



Children's Program Parent Handbook



Available in alternate format upon request

UCP of Northwest Missouri
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<http://www.ucpnwmo.org>



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Dear Families,

Thank you for choosing to partner with UCP regarding your child's growth and development. We recognize that inviting us into your home and daily routine may feel stressful at first and that you may not be sure what to expect from us. We hope this letter is helpful in preparing you for our first few visits.

During our first visit, UCP will be reviewing our programs, rights/responsibilities and other resources that may be available to you and your family. We will also be asking you to share information with us that is important to your child and family to include concerns, expectations and preferred method of communication. UCP views early intervention as a collaboration between your family and our providers.

At each future visit, we will ask you about strategies that have or have not worked for your child and family since we last met. We encourage you to participate in each visit by joining in the activities with your child and therapist and sharing your thoughts and concerns with us throughout our time together. Some families have found it useful to write down ideas and questions between visits to share with us. The information you provide about your child's interests, strengths and needs, as well as your expectations and concerns, will help our providers get to know your child and better understand our role in supporting you. UCP providers will help you solidify ideas and skills that will support you in helping your child. Our team will also help you incorporate these skills into your family's routines.

As your child's strengths and needs change, your family outcomes and services can also change in your Individualized Family Service Plan (IFSP). Your UCP provider will guide you to contact your First Steps service coordinator at these times.

Ultimately, we are here to help you make informed choices and decisions as you support your child's growth and development. We hope that you and your child get the most out of our partnership.

Sincerely,

Kim Cordonnier
Children's Program Director



Kim Cordonnier



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Welcome to UCP!

The information in this handbook is designed to answer the most commonly asked questions about UCP's Early Intervention and Therapy Programs. We look forward to our time with you and hope it is a great experience for your family.

Mission Statement

To positively affect the quality of life of persons with cerebral palsy and other developmental disabilities through the provision of direct services, community education and by empowering self-advocacy.

Vision

All individuals with developmental disabilities will have every opportunity to live life to the fullest.

UCP Children's Program Focus

Our program provides supports and services specifically designed in partnership with families to promote the development and learning of children with developmental delay birth to five years of age. We focus on all areas of development including cognitive, communication, fine motor, large motor, self-help skills, and social-emotional.

We believe that a partnership between families and providers is fundamental for quality services. The information families share regarding their child's strengths and needs help our providers become familiar with each child and understand our role in his/her development. UCP staff provide families with information and strategies that support them in helping their child meet the developmental milestones they would like him/her to accomplish.

We promote early intervention, positive community inclusion, and the prevention of developmental disabilities. To be a driving force in education and systems change, the Children's Program administration and providers will, as appropriate:

- provide community education
- collaborate with agencies and programs that support young children and their families
- listen and respond to the service, support and advocacy needs of families.

Accreditation and Certifications

- **Commission on Accreditation of Rehabilitation Facilities (CARF) accredited in:** *Child and Youth Services, Community Employment Services: Job Development and Employment Supports, and Community Integration.*
- **Department of Elementary and Secondary Education certification** as an Approved Private Agency for the provision of Early Childhood Special Education Services
- **Missouri Department of Health** fire, health and sanitation certification

UCP of Northwest Missouri responds to requests from the public for information relevant to its accredited and certified services and programs.

UCP's Children's Program offers an array of services for children ages birth to 5 with developmental delays and their families:



Early Learning Experience and Preschool: UCP's Early Learning and Preschool sessions are for all children— with or without developmental delay. The Early Learning Experience is for 2 year old children and preschool classrooms are available for children ages 3-5. Research evidence is very strong that all children benefit from education in integrated sessions where children with and without developmental delay play, explore and learn together.

Occupational Therapy:

From building with blocks to writing and cutting, UCP's occupational therapists are knowledgeable in fine motor dysfunction and can develop activities to build strength and coordination as well as to adapt activities to increase independence and sensory awareness.

Physical Therapy:

Physical therapy services promote gross motor skills such as sitting, creeping and walking. Physical Therapists can be a resource for adaptive equipment and orthotics to facilitate positioning and mobility to increase a child's independence in daily activities.

Speech and Language Therapy:

Speech therapy targets overall communication skills, as well as the necessary prerequisite skills for communication. Our speech therapists and occupational therapists work closely together to evaluate and treat feeding & swallowing disorders.

