At that time the disciples came to Jesus and asked, “Who, then, is the greatest in the kingdom of heaven?” He called a little child and had him stand among them. And he said: “Truly I tell you, unless you change and become like little children, you will never enter the kingdom of heaven. Therefore, whoever takes the lowly position of this child is the greatest in the kingdom of heaven. And whoever welcomes one such child in my name welcomes me.”

- Matthew 18: 1-5 NIV
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### NOTES

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SPECIAL KIDS THERAPY & NURSING CENTER  
2208 E. Main Street  
Murfreesboro, TN 37130  
Main Phone: 615.809.2632  
Family Resources Direct Line:  
615.801.4978  
Fax: 615.203.3497

SYDNE’ ANDERSON  
Family Resources Coordinator  
sanderson@specialkidstn.com

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Interpreter  
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MISSION STATEMENT

Special Kids’ mission is to serve Jesus Christ by caring for His children. We provide quality and affordable therapy and nursing services in a loving, Christian environment with the support and guidance of the patient’s physician. Our goal is that no family would be denied services due to lack of funding or access to services. We believe that the family unit is important, and by offering quality, coordinated services to the special needs community, we will assist in keeping the family intact.

HISTORY

Special Kids was founded in 1998 by a nurse named Carrie Goodwin. Carrie worked in a facility where she saw children with special needs being turned away from services when insurance ran out and their families could not pay. Carrie saw a different answer. Carrie began envisioning a place where special needs and medically fragile children would not be turned away because of a family's inability to pay. Instead, they would be embraced with Christian love and healing arms.

Soon, Carrie’s father, Dick Kleinau, captured her vision of such a place. Kleinau had witnessed firsthand the financial sufferings that the family of a child with special needs experiences; his own grandson had special needs. Kleinau and The Christy Houston Foundation in Rutherford County put forth the funds that enabled Carrie to build a facility and open the doors debt free. In September 1998, with the support of the community and volunteers, Special Kids, Inc. opened its doors to the children.

THE STAFF

The staff at Special Kids includes our executive director, therapists (physical, occupational, speech, and recreational), registered and licensed practical nurses, family resource coordinators, and a variety of support staff. We also work closely with our medical director, a local pediatrician who oversees our patients. Our team appreciates the uniqueness of each child and recognizes the importance of family involvement. Parents are encouraged to participate in all aspects of their child’s experience at Special Kids.

THERAPY CENTER
2208 E. Main St. | Murfreesboro, TN

KLEINAU NURSING CENTER
202 Arnette St. | Murfreesboro, TN
SPECIAL KIDS THERAPY CENTER LEADERSHIP

THERAPY SERVICES

Special Kids offers therapy services as an accredited Comprehensive Outpatient Rehabilitation Facility (CORF) provider through the centers for medicare and medicaid services. To maintain our CORF certification, Special Kids is surveyed and reviewed on a regular basis.

FAMILY RESOURCES

Family resources will help you identify the needs that you and your family have regarding the care and treatment of your child with special needs. They will try to match resources, either within Special Kids or in the community, that will help you. They can also assist with school concerns.

PHYSICAL THERAPY

Physical therapy will help your child develop large muscle movement. This therapy may help your child gain head control, sit up, crawl, stand, or walk. Our staff can also talk with you about walkers, wheelchairs, or other equipment for your home that would make caring for your child easier.

OCCUPATIONAL THERAPY

Occupational therapy will help your child develop small muscle movement. Your child may learn to hold a toy, transfer from hand to hand, or to draw/color. He may work on self-help skills such as brushing teeth, dressing, or combing hair. If your child has sensory integration concerns, our staff can develop a helpful program to assist you at home and during therapy.

SPEECH THERAPY

Speech therapy will help your child learn to say new words, speak clearly, speak in complete sentences, or understand directions better. Our staff may ask you to work on tasks at home to help your child’s progress.

