If someone not known to Rainbows staff picks up your child, they will be asked to provide proper identification. If this individual is not on the Authorization for Release form and you have not notified us of this person, the child will not be released.

Bad Weather Policy

Decisions to close the agency will parallel the Wichita Public School (USD 259) closings. The decision will be broadcast on all major television stations and on the following radio stations: KFDI (AM 1070 & FM 101.3), KAKZ (AM 1240), KICT (FM 95), KXLK (FM 105.3) and KFH (AM 1300). The closure announcement will be broadcast on the radio as early as 6 a.m. When the agency is closed, no center-based services will be offered.

Center Based Weekend Respite

Location and Hours of Operation

Weekend center based respite care is provided at Rainbows Connection, 2901 West Taft St.

It is open at the following times:

Saturdays: 9 a.m. to 3 p.m.

Sundays: 1:30 p.m. to 5:30 p.m.

Enrollment/Scheduling Procedures

Weekend center based respite is designed as a recreational program for children with multiple disabilities. Activities may include arts and crafts, group games, outdoor play, water activities, and opportunities for personal relaxation. Children will receive individual attention and assistance as needed.

In order to enroll for Weekend Center care, contact the scheduler (684-7060, ext. 118) and request a Family Support Services application. Completion of the Family Support Services application is necessary prior to enrollment in the program. An Individualized Program Plan will need to be agreed upon before services can begin.

Availability for weekend center based respite is limited and based on staff availability, as well as licensing restrictions. There is a rotating list for this service.

Nutrition

During Saturday Center, your child will be served lunch and an afternoon snack. During Sunday Center, your child will be served an afternoon snack. If your child requires special food or g-tube feedings, you will need to provide these items as well as feeding instructions.

Transportation

Rainbows does not provide transportation to and from the Weekend Center program. Parents are responsible for arranging any transportation needs for their child. If someone not known to Rainbows staff picks up your child, they will be asked to provide proper identification. If this individual is not on the Authorization for Release form and you have not notified us of this person, the child will not be released.

Bad Weather Policy

The decision to cancel Weekend Center care will be made by the Family Support Supervisor and an Administrator of Rainbows United, Inc. Families will be contacted by phone as soon as possible.

Camp Woodchuck

Location and Hours of Operation

The location of Camp sometimes varies. Please contact your case manager or our office for information about its location. The Camp program is offered from 8:30 a.m. to 4:30 p.m. Monday through Friday. We also offer Latchkey from 7 a.m. to 8:30 a.m. in the morning and from 4:30 p.m. to 5:45 p.m. in the evening.

Enrollment

Camp is a summer program for school-aged children and young adults ages 6-21 (if the individual attended school the previous year) with multiple disabilities. This is a recreational/leisure program that typically lasts nine weeks. Activities may include arts and crafts, group games, outdoor play, water activities, field trips, and opportunities for personal relaxation. Children will receive individual attention and assistance as needed.

It is our desire that all children have the opportunity to experience "Camp". If you wish to enroll your child in Camp, you should first complete a Family Support Services application and attend Camp Enrollment, typically scheduled in late April. A camp enrollment fee is paid upon enrollment.

Arrival Procedures

Upon arrival at Camp, please take your child to the designated check-in area where a Rainbows employee will check in your child, and receive any medications, special items and messages from you. **Please be sure to personally hand medications to the camp nurse or a lead teacher.**

Departure Procedures

Parents should plan on arriving before 5:45 p.m., in order to have time before leaving to talk with the staff about their child's day. Be sure to check out with a Rainbows employee before departing with your child.

Late Pick-Ups

If an emergency arises and you are unable to pick up your child on time, please call the camp staff immediately. If you are late picking up your child, we will attempt to contact you. Rainbows charges a fee of \$5 for every 15 minutes you are late in picking up your child. If this fee is not paid upon receipt of bill, we may discontinue services until the bill is paid in full. If you have not contacted the center and we are unable to contact you -- and you are more than 45 minutes late in picking up your child -- the police will be called for assistance.

Transportation

Rainbows does not provide transportation to and from Camp. Parents are responsible for arranging any transportation needs for their child. Children attending Camp often use School Services, the Metropolitan Transit Association (MTA) Specialized Service vehicle, or parental transportation. Please notify Rainbows of the transportation arrangements you make so we can ensure our staff will be ready for your child's arrival and departure.

Prior to the beginning of the camp, staff should be informed of the times your child will arrive and depart, what method of transportation will be used, and who will be picking up your child. If someone not known to Rainbows staff picks up your child, they will be asked to provide proper identification. If this individual is not on the Authorization for Release form and you have not notified us of this person, the child will not be released.

Absences/Illness

If your child will be absent for any reason, please notify the camp staff. Do not bring your child to Camp if he/she is sick. If your child is ill and will not be attending camp that day, leave a message at Camp or call 684-7060, ext. 118, and notify the scheduler. If your child becomes ill or is running a fever while at Camp, you will be called and asked to pick up your child immediately.

Medication Assistance

If your child needs medication, certified camp staff will administer the dosage. Complete and return the Medication Administration form for your child's file. This form is included in the Family Support Services application packet. All medications must be in the original container from the pharmacy. The container must have the child's name, doctor's name, medication name and dosage printed on it. All medicines will be kept in a locked cabinet or refrigerator. Should there be a change in your child's prescription (dosage or medication); a new Medication Administration form must be completed. Medication should be handed directly to the camp nurse or a lead teacher upon arrival.

Health Precautions

If your child has allergies to foods, medicines, insect stings or any substance, make sure that you write these alerts on the enrollment form. You may also choose to remind the camp staff of this verbally as well. If your child does not tolerate summertime heat or sunlight well, be sure to notify the Rainbows staff. Outdoor activities, however, will generally be limited whenever the humidity or temperature is high.

Nutrition

Rainbows participates in the national School Nutrition Program and will offer each child a nutritious breakfast, lunch and snack as part of Camp. If your child requires special food you will need to provide these items, as well as feeding instructions. The sites have the ability to serve ground or pureed food. On occasion special snacks will be planned. Please come and join us!

Camp Necessities

Send diapers if your child does not use a toilet. Include monthly hygiene supplies for your daughter as needed. It is always a good idea to leave several diapers, wipes and hygiene products at the camp so the staff members always have them on hand if needed. If your child will possibly need spare clothes, provide these as well. Water play will also be offered, so plan on sending a swim suit and towel.

Do not allow your child to bring toys or other personal possessions to the camp. Weapons or items that can cause injury to children should not be brought to the camp.

On occasion your child may wear spare clothes from Rainbows home. Please return these promptly in case there is a future need.

Bad Weather Policy

Decision to cancel Camp will be made by the Family Support Supervisor and an administrator of Rainbows United, Inc. Families will be contacted by phone as soon as possible.



UNITED, INC.

bringing potential to life