Special Instruction (For Children ages Birth to 3):

UCP special instructors provide families with research based concepts and techniques on all areas of a child's development. Our special instructors specialize in cognitive (problem solving/thinking skills), skills for independence (dressing, feeding, choice making), and personal social development.

Equipment Resource Lending Library:

UCP has a therapeutic equipment and toy lending program that can be accessed at no cost by families and childcare providers in Northwest Missouri who have or support children with developmental disabilities. UCP also maintains a collection of books and videos which offers information on a wide array of disabilities, intervention strategies and available resources and supports.



For more information on these or other UCP services go to www.ucpmissouri.org

Or call UCP at (816)364-3836

Referral Process

Anyone who is concerned about a child's development may refer to the program. Public awareness activities and interagency coordination are completed to ensure everyone, especially primary referral sources, know about the program and who to contact. Once a referral is received, the family will be contacted and provided a description of UCP services and the procedures for determining eligibility/access to these services. Admission criteria will be reviewed. If First Steps or Early Childhood Special Education are possible programs, referrals will be made.

Programs, Admission Criteria, Funding and Service Location

First Steps Services:

Children between the ages of birth and 36 months who have been determined by a multidisciplinary team as having a developmental delay that meets Missouri First Steps program guidelines. *Funding Sources:* Missouri First Steps, Private Insurance, Medicaid, possible family co-pay. *Service location:* where children and families naturally spend time, i.e. in their homes, at the place where children receive childcare services, and other locations in the community.

Early Childhood Special Education Program (ECSE) Services:

Children between the age of three and five years old, who meet Missouri's Department of Elementary and Secondary Education's (DESE's) eligibility criteria for ECSE. *Funding Sources:* DESE. *Service Location:* Determined by Individualized Education Plan, often UCP or home.

Supplemental Out-Patient Therapy:

Children between the ages of birth and 5 years old who have a moderate to significant developmental delay in any area of development **and are either:**

1. not eligible for services through the Missouri First Steps or Early Childhood Special Education Programs or
2. are receiving Missouri First Steps or Early Childhood Special Education Services, however, supplemental services are warranted due to a medical or developmental requirement for increased intensity as referred by their primary care physician.

Funding Sources: Private Insurance, Medicaid, Department of Mental Health, Scottish Rite and private pay. *Service Location:* UCP

Early Learning Experience and 3 year old preschool are offered from 8:30AM to 11:30 AM Monday through Thursday, the **4 and 5 year old preschool** sessions are offered from 12:30PM to 3:30PM Monday through Thursday, with the exception of holidays and breaks listed on the school calendar. The cost is \$90.00 per month for 2 half day sessions per week and \$160.00 per month for 4 half day sessions per week. *Funding sources:* Department of Elementary and Secondary Education, private pay. *Service Location:* UCP Preschool

Order of Acceptance

The director of the Children's Program is responsible for the order in which eligible children are accepted into the program. If services are not possible within two weeks, the director will place the child on a wait list and provide the family/referral source with other possible providers of service.

Therapy or special instruction wait list- Order of acceptance is on a first come, first serve basis using the following priority:

1.First Steps Program
2.Early Childhood Special Education (ECSE)
3.Supplemental Outpatient Services

Early Learning & Preschool wait list- Order of acceptance is on a first come, first serve basis by age group using the following priority:

50% Slots for children with moderate to severe developmental delay:	50% Slots for children without developmental delay:
1.School District contract for Early Childhood Special Education Services	1.Children who have had a sibling attend or whose parent/grandparent works at UCP
2.Children with delay who are not eligible to receive services through an ECSE program who receive other UCP services/supports and/or have had a sibling attend.	2.All other children on the wait list without developmental delay
3. Children with delay who are not eligible to receive services through First Steps/ECSE program	
4.All other children on the wait list with moderate to severe developmental delay	

Intake, Evaluation and Assessment

With family consent and guidance about what information is relevant, all available data including history of medical, developmental, psychological, social, previous service/supports will be gathered from family, physician(s), educational sources, etc.

Evaluation/assessment will be scheduled and the following will be reviewed with the family:

- The purpose of the referral and what the scheduled evaluation/assessment will consist of,
- Initial orientation of family’s rights & responsibilities, handbook, consent for service form,
- That information compiled is confidential and will not be released without a signed a release of information,
- Providers will make recommendations based upon their professional judgment, but parents are the ultimate decision-makers.
- Family identification of the child/families strengths, resources, priorities, expectations, interests, concerns and perceived barriers.
- Family preferred method of communication.
- Specific needs/preferences in regards to culture/ethnicity.

