



MARIAN HOPE
CENTER FOR CHILDREN'S THERAPY

2019-2020 Parent Handbook

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www.marianhope.org

Thank you for choosing Marian Hope Center (MHC) for your child. We promise to strive to meet your child's needs and help him or her improve in areas of concern. While enrolled at MHC, we encourage you and your family to communicate openly with our therapists and staff. Our expectations and policies are outlined in this handbook. Please come to us with any questions or concerns.

Our Mission & Philosophy

Marian Hope, a faith-based organization, strives to successfully light the fire of learning by integrating all children into our communities and by bolstering hope for each child despite any learning, behavioral, or health challenges they may endure. Marian Hope provides the tools in-house and in-hand to each child, to help the "whole" child fulfill his God-given purpose. Marian Hope's organization consists of four subsets. In addition to the Center for Children's Learning, Marian Hope also includes Marian Hope Academy Christian School for Creative Learning, Marian Hope Home & Community Outreach, and Marian Hope Family Health & Nutrition Services.

Marian Hope Center provides a nurturing environment where children feel safe and loved. We offer a plethora of classes and services for the array of differential learners and learning diagnoses. We service all special needs, focusing on the individual child and building individual plans to help each reach their God-blessed potential.

Non-Profit Organization

Marian Hope Center was founded in 2007. We are a 501c3 non-profit organization. Any donations made to our organization are tax deductible.

Fundraisers & Donations

Because we are a non-profit organization, we rely heavily on fundraisers and donations to keep our organization running smoothly and effectively. When you enroll your child in a class at MHC, we ask you to help seek support from business and individual connections, volunteer or make a personal donation. All families have unique talents that they can offer to make this organization great. We appreciate your support and realize that we could not function without you.

Board of Directors

We are very grateful to those who volunteer their time and energy to serve on our Board of Directors and Advisory Board. We admire their commitment and passion to help children with special needs.

Board of Directors

*Amy Beau
Whitney Dunn
Brian Flinn
Brian Miller
Bob Perkins
Nick Pieroni
Brandon Pratt
Mary Verssue*

Expenses

[Enrollment Fee](#) The enrollment fee covers cost of materials, snacks, supplies, etc. for MHC. It does not include the cost of therapy and cannot be billed to insurance companies, Medicaid, First Steps, or the KCRO Autism Project. It must be paid by the families. Payment of the enrollment fee in a timely manner will reserve your child's place in one of our therapy classes. If you have questions regarding the enrollment fee, please contact Theresa Sonderman at tsonderman@marianhope.org or 816-695-1171.

[Therapy Costs](#) MHC offers integrated therapy to meet the needs of all children. We believe it is beneficial to children with special needs to socialize with peer models at an early age. Children attending our classes range from typical-developing to children with mild to severe disabilities. We are committed to providing quality services and implementing individually appropriate assessment and intervention plans. Please understand that payment of your bill is considered

a part of your assessment and intervention. Details of therapy costs are explained in the enrollment packet.

[Funding Sources](#) We accept straight Medicaid but are limited to the number of individual therapy openings during the class time. We are not a provider with any of the insurances that are associated with MC+ & cannot accept clients with this funding source. We are an in-network provider with Blue Cross Blue Shield (BCBS) and United Health Care (UHC). We will submit claims to BCBS or UHC for the individual therapy your child receives during classes. It is your responsibility to pay the member responsibility portion that BCBS/UHC does not cover under your plan (deductible, co-pay, co-insurance). If your insurance carrier is not BCBS or UHC, the MHC Business Manager will check on benefits and determine if it is feasible to bill your out-of-network insurance carrier.

Attendance Policy

Marian Hope Center requires PRIOR 24-hour notice if a child will not be attending a scheduled appointment/therapy time (individual treatment session, class, or evaluation). A therapist may be contacted by phone, text, email OR by calling 816.478.7681 OR by emailing tsonderman@marianhope.org. If your child is absent from a class and PRIOR 24-hour notification has NOT been received, a \$40 charge will be billed to the parents/caregivers for the missed session, regardless of payment source (KCRO, insurance, etc.).

If no notice of absence is received, the parent will be contacted. In the case of extenuating circumstances (e.g., illness, sudden death in the family, etc.), MHC will evaluate on a case-by-case basis.

No-Show Policy

Marian Hope Center maintains a waitlist for classes and individual therapy. If a child is absent from his/her scheduled appointment/therapy time (individual treatment session, class or evaluation) without 24-hour PRIOR notice three times in one calendar month, the child's

therapeutic services (class and/or individual therapy) will be forfeited and offered to one of our waitlist families.