FEEDING THERAPY

Feeding therapy seeks to address the causes of feeding difficulties. This therapy serves children with food aversions, swallowing disorders, oral motor deficits, and delayed feeding development that can result in a lack of nutritional nourishment.
PATIENT SATISFACTION

Patient satisfaction is a key objective of Special Kids’ therapy services. Our front desk and scheduling team members work to support our families by providing assistance with patient scheduling, communication with physician offices, and attendance tracking.

PHYSICIAN OVERSIGHT

All therapy and nursing services are overseen by a local pediatrician who acts as our Medical Director. If the primary doctor for your child is not available, the Medical Director will be contacted if any emergency arises with your child.

FROM THAT FIRST SEPTEMBER MORNING IN 1998 to this very day, Special Kids has existed to serve Jesus Christ by caring for His children. We reach out to the community through therapy and nursing services, but the heart of our ministry is steeped in serving our families. Through the vision of our founders and our core mission, Special Kids seeks to meet the needs of everyone we touch, whether that’s helping a child walk or counseling a parent. And that’s what makes Special Kids unique. Through Christ, we love the whole family, and through Christ, we seek true healing, restoration, and change.

Jesus said, “Let the little children come to Me, and do not hinder them, for the kingdom of heaven belongs to such as these.”
-Matthew 19:14
POLICIES

CONFIDENTIALITY

All information regarding parents and children is confidential. Staff discuss your child and family with other staff members or with those for whom you sign a release only when professionally necessary. You are asked to maintain this same confidentiality about other Special Kids children, families, and staff.

CHILD ABUSE PREVENTION & REPORTING

The only exception to Special Kids confidentiality policy regards child abuse/neglect reporting. Tennessee law requires that anyone who even suspects a child is being abused or neglected must report this to the Department of Children’s Services. However, in most cases, we would discuss our concerns with you before reporting.

SEX ABUSE REGISTRY

Special Kids checks the sex abuse registry for all parents and legal guardians and their approved contacts that will be picking up patients and entering our campus. If you as the parent or legal guardian or any of your approved contacts are listed on the sex abuse registry, you are required by law to inform Special Kids of your listing. As such, you must seek permission from Special Kids to enter any part of the Special Kids campus.

GRIEVANCE

“Therefore, if you are offering your gift at the altar and there remember that your brother has something against you, leave your gift there in front of the altar. First, go and be reconciled to your brother, then come and offer your gift.” Matthew 5: 23-24 NIV

Parents with a grievance should first attempt to resolve it with the person with whom there is a disagreement. If it cannot be resolved, the channel for complaints is as follows:

1. Director of the Department
2. Executive Director— Mr. Chris Truelove
3. Personnel Committee Chairman
4. Special Kids Board of Directors

Normally problems are reported to the first person on the list; however, if you feel uncomfortable about going to this person (or group), you have the right to go one step above to channel your inquiry.
POLICIES

TREATMENT PLAN

All families will receive a treatment plan from Special Kids prior to officially starting services. The first step is an initial evaluation with a Special Kids therapist. After that evaluation, the therapist will outline a treatment plan for your child including how often treatment is recommended and initial goals for your child. The therapist will review the treatment plan with you at the first regular appointment where you can ask questions and sign an informed consent of the agreed upon treatment plan.

ATTENDANCE

Therapy is a physician-ordered service, which directs the number of sessions that need to occur each week/month. Attendance at each session is vital to ensure your child makes progress towards his/her established goals. The following attendance guidelines have been established in order to maximize progress for your child during therapy.

If a session needs to be cancelled, please contact the central scheduler as soon in advance as possible to cancel and reschedule the appointment. We recognize it may be difficult getting through our busy phone system. Please leave a message. Do not leave messages on any form of social media, or contact our therapists to cancel or reschedule.

The following guidelines will be applied when reviewing attendance concerns:

• 3 or more cancellations in a 90 days without rescheduling.
• Two no call/no show occurrences.
• The client is chronically late for scheduled appointment(s), meaning more than 15 minutes late for a 45 minute appointment or 30 minutes late for a hour and a half appointment.
• Cancellation of 3 consecutive visits.