Eligibility

Upon completion of intake, evaluation and assessment a conference is held with the family to:

- review findings and address concerns and priorities
- identify strengths and determine developmental needs
- determine eligibility and
- discuss family resources.

If a child is eligible and the family chooses services, orientation to the program is conducted.

Ineligibility

If the team determines that a child is not eligible for services, or based on the child's and family's needs another agency would be more appropriate, the family (and by family request family supports and referral source) is informed, in writing, why the child is not eligible for services and appropriate recommendations and referrals about potential alternative services are given.

Orientation

Upon admission to the program, a staff member will have an orientation meeting with the family. The parent handbook, rights and responsibilities and the grievance procedure will be explained. The family will be asked to sign the consent to provision of services form verifying they have participated in the orientation, received the parent handbook and consent to services. The parent handbook, including parent's rights and responsibilities, are reviewed on a yearly basis. The informed consent form is updated at this time as well. Any entitlement the family is eligible for will also be reviewed. As indicated, Children's Program staff will make sure the parents have copies of the First Steps or School District procedural safeguards. These documents cover entitlements and due process.

Individual Program For The Family And Child

An individual program plan is written for each child and family. The plan is under the authority of Missouri First Steps for children 0-3 and Missouri Department of Elementary and Secondary Education for children 3-5. UCP is committed to assisting families with the development of these plans, to accessing the plans and to utilizing them to ensure individualized services and family focused outcomes. The plan is based on the child and family needs, strengths, abilities, preferences, family desired outcomes, cultural background, and other issues as identified.

The family is an active participant in all aspects of the planning process and service delivery, including participation in the selection of their direct service staff. The family may invite anyone they wish to be a part of the planning process, including an advocate. If the family expresses difficulty interpreting their needs and desires, UCP will refer the family to area advocate services including Missouri Parents and Midland Empire Resources for Independent Living.

The planning team reviews all relevant information, including developmental needs. Families state the outcomes they want for their child. Service options are discussed, including the expected results of services, expected duration of services, various ways the services can be delivered (setting, frequency, intensity) and possible alternatives to services. When appropriate to the child's needs, assistive technology and reasonable accommodations will be discussed. Any questions the family may have are thoroughly discussed so the family can make an informed choice when selecting or declining services to participate in. Possible barriers to community inclusion are identified, as well as potential health and safety risks. Strategies are discussed to overcome possible barriers and risks. This might include referrals to other agencies.

The resulting individualized service plan will include the child's overall goals, specific measureable objectives, methods/techniques to be used, assistive technology and reasonable accommodations, those responsible for implementation, and how and when progress on objectives will be reviewed.

Communication of program plan

- **Families:** The program plan is reviewed with the family in a way that is meaningful, both written and orally. The family signs to verify they have participated in the planning process. Any changes in the plan must include the parent(s), with their signature verifying their

participation and understanding of the changes.

- **Staff:** All staff responsible for implementing the plan review it to ensure they understand their involvement in achieving the outcomes. Provider questions are answered by the service coordinator or program director.

Review of Program Plan

The plan is reviewed and evaluated at least annually with respect to the expected outcomes. The plan can be reviewed at any time to remain meaningful, based on the changing needs of the child and family and based on the satisfaction of the family. The review includes written documentation of progress made towards goals/outcomes and meeting between service providers, parent/guardian and anyone else the parent/guardian invites to review changes and implement any needed modifications to the plan.

Family Rights

For clarification regarding rights and responsibilities, contact the Children's Program Director. If you have reason to believe that there has been an infringement on your rights, contact the Executive Director to begin the investigation and resolution process. Your child and family have the following rights:

Access to relevant information in a timely manner to facilitate your decision making

Families are provided with information regarding immediate, pending, and potential future service needs. UCP providers communicate daily with families and caregivers through the delivery of their service. If this is not possible or is not the families preferred method of communication, UCP will work with the family to set up regular communication that could be through a notebook, e-mail, phone calls, etc. Written progress on program outcomes is shared at least quarterly. Questions or concerns the family may have are thoroughly discussed. Families are provided a minimum of 10 days to make program decisions to facilitate informed choices.

