



Please keep this copy for your reference

Family Services Policy/Agreement

L.I.F.E. strives to provide the best services possible to our families. As part of this commitment, parents/guardians must follow all state and federal regulations, as well as general L.I.F.E. policies, to enhance practices of safety, quality, confidentiality, risk management and compliance with the law. If you have questions about any of the points in this *L.I.F.E. Family Services Agreement*, please contact us *before* beginning services.

Limitations on Service Hours (Not applicable to Private Pay or Insurance Only Consumers)

- Total respite hourly services cannot exceed 11.75 hours in any 24-hour period.
- Employees are only responsible for the child receiving services; if it is necessary to provide care to more than one child at a time, please contact L.I.F.E. for prior approval.

Risk Management Policies (Not applicable to Private Pay or Insurance Only Consumers)

- Employees have the option to drive with the child but are not required to do so.
- An employee who chooses to drive with the child must have a completed Transportation Agreement on file with L.I.F.E. and meet all eligibility requirements therein.
- It is strongly recommended that families contact L.I.F.E. prior to allowing an employee to drive with the child to ensure that a current Driving Waiver is on file and that the necessary DDD billing hours are available.
- L.I.F.E. does inspect employee-owned vehicles as required by DDD.

Article 9 Requirements (Not applicable to Private Pay or Insurance Only Consumers)

- All employees have taken a class and passed a test on Article 9 (Managing Inappropriate Behaviors) as required by the Arizona Division of Developmental Disabilities (DDD).
- Employees are always required to abide by the guidelines of Article 9.
- L.I.F.E. welcomes parents to attend an Article 9 class and to contact us for questions on the use of any specific techniques.
 - For example, employees are NOT authorized to use techniques such as: locking a child in an isolation room; using offensive tastes, sounds, or other noxious stimuli; restraining the child in a non-emergency situation; using excessive force with the child; taking away earned rewards or privileges; using protective equipment to minimize self-injury.

Employee Screening and Hiring Processes

- All job applicants (including family referrals) are subject to the same screening and hiring process, which includes an in-person interview, prior to being considered for and/or offered employment.
- All new employees must successfully complete a New Hire Employee Orientation and complete all prescribed training classes.
- All employees must submit all documents required by the Division of Developmental Disabilities.

Incident Reporting

- To enhance our quality of service, employees are responsible for informing L.I.F.E. of any incidents that occur on the job, including:
 - Injuries to employee or child
 - Accidents involving employee or child
 - Instances of possible child abuse or neglect
 - Any observation or occurrence that might be of concern or in question

Timesheets (Not applicable to Private Pay or Insurance Only Consumers)

- Employees are responsible for submitting completed timesheets to families for review.
- Signed timesheets should be submitted within 5 days of the last day of the billing cycle.
- Parents/guardians are responsible for reviewing timesheets for accuracy.
- Families must keep track of all hours per service to avoid going over the number of hours allotted by DDD. Contact L.I.F.E. if you do not know how many hours you have.
- L.I.F.E. is obligated to support your child's ISP. Therefore we must adhere to your child's ISP service plan regarding the weekly limits for habilitation and ATC hours.
- Parents/guardians are responsible for reimbursing L.I.F.E. for hours worked by employees that exceed the amount authorized for the child by DDD.
- Timesheets must have signatures from the employee and parent/guardian to be accepted.

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Habilitation Goals, Progress Reports and Program Support (Not applicable to Private Pay or Insurance Only Consumers)

- Habilitation involves annual goals and program revisions.
- L.I.F.E. is available to help write goals and objectives, as well as design habilitation activities and reinforcement systems to boost progress and maintain motivation.
- Habilitation providers must submit monthly Progress Reports. These reports are forwarded to the child's DDD Support Coordinator and may be reviewed as a representation of the child's program. Therefore, it is very important for parents to review all reports and make sure they are thoroughly detailed and address all goals.

Family Intake Information

- The Client Intake Forms are L.I.F.E.'s source of the family's contact information and the child's needs. Families will be contacted annually to review and update this information.
- Employees are given the relevant information on this form for each child they serve, and families should review this information with every new person working with your child.
- Families should contact L.I.F.E. any time their information changes.
- Families are required to immediately report any changes to their child's private health insurance information to L.I.F.E.'s billing department. Failure to report changes in a timely manner will result in discontinuing services.

Diaper Changing Policy

Diaper changing is only done in designated areas, positioned to allow for supervision of all children and not located in food preparation areas. Diaper changing supplies that may present a hazard shall be stored in an area inaccessible to children except during diaper changing. A sink is within reach of diaper changing table to allow for immediate hand washing. No child shall be left alone on changing table. Upon completing the diaper change both the employee and the child shall have their hands washed and the diaper changing station shall be sanitized. Men are prohibited from changing any diapers. In the event that a child while under the care of a male employee needs to have a diaper change, the male employee will notify a female provider and she will change the child's diaper.

It is the responsibility of each family to provide diapers, wipes, and an extra set of clothes in their child's bag/backpack when utilizing services in the therapy center.

Appropriate Conduct with Employees

- L.I.F.E. highly values all of our children, families and employees.
- If families wish to videotape habilitation sessions or related activities, they must first get the employee's consent to be videotaped and approval from L.I.F.E.
- If at any time the employee or the family are not content in working with each other, either party can end the relationship for any reason by contacting L.I.F.E. beforehand. Two weeks' notice is preferred.
- Employees are instructed to be respectful of the family's needs by following through on scheduling commitments and always giving notice when unexpected changes occur. Please offer the same respect to your providers and be aware of their stated needs.
- All families are asked to maintain open communication with employees and contact L.I.F.E. with any questions or concerns.