Failure to comply with this policy will result in a review by the leadership team and could result in actions up to and including discharge from therapy services.

CANCELLATIONS

Definition: A cancellation is any appointment canceled by phone or in person at least 24 hours in advance or by 8:00 am on the day of the scheduled appointment.

Procedure: Special Kids requires 80% attendance. If attendance falls below 80%, you will be notified. Attendance below 80% of scheduled appointments or when there have been two NO SHOW’s in a quarter will require Special Kids to notify your child’s physician, place your child on hold, and possibly recommend that your child be discharged. We understand that sometimes unexpected circumstances may occur. Please speak with us about finding a different regular time spot if you foresee that you will not be able to attend during your scheduled time.
POLICIES

CANCELLATIONS (continued)

**Extended Absence:** If your child will need to miss therapy (3 weeks or more) due to a medical procedure, your child will be placed on hold as an extended absence.

**NO SHOW**

**Definition:** A NO SHOW is any missed appointment without a phone call to cancel the appointment(s) a minimum of 24 hours in advance or by 8:00 am on the day of the scheduled appointment.

**LATE ARRIVALS / PICK-UPS**

**Definition:** A late arrival occurs anytime your child is more than 15 minutes late for a 45 minute session. A late pick-up occurs any time you are more than 5 minutes late to pick-up your child.

**Procedure:** If you arrive 15 minutes late for a 45 minute session your child’s appointment will be canceled, and the appointment will need to be rescheduled. If the appointment cannot be rescheduled, the occurrence will count towards the required 80% attendance policy.

Parents are encouraged to stay at Special Kids during their child’s therapy appointment. If your child will be left at Special Kids, you must notify the front desk and have a cell phone on your person at all times. It is the parent’s responsibility to ensure Special Kids staff has current and updated emergency information. Parents must return 10 minutes before therapy is completed. If a parent is late to pick their child up from therapy, the parent will be required to stay on the Special Kids campus during their child’s appointments. Special Kids staff can be depended upon to use good judgment should an accident happen at Special Kids. However, no one connected with Special Kids will assume responsibility should an accident occur if the child is waiting to be picked up by his/her parents after therapy has been completed.

**SUBSTITUTE THERAPIST**

Special Kids works hard to have one treating therapist per child per therapy type. However, we must note that your child will be scheduled for a therapy appointment, not a therapist. This means that if your regular therapist is sick, at a conference, on vacation or personal leave, or leaves our employment, Special Kids will work to keep your appointment time by substituting a different therapist.

**HEALTH AND SAFETY**

A patient with any of the following signs or symptoms is required to be temporarily excused from nursing or therapy services in order to maintain infection control standards. It is still the responsibility of the parent/guardian to call Special Kids to cancel nursing or therapy services if the child is ill.
Qualifications to resume services and exceptions are listed below:

- **Temperature of 100.3 degrees or greater orally.** Patient must be free from fever, without fever reducing medications, for 24 hours. Exception: Hyperthermia related to chemotherapy.
- **Conjunctivitis “pink eye”**. Patient may return 24 hours after starting antibiotics, and there is no drainage from the eye.
- **Diarrhea** (2 or more loose bowel movements) in conjunction with fever and/or vomiting or without fever or diarrhea. A patient must be symptom free for 24 hours.
- **Vomiting** (2 or more times in the past 24 hours) in conjunction with fever and/or diarrhea or without fever or diarrhea. A patient must be symptom free for 24 hours.
- **Sore throat** (lasting more than 24 hours). If strep throat or other viral infection is suspected, a patient may return 24 hours after antibiotics are started, and patient is fever free for 24 hours.
- **Nasal discharge** in conjunction with cough and/or fever. A patient must be symptom free for 24 hours.
- **Croup/wheezy cough**. A patient must be symptom free for 24 hours.
- **Infected areas of the skin with yellow drainage/crusty or gummy areas (impetigo)**. A patient must be symptom free for 24 hours.
- **Rashes**. A patient may not return until one of the following criteria is met:
  a. Rash is identified and known to be non-communicable.
  (insect stings, allergy, diaper rash, heat rash, eczema)
  b. Rash is diagnosed and treated by a physician. The patient’s physician will determine his/her release to return to the center. (i.e. ringworm, impetigo, herpes simplex, shingles)
  c. Rash is self-limiting and the patient is free of accompanying symptoms for 24 hours.
  (i.e. Roseola, Rubella, Chicken Pox, Fifth’s Disease, and other viral rashes)
- **Varicella/ “Chicken Pox.”** Exposure. The exposed person is considered potentially infectious from day 8-21 following exposure. The patient may not return during this time unless they have received the chicken pox vaccine “Varivax.” Active Disease—a patient may not return until all lesions have crusted over, and there is no drainage from the lesions. This is usually 5-7 days after the first lesions appear.
- **Pediculosis/ “Lice” or Flea infestation**. A patient may return after insecticide shampoo treatment, and free from nits/egg cases and/or fleas.
- **Drainage from the ear**. A patient must be symptom free for 24 hours.
- **Bed Bugs**. A patient may return when proof of professional extermination is provided.