Right to receive information in an understandable fashion

Families have the right to receive information in an understandable fashion. This includes but is not limited to evaluations, program plans and progress reports.

Informed consent for services

Services are voluntary, parents have the right to informed acceptance, informed refusal and/or expression of choice in service delivery, release of information, concurrent services, and who their team members are. If the parent/guardian refuses a service or other recommendation this will not affect a service they might accept.

Confidentiality

All records are confidential. Any disclosures of information concerning the child or family shall be made only with the written authorization of his/her parent or legal guardian, unless otherwise permitted by law. Information that is used for reporting or billing is shared according to the confidentiality guidelines of the Health Insurance Portability and Accountability Act.

Right to privacy

Families have a right to decline visits, to decline to answer any questions and to limit how we use or disclose information.

Access to their own records

A parent or legal guardian may access their child's record. If at any time you want to review your child's records contact the program director. Written authorization by parent or legal guardian is required before any information regarding the child can be disclosed.

Right to participate

Parents have the right to participate in all aspects of their child's program.

Right to individualized programming

UCP is responsive to the needs of the child and family rather than them fitting our program.

Appropriate environment

Children have the right to have their services provided in the most appropriate, least restrictive environment, to fit their needs.

Freedom from physical, sexual, psychological and fiduciary abuse or neglect

Physical, sexual, psychological, or fiduciary abuse and neglect of children served and their families in any form will not be tolerated.

Right to personal dignity and freedom from humiliation

Each child and family has the right to personal dignity. Children and families served will be treated as equal members of the team in all aspects of the child's program.

Freedom from unnecessary drugs

The Children's Program does not prescribe drugs at any time.

Decline to participate in research

If the program is part of a research project, UCP will adhere to research guidelines and ethics. Families have the right to informed consent and informed refusal to participate.

Right to personal safety

All safety precautions necessary will be used during times the child is receiving services.

Freedom from retaliation

UCP does not permit retaliation of any kind for complaints received by staff, family members or stakeholders or for good faith reports of violations or possible violations of rights.

Cultural sensitivity

All families will be treated on an individual basis, taking into account any values or traditions that are unique to the family's culture or background.

Right to religious freedom**Public assistance**

If there is a need for information about public assistance and application processes, a referral is made to an ongoing service coordinator, Department of Mental Health or Progressive Community Services where persons knowledgeable about requirements to secure and retain such assistance are available and can provide additional referrals if necessary.

Access or referral to advocacy and self-help support services

Families are provided with information about community advocacy groups, trainings, and system advocacy opportunities through flyers, newsletter and one on one conversation. Families are also referred to agencies and organizations that promote self-advocacy such as Missouri Parents Act (MPACT), and Midland Empire Resources for Independent Living (MERIL).

Access to legal entities for appropriate representation

If there is a need for a family to receive support from legal entities or appropriate support or representation, referral will be given.

Due process

Parents have the right to due process. Depending on the funding source due process takes place through:

Department of Elementary and Secondary Education
Department of Mental Health.

Right to offer complaints

Families have the right to offer complaint. Staff should respond to any complaint offered in a professional and timely fashion. An informal complaint differs from a formal complaint in the way it is processed but both contribute to the overall complaint process. Offering a complaint (informal or formal) will not result in retaliation or barriers to services. Complaints are documented and kept in the director's office. A review of formal complaints is conducted annually and may determine trends, areas needing performance improvement and actions to be taken.

An informal complaint is done through discussion (written or verbal) and should always be attempted before moving into the formal complaint process. If you have a complaint or concern you should talk to the staff involved and/or the program director. All individuals have a responsibility to take action at an early stage to address and resolve matters promptly.

Formal Complaint: If an individual feels that their concern was not resolved at the informal complaint level they have a right to file a formal complaint and follow the grievance procedure below.

Grievance procedure

A copy of this procedure will be made available to all families and stakeholders on an annual basis either through orientation or through annual review/survey. **UCP does not permit retaliation of any kind for complaints received by staff, family members or stakeholders.**

If a child's parent/guardian has a grievance, there are two options for settlement of the grievance: internal and external procedure.

A. Internal Grievance Procedure

If a child's parent/guardian has a grievance, the internal procedure for settlement of said grievance shall occur as follows:

The parent/guardian talks with the staff member involved, the staff member and parent attempt to arrive at a satisfactory solution.