No Show / Excessive Cancellation Policy

L.I.F.E. realizes that there are a variety of unforeseen circumstances that may lead to short notice session cancellations. However, due to the heavy scheduling of therapists, L.I.F.E. must also ensure that responsibility is taken to insure that clients arrive to the clinic and/or at home and ready to be served at their regularly scheduled session time. If a client has 3 or more cancellations in a four week period, or 2 or more no shows, i.e., the client is not home upon the therapist's arrival or if the client does not arrive to the clinic, the client's service/situation will be reevaluated to determine continuation or possible discontinuation of service.

Tardiness

If a parent/caregiver is habitually late dropping off the consumer, L.I.F.E. has the right to cancel services.

Parent / Staff Availability

Due to general liability as well as safety and emergency factors, L.I.F.E. requests your assistance in ensuring that a parent, caregiver, or staff person is always at home/readily available during the provision of services by therapist employed by this agency. Please notify your therapist as to any other arrangements that are made.

Late Pick-up

If a parent/caregiver is habitually late picking up the consumer, L.I.F.E. has the right to cancel services and/or call CPS if warranted.

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Client Illness Policy/Procedures

To avoid the transmission of infectious agents to clients and staff the following procedures must be followed.

Client Illness

Your child will be sent home immediately if they develop any of the following:

Green Discharge
Severe Chest/Nasal Congestion
Fever of 100 or more
Vomiting
Diarrhea
Pink Eye
Lice
Unknown Rashes

Please adhere to the following illness reduction protocol:

Fever/Temperature:

Please keep your child home if they have a temperature of 100 degrees or higher. They may return after being fever-free for at least 24 hours without the use of medication.

Vomiting and/or Diarrhea:

Please keep your child home until symptom free for at least 24 hours. The child must be able to return to his/her regular diet without any problem.

Pink eye:

Your child may return to school once they have been on antibiotics for 24 hours.

Strep throat:

Your child may return to school once they are on antibiotics and are fever-free for a full 24 hours.

Lice:

If your child has lice please do not send them to school until they have been treated and all lice and nits are removed from the hair. Please report this condition to a Director.

Rashes:

Your child can return to the center after the infectious incubation period is over for the following rashes: Chickenpox, rubella, measles, scarlet fever.

In the case of impetigo your child can return to the center once the area has crusted over or healed.

Immunization Policy

LIFE requires a copy of your child's immunization record and/or a copy of the immunization waiver to be submitted for your child's file.

Financial Policies

DDD Clients - Third Party Liability (TPL) Agreement (Not applicable to Private Pay)

This notice is to inform you that Lauren's Institute for Education (L.I.F.E.) is not a contracted provider with any commercial/private insurance company. Therefore, all medical correspondence/claim information may be mailed to you, the policyholder and **NOT** L.I.F.E.

It is the responsibility of each family to provide a copy of all correspondence/claims in order to properly process your child's paperwork with DDD. In addition, all checks sent to you from your insurance company will need to be endorsed and forwarded to our office for payment of services within 7 business days. Failure to do so will result in consumer being sent to collections, and/or termination of services, and/or prosecution in accordance with Arizona law with regard to insurance fraud.

In order for L.I.F.E. to keep up with our insurance filing requirements we need to have the most current insurance information on file at all times which includes a copy of your insurance card. In the past, we have had families fail to notify our billing department of insurance

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changes/additions/terminations. When this happens, it can delay insurance claim processing and/or payments for months. **Please understand that without a copy of the explanation of benefits for every date of therapy, whether it is a denial or a payment we will not be paid.** DDD will only pay us after we have received a copy of your insurance paperwork. Accounts that have outstanding insurance claims past 90 days will be subject to **termination of services**. If your insurance company mails the checks and/or explanation of benefits to you, please bring this paperwork to our billing department without delay.

Our office will be happy to make copies of all correspondence/claims. If you have any questions about this process please feel free to contact our Billing Department.

We do know that BC/BS (Blue Cross Blue Shield) will send correspondence **ONLY** to you the policy holder.

Returned Checks

All returned checks are subject to a returned check fee of \$20.00 dollars. Accounts with returned checks are subject to collection fees, finance charges and other legal cost required in collecting the unpaid account.

If Medical Care is Necessary:

In case of injury or sudden illness, _____ will be called first. I hereby give authority to any hospital or doctor to render immediate aid as might be required at the time for his/her health and safety. It is understood by me that the expense of this service will be accepted by me.

I have read and understood the policies, procedures and recommendations described in this Family Services Policies/Agreement. I wish to receive services from L.I.F.E. in accordance with this agreement.

Name of Parent/Guardian Signature (Please print)

Signature

Date

I consent to have L.I.F.E. provide a substitute in the event that my regular provider is not available due to illness, etc.

YES _____ or NO _____
Initials Initials

YES: Please note that L.I.F.E. will work diligently to find another provider should your regular provider fall ill. If another provider is not available, a L.I.F.E. representative will contact you to pick up your child.

NO: Please note that a L.I.F.E. representative will contact you to pick up your child.