**IF THE PATIENT HAS ANY OF THE FOLLOWING CONDITIONS:** unusual lethargy, irritability, persistent crying, difficulty breathing or other signs of possible severe illness, **THEY MAY NOT RETURN UNTIL THEY HAVE BEEN EVALUATED BY THEIR PHYSICIAN.**

The above list of symptoms is inclusive, but not limited to what is identified and described as requirements for a patient to be temporarily excused from receiving therapy or nursing services until they are evaluated by their physician.
POLICIES

GIFTS

Special Kids adheres to a no gifts of monetary value policy from patient families. To respect our therapists’ licensure and professional ethical guidelines, we are not allowed to accept gifts from patients we treat. However, small, homemade gifts are able to be accepted but are in no way expected. (An example would be homemade baked goods.)

EMERGENCY DRILLS

Special Kids Emergency and Disaster Plan requires regular drills. Exits are posted in each area. During drills, please follow staff directions.

HOLIDAYS AND INCLEMENT WEATHER

Special Kids will be closed on the following holidays: New Year’s Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day. Should there be other holiday closings, parents will receive ample notification.

It is the policy of Special Kids to close for snow and ice only upon the discretion of the executive director of Special Kids. Please check Special Kids’ facebook page (facebook.com/SpecialKidsInc), website (specialkidstn.com), instagram account (@specialkidstn), and Channel 4 news for information regarding if Special Kids is open during times of inclement weather.

SOCIAL MEDIA & TEXTING

Special Kids employees are required to adhere to a strict no friending policy on social media and no texting from personal numbers. To maintain professional ethics, our staff will not accept invitations to friend or follow any patient or parent of a patient on social media and will not give out their personal numbers.
PAYMENT OPTIONS

Special Kids is a ministry existing to serve Jesus Christ by caring for His children. Because serving is our first priority, we are here to work with you and, most importantly, see that your child receives the therapy & nursing care he or she needs.

FEES AND PAYMENT
Each family will have a financial agreement outlining the process for payment of services. Typically the process is as follows:

• Your primary insurance will be pre-certified and billed for services rendered.
• If applicable, you must satisfy your deductible for the current year.
• The unpaid balance will be billed to a secondary insurance or payor of last resort such as TEIS, CSS, or Tenn Care.
• If you have no secondary payment sources, you will be billed directly for any remaining amounts.
• According to federal insurance regulations, Special Kids cannot use a sliding-scale fee schedule for deductibles, co-pays, & any remaining amounts after all appropriate sources are billed.
• Our fee structure for private pay individuals is based on a sliding-scale fee schedule.

INSURANCE

If you are covered by an insurance plan, Special Kids will verify your insurance before beginning services. This verification process includes contacting your primary insurance and secondary insurance providers if you have one or both.

Copay/Co-insurance: A copay is what you pay out of pocket per visit. Traditional health insurance plans include some type of copay whenever you receive a service, be it a doctor visit or your regular physical therapy visit at Special Kids. Once your insurance is verified, Special Kids will be able to tell you what your copay will be for each therapy visit if you have this type of plan.