If grievance is against a staff member or unsatisfactorily solved by a staff member, the parent/guardian is responsible for presenting the grievance to the program director. The program director attempts to achieve a satisfactory solution. If the grievance cannot be settled within two weeks, then:

The parent/guardian is responsible for presenting the grievance to the executive director (either written or oral). The executive director is responsible for providing written notification regarding the actions to be taken to address the complaint within two weeks of receipt.

If the parent/guardian is not satisfied with the response from the executive director regarding the resolution of the complaint, they may appeal. The parent/guardian is responsible for submission of a written appeal to the executive committee of the UCP Board of Directors within 10 days of receipt of the written notification regarding the actions to be taken to address the complaint from the executive director. The executive committee of the UCP board of directors is responsible for providing written notification regarding actions to be taken to address the

complaint within 30 days of receipt.

*A client advocate may be brought in at any time by the parent/guardian.

B. External Grievance

If a child's parent/guardian has a grievance and would rather go through an external procedure, or they were not satisfied with the internal procedure, the following process would occur:

The parent/guardian talks with a person from the referral or funding source that is responsible for the child receiving services or another advocacy resource.

The person from the referral or advocacy source is responsible to present the grievance to the program director (either with or without the parent – parent's choice).

The Program Director attempts to achieve a satisfactory solution. If the grievance cannot be settled within two weeks, then:

The person from the referral or advocacy source is responsible to present the grievance to the Executive Director (either written or oral) and either with or without the parent – parent's choice. The executive director is responsible for providing written notification regarding the actions to be taken to address the complaint within two weeks of receipt.

If the parent/guardian is not satisfied with the response from the executive director regarding the resolution of the complaint, they may appeal. The parent/guardian or person from the referral or advocacy source is responsible for submission of a written appeal to the executive committee of the UCP Board of Directors within 10 days of receipt of the written notification regarding the actions to be taken to address the complaint from the executive director. The executive committee of the UCP board of directors is responsible for providing written notification regarding actions to be taken to address the complaint within 30 days of receipt.

*A client advocate may be brought in at any time by the parent/guardian.

Family Responsibilities

To better serve children's and families needs parent responsibilities include:

Report any changes of address, telephone number, insurance coverage, Medicaid coverage, or any information pertinent to the child's well being.

Active participation in the development and ongoing assessment of your child's program plan.

Active participation in all aspects of your child's services and ongoing communication with your child's therapist or teacher regarding your child and family outcomes, strengths and needs.

Communicate your suggestions and concerns regarding service delivery to us.

Release to unauthorized personnel

In the event that someone will pick up a child from this agency other than the parent/guardian, or contracted transportation personnel, prior notification **must** be received from the child's parent/guardian.

Cancel appointments when your child is sick or has something contagious (if a UCP provider is scheduled to visit your home, cancel the appointment if any member of your household is sick or has something contagious).

Attendance

It is the parent(s) responsibility to call and cancel scheduled appointments. If the parent does not cancel the appointment it will be considered a “no show”. Standing appointments will not be honored after 2 consecutive “no shows”. Services will be re-instated upon parent request and availability of services.

Reporting Child Abuse

When a staff member has reason or cause to believe that a child has been or may be subjected to conditions or circumstances which would reasonably result in abuse or neglect, such belief shall be immediately reported to the Missouri Children’s Division by calling the toll free number, 800-392-3738.

Records

A single case record is maintained for each child and family served. A parent or legal guardian may access their child’s record. If at any time you want to review your child’s records please contact the program director. Written authorization by parent or legal guardian is required before any information regarding the child can be disclosed.

All information regarding a child and family is confidential. Release of information on any child or family requires a signed authorization by the parent or legal guardian. The information released is limited to the information necessary for the individual or agency and has a time limitation. The releases conform to guidelines of funders, referral sources and applicable laws.

Accommodations and Assistive Technology

Please make us aware of any accommodations or assistive technology needs of your child or another family member to access our programs or building.

Separated/Divorced Parents

1. We request families to notify us if they are going through a separation or divorce.
2. Both parents have equal rights unless there is a court order defining rights. We must have a copy of the court order for our records.
3. UCP can not honor private agreements between parents unless they are in writing, signed and dated by both parents and are not contradictory to any existing court order.
4. UCP can not allow the non-custodial parent to remove the child from our site unless the custodial parent gives written permission.
5. We allow both parents the right to come to UCP and review the child’s records unless there is a court order denying this right.
6. We do not mail progress notes and other ongoing information to both the custodial and non-custodial parents unless requested.
7. UCP providers are not trained to resolve custody issues.