In the event a child's therapeutic services are forfeited, the cancellation fee will still apply. Per parent request, the child will be added to the waitlist.

Closings – Inclement Weather & Holidays

In the event that it is necessary for the Marian Hope Center to cancel a therapy class, families will be notified via email and it will be posted on the Marian Hope Center website and Facebook page.

MHC plans to be closed for the listed holidays in 2019-2020. However, there may be exceptions and it is recommended that you confirm cancelations with your child's therapists.

Any other cancelations will be made known to you in as much advance as possible by our staff. Please contact a staff member if you have any questions about class schedules.

CLOSINGS

Labor Day – Monday, September 2, 2019

Thanksgiving – Thursday, November 28, 2019

Christmas – Wednesday, December 25, 2019

New Year's – Wednesday, January 1, 2020

Easter – Friday, April 10, 2020

Memorial Day- Monday, May 25, 2020

Illnesses & Injuries

The problem of communicable disease is prevalent in every group and MHC is no exception. If a child becomes ill at MHC the director or staff member will immediately notify the parents. The child will be kept separated from the group until taken home.

Children will not be permitted at our school with any of the following conditions:

1. Fever of 100 degrees under arm (auxiliary) or higher within the past 24-hours.
2. Vomiting within the past 24 hours.
3. Diarrhea – three or more watery stools in a 24-hour period.
4. Draining rash or undiagnosed rash lasting over a 24-hour period.
5. Eye discharge or pink eye. Children can be readmitted after medical diagnosis to rule out bacterial or viral infection, or 24 hours on antibiotic treatment.
6. Fatigue that prevents participation in regular activities.
7. Open oozing sores and scabs, unless properly covered.
8. Head lice – until treatment is effective

In case of minor injury or accident, the staff will administer basic first aid. All injuries or illnesses not requiring immediate parental notification will be documented and reported to parents when the child is picked up at the end of the day.

In case of medical injury or illness requiring immediate professional care (i.e., emergency), the staff will call 911, giving location and nature of emergency. As appropriate, the staff will administer CPR or first aid measures. Parents will be notified immediately. If parents are unavailable, those individuals designated as emergency phone contacts will be notified. All children must have an emergency contact on file in case of such an emergency.

In case of injury or accident in which paramedics are not needed but immediate professional care is required, the staff will contact the parents. If parents are unavailable, those individuals designated as emergency contacts will be notified.

MHC staff cannot transport children to a hospital or doctor's office. Injured children shall be transported for medical aid by parents or by calling 911 for an ambulance.

If a child ingests or comes in contact with a poisonous substance, the staff will contact the Poison Control Center at 206-526-2121. Parents will be notified immediately.

Arrival & Departure Procedures

Our therapists will begin each class promptly at its scheduled time. Please arrive approximately 5 minutes prior to your scheduled class. Upon arrival, wait to be greeted by a staff member who will escort your child back to a therapy room. Please arrive 15 minutes before your child's class is scheduled to end in order to allow time for therapists to consult with you regarding your child and suggestions for home. Since there are typically only 15 minutes between classes, please call or email your therapist at another time with any questions or comments that may require more time than allowed for consultation.

Procedure for Observing Your Child in Therapy

To ensure compliance with HIPAA, parents and siblings are not allowed in the treatment area unless specific arrangements have been made with the treating therapist. To maintain confidentiality of clients during their therapy session the following procedure must be observed:

1. Parents choosing to observe must sign a confidentiality statement.
2. While observing your child's therapy, you may be asked to leave the treatment area in observance of HIPAA to maintain confidentiality. The location may need to be modified if one of the other children in the class requests that no other parents be in the same room as their child during treatment.
3. Siblings are not allowed in the treatment area unless authorized by the treating therapist for therapeutic reasons.
4. Please turn off your cell phone during observation.
5. Stay only in the area in which your child is working.
6. Please respect the other client's therapy session if/when your presence is distracting.

Privacy

In an effort to protect your family's privacy, therapists prefer to discuss your child's progress with you in private. The Marian Hope Center Privacy Policy prohibits families from disclosing any information or asking questions to staff regarding other children and their families who participate in the classes.

Meals & Snacks

There are some classes at MHC in which meals or snacks are provided. Please indicate any special diets, allergies, or restrictions well in advance. Due to the possibility of severe allergic reactions, we are a "nut-free" facility. We do not serve any products with nuts and we ask that you do not send any food items containing nuts. A binder of dietary needs for all enrolled children is maintained and can be found in MHC's kitchen. In general, MHC strives to offer healthy options for food and makes an effort to provide foods that are free of high fructose corn syrup as well as artificial colors & flavors.