Deductible: A deductible is the total amount you pay per year before your insurance begins to pay for services. Newer health insurance plans such as High Deductible Health Plans may have a larger deductible you must reach before your insurance pays for treatment. Once your insurance is verified, Special Kids will be able to confirm your yearly deductible amount and what each visit will cost towards that deductible.

Is my form of insurance accepted? Is my form of TennCare accepted?

Special Kids is a participating provider with the following insurance companies. If you do not see your insurance provider on this list, please contact us as this list may have expanded. For insurances that are not in-network, Special Kids is able to file a family’s out-of-network benefits.

• Aetna
• AmeriGroup (TennCare)
• BlueCross BlueShield of Tennessee
• Cigna
• Coventry Health Care
PAYMENT OPTIONS

• First Health
• Great West
• Humana/ Choice Care
• Private Healthcare Systems (PHCS)
• Signature Health Alliance
• TennCare Select/ Blue Care (TennCare)
• TriCare (Standard and Reserve Select)
• United Health Care
• United Health Care Community Plan (TennCare)

If you have questions regarding what your insurance plan offers, you are always welcome to call the 1-800 phone number that is listed on the back of your insurance card to speak with your provider directly.

SLIDING SCALE

For patients that have little or no insurance coverage, Special Kids offers a sliding scale. Also, for patients with insurance coverage, many insurance companies may only pay for a limited number of therapy sessions per calendar year. Once the maximum number of sessions is reached, families are responsible for their own payment. At this point, Special Kids’ sliding scale would apply to your child as well.

The sliding scale is based on three factors. 1.) Your household income. 2.) The number of children living in your household. 3.) The number of services a week your child will need from Special Kids. You will be presented with a sliding scale at your initial meeting where you can ask questions and speak to our family resources team in person. Payment plans may also be arranged during the initial visit.

GRANTS & FAMILY SUPPORT

Special Kids’ family resources team works hard to connect our families with financial and other helpful resources available in the community. The family resources team will be able to tell you about financial grants that are available to help cover the costs of therapy. Some of these grants are based on need while others are based on covering costs that insurance does not (such as co-pays and deductibles) for those families who have primary insurance. Please let the family resources coordinator you are in contact with know if you are interested in learning more about financial grant opportunities.

BILLING QUESTIONS

If you ever have a question regarding your bill, please feel free to contact our billing department directly at 615.893.4891.
WHAT TO EXPECT

Special Kids desires to be clear and open about what you can expect when you walk in our doors. We are here to serve, and our staff aims to care for you and your child each time you are here. Below are a few Frequently Asked Questions that will help you as you prepare for your visit.

How long will it take for my child to start services?
The first step is talking with your child’s pediatrician and having them send a referral for services to Special Kids. Once that referral is received, our Family Resources team will reach out to you within 2 business days to schedule a time to meet. After that initial meeting and as soon as insurance is verified and we have availability, our scheduler will call you.

How long will my child need to come to Special Kids?
Your child’s time at Special Kids can vary greatly. Several factors including your child’s diagnosis and our therapist’s professional recommendation play large factors in the length of time your child will require services. Some children need just a little extra help for a few weeks while others will need more frequent therapies for years.

How long will my child’s therapy appointment last?
45 minutes after evaluation. All therapy sessions include 10 minutes of parent education on treatment strategies with your therapist at the end of your child’s appointment. If you plan on leaving the campus during your child’s session, please make sure to arrive back no later than 10 minutes before the end your child’s session to allow for time for parent education.

After my initial meeting with Family Resources, who will call me next?
As soon as insurance is verified and we have availability, our scheduler will call you.

Do I go back with my child in the therapy session? Do both parents need to come?
One parent is needed for the first therapy evaluation, but both parents are welcome to attend. For all other therapy sessions, parents are welcome to watch the therapy session, but in general, it is not encouraged. Most children see better progress and have more focus on the session when parents are not present. If a parent’s presence is helpful for the session, the therapist will ask the parent to come back for the appointment. Special Kids also offers 2-way mirrors on all of our doors so that parents can stand outside the treatment rooms to watch sessions as well.