Health Issues

Immunization and Health Assessments

Children attending group programming will be required to provide record of immunizations and a physical assessment in accordance with regulatory authorities.

Universal Precautions and Work Place Practices

UCP requires all staff to routinely implement the following

-
- Universal precautions to prevent exposure to disease-causing organisms.
 - Teach and support children to wash their hands at appropriate times: before eating, after toileting and as needed when hands are soiled.

Illness Assessment and Management

Children will be observed for contagious diseases and other signs of illness on arrival and throughout each day. Any children exhibiting signs of illness at time of arrival will not be admitted to programming. Symptoms that require family contact and the need for the child to be removed from the program include but are not limited to the following:

- More than one (1) abnormally loose stool (*abnormal for the consumer*);
- Red or blue in the face or makes high-pitched croupy or whooping sounds after coughing;
- Difficult or rapid breathing – especially important in infants under 6 months of age;
- Yellowish skin or eyes;
- Redness of eyelid lining or irritation, swelling, or any discharge of the eyes.
- Unusual spots or rashes;
- Sore throat or swallowing difficulty;
- An infected skin patch – crusty, bright yellow, dry or gummy areas of the skin;
- Unusually dark, tea-colored urine;
- Gray or white stool;
- Fever over one hundred degrees Fahrenheit (100F);
- Headache and stiff neck;
- Vomiting (*abnormal for the consumer*);
- A child is in the contagious period of a disease; or
- Severe itching of the body/scalp or scratching of the scalp.

An ill child will be kept isolated, in a comfortable setting, apart from other children, and with a UCP teacher present. The family will be contacted and the child sent home. Children must be symptom free (i.e., no temperature, diarrhea, or vomiting for 24 hours) before restarting services.

Home-based instructors arriving at a family's home where **anyone in the household** is exhibiting any of the above symptoms will leave the home and reschedule the visit for when the household has been symptom free for 24 hours.

Reporting and Disease Outbreak Control

Reporting and disease outbreak control measures will be implemented in accordance with state and local laws and Department of Health and Senior Services rules.

Education

Children will receive age-appropriate information about the prevention and control of communicable diseases, to include the use of universal precautions, hand washing techniques, etc.

Medications

If there is a need for a child to use a prescription or non-prescription medication or ointment while attending programming, consult the Children's Program Director to ensure that UCP has a written physician's order for the medication and dosage on file, that the medication is in its original container with the current label, the child's name, name of medication, and instructions for administration, including the times and amounts for dosages. Medication will only be administered with the dated, written permission of a parent, stating the length of time the medication may be given. All medication shall be kept in a locked container.

UCP must have an up-to-date individual record of all prescription and nonprescription medications used by children attending UCP's Early Learning or Preschool programs.

Head Lice

UCP operates under a “no nit” policy which means that any child who has live head lice and/or nits (lice eggs) will not receive services until they are free from these. Each child will be re-screened before returning to the program. Information regarding prevention, treatment, and safe, effective control measures are available to families.

Health Plan

Children who attend the preschool and have a health condition that need medical attention (i.e., seizures, diabetes, allergies) will have a Health Plan. The Health Plan will be developed by the parent, child’s physician and a designated staff person. The plan will include a description of child’s medical condition, any medication he/she is prescribed, adaptation and limitations, specifying activities in which the child may not participate, and any adaptive or modifications which may be needed. An emergency procedure will also be described. Plan for change will be listed. The plan will be updated when any changes occur with the child medically (i.e., medication). A copy of the plan will be kept in the child’s classroom and main file.

Positive Behavior Support

UCP will provide an environment that supports positive behavior and incorporates age appropriate preventative approaches. We assist children to build positive relationships, engage in developmentally appropriate activities, provide a positive focus and positive reinforcements, plan for smooth transitions, provide consistent guidelines, and redirect children as needed.

If a child exhibits an act of physical aggression towards another (such as biting, or pinching) a cool down period will be provided as needed, along with supportive education of how to cool down and more acceptable ways to meet needs. This will be documented and communicated to the parent and program director. If physical aggression is frequent then the program director will organize a meeting with the family, plan team and anyone the family invites to address strategies and supports in a Behavior Support Plan.