Child Abuse Reporting Requirements

MHC staff are required by Missouri State law and licensing requirements to report immediately to the police or Department of Child & Family Services (DCFS) any instance when there is reason to suspect the occurrence of physical, sexual, or emotional child abuse, child neglect, or exploitation.

The staff may not notify parents when the police or DCFS are called about possible child abuse, neglect, or exploitation.

Medications

If your child needs a medication, it is preferred that he/she receive it at home when possible. Limiting medications dispensed away from home prevents medication errors. If medications need to be administered at MHC, the following conditions must be met:

- Prescription medication will be accepted only if it is in the original container.
- Nonprescription medication or supplements will only be administered by following the manufacturer's recommendation on the label or written instructions from a licensed physician. Medication or supplements must be in the original container.
- Before any prescription or nonprescription medication can be administered, including sunscreen, we must have permission in writing by the child's parent or guardian.
- Medication needs to go home after the last date that the medication is administered.

Backpacks & Clothing

In preparation of accidents that may occur, it is strongly recommended that your child bring a backpack to MHC containing a complete change of clothing. If your child wears diapers, please include a sufficient supply. Backpacks will also be used to transport your child's crafts and art projects as well as notifications to parents. Feel free to include notes to the MHC staff as needed.

All backpacks and loose clothing (e.g., jackets & hats) should be clearly marked with your child's name. Hats, mittens, and warm clothing must be worn during the cooler seasons for outdoor playtime. Hats and/or sunglasses are strongly recommended during sunny weather.

Field Trips

Some classes will occasionally take field trips. Transportation for field trips is required to be provided by the child's parent or caregiver. Parents will be notified in writing of any upcoming field trips. Written parental permission is required for your child to attend each field trip.

Parent Responsibilities

- Please bring your child to class on time. Notify MHC with as much advance notice as possible if your child will be late or absent.
- Make sure that your child is under the care of a staff member before leaving the building. Please monitor your children while they are at the MHC and not under the supervision of a staff member. For safety reasons, children are NOT allowed in the sensory room without an MHC staff member.
- We ask that you help your child to leave the waiting area and play areas neat and orderly.
- Only those persons approved by the child's parent(s) may take a child from MHC. If those persons are not known to current staff, identification will be required.
- Respect the privacy of other families at MHC. If you would like to observe a class, please discuss this with your therapist first. Due to the HIPAA privacy laws there is a specific procedure that must be followed to ensure the privacy of other children.
- Provide a copy of your child's current IEP and/or evaluation reports if your child is receiving therapy services.
- Please do not allow your child to bring any gum or candy to MHC.
- Pick up and read the notices and information left for you in your child's backpack.
- Pick up your child's papers/projects daily. Their work is very important to them and provides another means of communication between parent and child. It helps the parent share in the child's day.
- Refrain from smoking on the premises, either indoors or outdoors.
- Because children quickly learn to model behavior, we ask that you govern your speech and conduct in a way that promotes acceptance and inclusion of all children.
- Fulfill your fundraising/donation commitment for each semester that your child is enrolled. (See page 3.)
- Contact a staff member directly if you have questions or concerns about policies or services received at MHC.

Thank you once again for enrolling your child at the Marian Hope Center.

*We look forward to working with you
and creating new possibilities for your child!*

Staff Directory

Name	Mobile Phone	Email
Crystal Bahr Community Relations Manager	573-673-2728	cbahr@marianhope.org
Angie Knight, M.A., CCC-SLP Founder and Chief Executive Officer	816-588-3782	aknight@marianhope.org
Kira Montouri Development Director	816-678-7520	kmontuori@marianhope.org
JJ Ringgold Para Educator	816-304-8135	jringgold@marianhope.org
Heather Ruoff, M.A., CCC-SLP Referral and Intake Coordinator	816-695-1255	hruoff@marianhope.org
Theresa Sonderman, M.A., CCC-SLP Chief Operating Officer	816-695-1171	tsonderman@marianhope.org
Susan Stickney Chief Administrative Officer	816-547-6255	sstickney@marianhope.org
Emma Tosatto, MOT, OTR/L Administrative Officer	816-210-9650	etosatto@marianhope.org
Cinda Voiles Financial Manager	816-478-7681	cvoiles@marianhope.org
Linda Alwes, COTA/L Occupational Therapy Assistant	816-805-5037	lcacota@sbcglobal.net
Jenna Asher, MOTR/L Occupational Therapist	816-914-5926	jasher@marianhope.org
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