Can siblings come to the therapy session?
Siblings are not allowed in the therapy sessions.

What if I want to add another type of therapy for my child?
If you think that your child would benefit from an additional therapy, please contact your current therapist or the Family Resources team.
WHAT TO EXPECT

Does my child need to wear anything specific to therapy?
Please dress your child in comfortable clothing. Your child might be on a scooter board, on the playground, riding a bicycle, etc. Please keep this in mind when choosing clothing (i.e. dresses and skirts for girls are generally not a good idea.) And the same applies for shoes. Choose shoes that are comfortable for walking, running, and climbing. Also, occupational therapy may have your child working on tying shoe strings, so wearing shoes with laces is a good idea.

What do I bring to therapy?
For individual sessions, your therapist will contact you if you need to bring anything specific to therapy. For feeding therapy, you will be asked to bring food to your session. Your therapist will call you before your first evaluation to let you know what to bring.

Does Special Kids offer swim lessons?
Not at this time. Please contact our Family Resources team for resources on other groups in the area who offer these services.

What if my child needs to miss school to come to therapy?
Special Kids works hard to make appointments around your schedule. If a child needs therapy during regular school hours, Special Kids can provide a note for the school. If this will be your regularly scheduled appointment time, please contact your school to work out an agreement with them in advance.

How will my child’s pediatrician know what is going on in therapy?
Special Kids works very closely with our referring physicians. These physicians are regularly required to sign off on re-evaluations of your child from your child’s therapist. Also, our therapists stay in communication with your child’s pediatrician on a regular basis.

Will my child always see the same therapist?
Special Kids works hard to have one treating therapist per child per therapy type. However, we must note that your child will be scheduled for a therapy appointment, not a therapist. This means that if your regular therapist is sick, at a conference, on vacation or personal leave, or leaves our employment, Special Kids will work to keep your appointment time by substituting a different therapist.

How do I get a copy of my child’s therapy evaluation?
Special Kids will provide you with a copy of your child’s therapy evaluation once it is completed. Please note that it may take a week after your session to complete your child’s evaluation.
WHAT TO EXPECT

Are Individual Education Plan (IEP) classes available at Special Kids?
Yes. Special Kids works to host two IEP training classes per year.

Will my therapist come to my child’s IEP meeting?
Your child’s therapist will not attend your child’s IEP meeting. However, you may fill out a release of information form allowing your child’s school and your Special Kids therapist to communicate with one another regarding progress and goals.

What is your Cornelius Christmas program?
The Cornelius Christmas program partners sponsors from the community with families at Special Kids to provide Christmas gifts for the whole family. Families caring for children with special needs face financial burdens of all kinds, and at times, there is not enough money to go around for Christmas gifts. This program provides for needs for the whole family; clothing, household toiletries, shoes, coats, etc. while keeping both the families and the sponsors anonymous. If you would like more information about this program, please contact our family resources team.

I saw a big playground outside. Can siblings play on the playground?
The playground outside is a therapeutic playground built specifically for use during therapy sessions. If several therapy appointments are in session, the playground will be closed for all other purposes. However, most of the time, the playground is open to siblings and patients WITH a parent’s supervision. If a parent does not appropriately and safely supervise their child(ren), that parent may be asked to no longer use the playground facilities.
BEHAVIOR MANAGEMENT

BEHAVIOR MANAGEMENT AT SPECIAL KIDS

Behavior management at Special Kids is designed to create the best environment for your child and that of the other children in the program. All therapies and activities are closely supervised and are designed to promote appropriate behaviors. The therapist or individual supervising the activity will set clear and consistent limits. Physical punishment will never be used.