Behavior Support Plan Development and Implementation

When a child presents challenging behavior not effectively supported through the use of preventative approaches, the Program Director or their designee will convene the child’s IEP or planning team to learn more about the function of the behavior, evaluate the environment/ personal stressors and make recommendations regarding the need for a Behavior Support Plan. Behavior Support Plans will include supportive interactions with preschool staff that teach the child and promote self-calming and socially acceptable behavior and choices.

UCP provides ongoing staff training and support that emphasizes our commitment and policy regarding positive behavior support for children and families.

Snow Days

In the event of inclement weather, the Children’s Program may be closed. If the St. Joseph School District closes, due to inclement weather, home-based services and the preschool will be cancelled for all students regardless of whether their home district is cancelled. Services provided for students in outlying areas will be cancelled if your area school is cancelled.

Referrals For Other Services

If there is a need for services that UCP does not offer, a referral to appropriate services will be made. Services received outside of the agency will be incorporated into a child’s program plan

and coordinated by the Children's Program director.

Examples of referrals:

- * Referral for securing and retaining benefits for which families may be eligible to include Social Security Income, Medicaid, food stamps, energy assistance, etc.
- * Referral to Department of Health and Senior Services or Albany Regional Center for funding of services, or help with medical and other supports.
- * Referral to School District for Parents As Teachers or Early Childhood Special Education.
- * Referral to social and community programs such as the local library preschool story time, Parent's Day Out programs, Mothers of Preschoolers, or Down Syndrome Guild for increased opportunity for peer interactions and parent/social support.

Exit Criteria

A Child is discharged from Children's Program when:

- There is no longer a delay in the child's development
- A more appropriate or less restrictive program is available
- The child is school age and the school district is the provider of services
- The child's family moves out of the area
- The family chooses to discontinue services.

Transition, Exit and Follow-Up

When a child will be transitioning to a new school or program, UCP participates in development of a transition plan with the family, funding agency, and other supports as appropriate. The transition procedure starts a minimum of six months before the child's targeted exit date, if possible, or as soon as the exit decision has been made.

Transition Procedure:

- * With signed consent of the family a referral is made to the receiving school or program(s).
- * A transition meeting is held with the family, UCP staff, the program the child will transition to (i.e., school district staff), and other supports as appropriate.
- * Information is provided to the family about the new school/program(s).
- * The child and family's rights and responsibilities in the new setting are reviewed.
- * By family choice visits to the school or programs are scheduled. UCP staff are available to go with the family to tour these sites.

An Exit Summary is completed within 30 days of an individual service being discontinued. This summary includes why the child was receiving services, what was being addressed, the results of services and any recommendations. Exit Summaries are shared with families and, with consent, the child's new school or program.

Follow-up contact is made with the family, within 30 days of exit. If follow-up contact deems that further services or supports are needed, Children's Program staff will make appropriate referrals.

Transportation

Transportation is not provided by the Children's Program. Transportation can be set up through contracting school districts and is the responsibility of said school district.

Conflict of Interest

Persons served who are related to board members, donors, employees, or other individuals in

positions of influence will not be given preference or advantage in service delivery.

Risk Management

Potential risks to each individual's health and safety in both home and center based services are explored by all team members and services are adjusted as possible to minimize risk. Families decide whether to accept or reject risks. To minimize risks we have adopted the following procedures:

- A parent/guardian must give written consent before services are provided.
- When UCP provides services off-site, the parent/guardian of the child must be present or another caregiver who is at least 18 years of age.
- Providers must inform the agency of all scheduled visits and their locations.
- Providers must not stay in an environment that does not appear safe to them.
- Providers must report any suspected abuse, neglect or other circumstances that affect the safety or well being of a child to the Missouri Children's Division.
- Providers must inform families of the risk of using equipment from our lending library and teach them how and when to safely use all loaned equipment.
- When services are provided at UCP without a parent/guardian present, the parent/guardian must give medical authorization and emergency contacts/information to UCP.
- UCP will not provide services to a child at UCP without a parent/guardian present if there is not another staff person in the agency.

Services provided in the child's natural environment		
Benefits of Service	Risks of Service	Strategies to Reduce Risk
<ul style="list-style-type: none"> • Families learn various techniques to help their children gain skills • Families are provided relevant information about community resources, public assistance and assistive technology • Families are supported through transitions 	<ul style="list-style-type: none"> • Exposure to germs • New person in families routine 	<ul style="list-style-type: none"> • Services are cancelled when staff member is ill • Staff member washes their hands and all toys/materials before each visit • Background checks for all staff and volunteers • Health and safety policies
Services Provided at UCP of NWMO		
Benefits of Service	Risks of Service	Strategies to Reduce Risk
<ul style="list-style-type: none"> • Children have the opportunity to socialize and communicate with peers • Children exposed to various developmental opportunities and have multiple environments to explore • Families learn various techniques to help their children gain skills • Families are provided relevant information about community resources, public assistance and assistive technology • Families are supported through transitions 	<ul style="list-style-type: none"> • Exposure to germs • Exposure to unpredictable behavior of other children • Entrust child's care to teaching staff 	<ul style="list-style-type: none"> • Staff do not provide services when ill • Children must be symptom free before returning after illness and may be required to have a doctor's release • Toys and common surfaces are cleaned after every session • Center staff are certified in CPR, First Aid, AED • Staff are experienced with various medical conditions, needs and diagnosis • Low child to staff ratio • Background checks for all staff and volunteers • Health , Safety & Positive Behavior Support policies & regular internal/external inspections

Codes of Ethical Conduct (Excerpt- go to www.ucpnwmo.org for full text.)

Adopted: 5-31-2000

Current Revision: 4-26-2017

In establishing these codes of ethical conduct UCP recognizes its responsibilities to set high standards of performance, professionalism, and ethical conduct for its board of directors, employees, and volunteers. These codes are to serve as a basis for guiding their daily decisions and actions, and the way in which UCP conducts business.

Code of Ethical Conduct - It shall be the responsibility of UCP employees and volunteers to:

- Acknowledge and respect the value and uniqueness of all individuals.
- Support an atmosphere where the input of persons receiving services and their families is encouraged and respected, and where services are designed around their needs and responsive to their expectations, decisions, and choices.
- Assure their words and actions always demonstrate respect for persons receiving services, their families, fellow co-workers, the board of directors, and the community as a whole.

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- Be a person of their word, practicing honesty in all situations and with all people they come in contact with as part of their employment or affiliation with UCP.
 - Give no less than their best to assure that people receiving services and their families receive the best services possible within the resources available to UCP.
 - Value and support the benefits of teamwork and do their best to be a good member of the team working to assure the success of people who receive services and their families.
 - Participate in opportunities presented to them to learn more about best practice in the area in which they work. Their performance on the job will demonstrate the implementation of those practices.
 - Be a person of integrity refraining from doing anything that might bring harm to the reputation of UCP or have the appearance of professional misconduct.
 - Maintain the confidentiality of information acquired in the course of their work except when authorized or otherwise legally obligated to disclose. Confidential information acquired in the course will not be used for personal advantage.
 - Be a responsible steward of UCP's resources.
 - Recognize that UCP is supported by the community, and that they have an obligation to that community to never knowingly mislead or misinform the public or misrepresent UCP.
 - Assure that all community education and marketing activities respect the dignity and privacy rights of those who receive services.
 - Support the decisions of management and that while they may state their position, as an employee of UCP, they will respect and follow the final decision of management.
 - Act with honesty and integrity, reporting any actual or apparent conflicts of interest in personal and professional relationships.
 - No employee or volunteer will accept gifts of material value, favors, or remuneration for personal gain from any individual, client agency, corporation, or organization that does business with UCP. No employee or volunteer will attempt to influence decisions of any funding source through donations of cash, promises of special consideration, or suggestions of any valuable contributions.
 - Conform to all applicable laws and legal regulations whose authority the organization operates its programs and conducts business.
 - Report known or suspected violations of this Code in accordance with all applicable policies and procedures

CHILDREN'S PROGRAM STAFF:

Executive Director Teresa Gagliano

Program Director Kim Cordonnier

Administrative Assistant Michelle Brown

Physical Therapist Marsha Ingersoll

Speech/Language Pathologists

Minnie Bray
Makenzie Anderson

Occupational Therapist Alyssa Huff

Developmental Integrated Preschool:

Two year old Early Learning Experience

Three year old Preschool

Four year old Preschool

Each provider's qualifications and availability can be reviewed at <http://www.eikids.com/mo/matrix/default.asp>. To request a hard copy of this information, contact UCP.

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