Our approach to behavior is a positive one. The following management techniques are used at Special Kids: differential attention (giving attention to appropriate behaviors and ignoring inappropriate ones); positive reinforcement (responding positively to desired behaviors); redirection (predicting and preventing a child’s negative response); logical consequences (relating the consequences to the behavior—for example “If you attempt to hit me with the bat, I will take it away.”); natural consequences (allowing the consequence to occur—for example “If you play too roughly with the toy, it breaks.”); time out (removing the child briefly from the situation to a particular spot in a nearby place); physical restraint (calmly holding a child who has totally lost control of his or her behavior).

“Train a child in the way he should go, and when he is old he will not turn from it.” Proverbs 22:6  NIV
YOUR ROLE AS PARENT

RIGHTS AND RESPONSIBILITIES

A statement of patient rights and responsibilities is adopted by Special Kids with the expectation that its observance will contribute to more effective patient care and greater satisfaction of the patient. It is recognized that the personal relationship between a health professional and a patient is essential to the patient’s treatment and well-being. It is with this in mind that this statement is affirmed.

PATIENT’S RIGHTS

(Parent/Caregiver/Patient may be used interchangeably since often the child is a minor and may lack the ability to fully understand). You have the right to:

• Receive considerate and respectful care regardless of race, sex, color, creed, age, national origin, or income.
• Expect a safe environment for your child.
• Know the names of the staff providing services to your child.
• Request complete and current information concerning your child’s treatment.
• A treatment plan in the language you understand.
• Refuse treatment, such as the law allows, and to be informed of the consequences.
• Terminate care, against medical advice, such as the law allows. Special Kids will not be held responsible if care is terminated against medical advice.
• Respectfulness and privacy as it relates to medical care, social, religious, and psychological well-being.
• Confidentiality regarding communications and record keeping as it pertains to your child’s chart.
• Request and receive an itemized bill for services and be informed of any payments for which the patient may be responsible.
• A timely response from Special Kids regarding a request for service.

PATIENT RESPONSIBILITIES

The Parent/Caregiver/Patient is responsible for:

• Being honest and direct about feelings regarding care and treatment.
• Helping physicians, nurses, therapists to restore patient to health.
• Understanding the patient health needs and asking questions until adequate information is received.
• Actions if treatment/care is refused.
• Providing a complete medical history to Special Kids.
• Following clinic rules & being reasonable about demands placed upon the staff.
• Being respectful of other patients’ privacy.
• Notifying Special Kids if he or she feels rights have been violated.
• Providing appropriate information to bill for services, maintaining healthcare coverage, notifying Special Kids if there is a change in insurance coverage, and fulfilling financial obligations promptly.
• Notifying Special Kids prior to an absence.
YOUR ROLE AS PARENT

PARENTS AS MEMBERS OF THE TREATMENT TEAM

You are one of the most important members of your child’s treatment team. Center staff is here to help you learn how to enhance your child’s development. Regular communication with the staff and carry-over of activities at home are vital to your child’s progress. You are encouraged to talk with therapists and share in the responsibility for keeping communication open. You may schedule conferences with your therapist, the family resource coordinators, director of therapy, or the executive director whenever needs arise. The entire Center staff shares a commitment to you and your family.

Special Kids therapists are here to help you learn how to work more effectively with your child. What happens in your child’s life after you leave the center is much more important than what happens while he or she is here. After all, your therapist will work with your child only a few hours each month. You are with him or her every day.

Your child’s doctors are also an important part of the treatment team. They work with the staff to determine what services are most appropriate for your child and provide information on your child’s medical needs as well as his or her progress. We encourage you to communicate regularly with them as well.

Remember, we can’t do it without you!
SPECIAL KIDS ONLINE

DIRECTORY OF ONLINE COMMUNICATION

Special Kids utilizes several online tools to communicate with families and supporters of our organization. We love to connect with our families online and encourage you to share your experience with your online community.

Websites
Special Kids Website: specialkidtn.com
Special Kids Race Website: specialkidsrace.org

Social Media
Special Kids Facebook: facebook.com/SpecialKidsInc
Special Kids Race Facebook: facebook.com/SpecialKidsRace
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