



Acknowledgement of Agency Forms and Policies

You must sign below and return this form signifying that you have read and understand the policies and forms that were received in the attached policy acknowledgement packet.

- **PAYMENT and CANCELLATION POLICY**
 - payment must be received prior to attendance
 - cancellation policies will be strictly enforced
- Miscellaneous Policies
 - Lost and Found Policy
 - Acts of Nature
 - Horsemanship Policies
- Clients Rights and Responsibilities
- Privacy Policy
- Achievement Centers for Children Agency Handbook

If you have any questions regarding the policies listed above, please be in contact with an Achievement Centers for Children Recreational staff member.

This form is mandatory to complete the registration process. Clients cannot participate in any recreational program without this form on file. This form must be forwarded to the camp office.

Client Name (Print)

Client/Parent/Guardian Signature

Date



The Achievement Centers for Children Recreational Programs

***** PAYMENT AND CANCELLATION POLICY *****

APPLICATION FEE – A \$35.00 non-refundable application fee is required for each recreational program. This fee must be submitted at the time of application.

WEEKEND RESPITE PROGRAM (September through April sessions) - Payment in full for each session (or a cancellation in writing for the session) is due one (1) week prior to the start date. **Late cancellations or 'no-shows' will be charged ½ the session fee.** Late registrations for a session will be accepted per availability and the Program Manager's approval. Late registrations will require payment in full at the time of registration.

HORSEMANSHIP PROGRAM - Payment in full is due prior to the session start date or in 2 payments (½ due at the beginning of the session with the remainder due by mid-session). All accounts must be up to date prior to attending the next session. All third-party payers or outside funding sources must have authorizations in place prior to attendance. Cancellations must be made **in writing two weeks prior to the start of the session for reimbursement.** Once the session has started, there are no credits/refunds for cancelled or missed classes (including for illness), with the exception for medical emergencies that require surgery and/or hospitalization. Signed/dated documentation from a licensed physician must be provided for all medical emergency excuses. Credits/refunds will be issued for all classes missed only after the documentation is received by the Achievement Centers staff.

RESIDENT CAMP (Summer) - Payment in full for all sessions is due by June 1st. Outstanding accounts after this date will be charged a late fee of \$25.00. Cancellation for any registered session must be made in writing by June 1st. **Late cancellations or 'no-shows' will be charged ½ the session fee.** Accounts must be paid in full prior to attendance. Late registrations for a session will be accepted per availability and the Program Manager's approval. Late registrations will require payment in full at the time of registration.

DAY CAMP, CHAMP CAMP (Summer) - Payment in full for all sessions is due by June 1st. Outstanding accounts after this date will be charged a late fee of \$25.00. Cancellation for any registered session must be made in writing by June 1st. **Late cancellations or 'no-shows' will be charged ½ the session fee.** Late registrations for a session will be accepted per availability and the Program Manager's approval. Late registrations will require payment in full at the time of registration.

SENSATIONAL DAY PROGRAM (Summer) - Payment in full is due by June 1st. Outstanding accounts after this date are subject to losing their guaranteed camper slot. Cancellation for any registered session must be made in writing by June 1st. **Late cancellations or 'no-shows' will be charged a cancellation fee of \$500.00.** Late registrations for a session will be accepted per availability and the Program Manager's approval. Late registrations will require payment in full at the time of registration.

ADAPTED SPORTS – Participation fees are based on individual programs. Payment in full is due prior to the start date.

OUTSIDE AGENCY FUNDING – If you anticipate using outside agency funding, including school systems, you must provide an award letter, purchase order, or payment from the outside agency prior to the start date. Otherwise, you will be financially responsible for all program fees pertaining to your session. PLEASE NOTE: Outside agencies and school systems will not pay for services that are not rendered. Consequently, any client who intends to use outside agency funding and who then chooses to cancel a session after the stated deadline, or 'no-shows', will be charged the cancellation fee for their program.

O/Level 1/or SELF Waivers – Clients funding their recreational program through IO/Level 1/or SELF Waivers must provide a Service or Behavior Plan and ISP Addendum listing Camp Cheerful as the service provider at least two (2) weeks prior to attendance. The cancellation deadlines listed in the above programs apply and late cancellations or 'no-shows' will result in the cancellation fee for said program being charged to the client.



Miscellaneous Policies

Lost and Found Policy

The Achievement Centers for Children is not responsible for any items that may be lost during a recreational program. The ACC staff will do their best to ensure lost and found is kept to a minimum. Any lost and found items left on the grounds will be kept until two weeks after the program and then donated.

Acts of Nature Policy

The Achievement Centers for Children may have to cancel programs unexpectedly due to an Act of Nature (ie. flooding, power outage, etc.). If less than 50% of a program is cancelled or shortened due to acts of nature, the ACC cannot be held responsible and fees will not be refunded.

Horsemanship Policies

Therapeutic Horsemanship Weight and Physical Ability Guidelines

The Achievement Centers for Children has established maximum weight and physical ability guidelines for Therapeutic Riding to ensure the safety of the client, the safety of volunteer side walkers, and the well being of the horses. The Achievement Centers for Children will evaluate all participants in accordance with these guidelines. Once a client is accepted into the program, re-evaluations will be conducted throughout the year.

Dress Code - All riders must wear long pants, riding boots or hard soled shoes with heels, and a riding helmet during mounted activities. ASTM-SEI riding helmets are provided and all saddles are equipped with safety stirrups. Although our indoor riding arena is heated, please dress in layers and include gloves/hand warmers.

Observing Classes - You may watch your child during class from the viewing room or the waiting area by the arena. Please refrain from distracting your child during classes. If you have questions, you can discuss them with the instructor at an appropriate time.

Weather Policies - Our source for accessing weather conditions will be based on the information on www.weather.com zip-code 44136. In the event of inclement weather please call **440.238.6200 Ext: 255** up to 2 hrs. prior to find out if a class is cancelled.

Cancellations - As soon as you are aware that the rider will not be attending class, please call **440.238.6200 Ext: 255** and leave a message including: name, date, time of class and reason for absence. In order to be eligible for a make-up, we must receive your cancellation no later than 2 hours prior to your scheduled ride time. Cancellations made less than 2 hours prior are not eligible for a make-up without a doctor's excuse.

Make-up Classes - All make-up classes will be scheduled based on availability. Please sign up on the make-up calendar which is located inside the viewing room on the "**Parent Board.**" Only one make-up lesson per session will be permitted.



THE ACHIEVEMENT CENTERS FOR CHILDREN Client Rights and Responsibilities

The Achievement Centers for Children is committed to providing comprehensive, coordinated services for individuals with disabilities and their families. It is the policy of the Achievement Centers for Children to afford equal opportunity in all areas to each individual regardless of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, physical or mental disability, including any person with HIV or AIDS-related complex or developmental disability; or in any manner prohibited by the laws of the State of Ohio or the United States, or be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal or State financial assistance. A copy of the Clients Rights Policy and the Grievance Procedures are posted in a conspicuous place in each of the Agency's facilities and is also available to every applicant for service and client of the Agency upon request.

The Client Rights Officer is:
Rachel Leuthaeuser, Director of Quality Assurance
Achievement Centers for Children
4255 Northfield Rd.
Highland Hills, Ohio 44128
216-292-9700
8:30 am - 5:00 pm, M - F
216-292-9721 fax

As a client, or as the parent or guardian of a minor client, you have a number of rights under both State and Federal law. The following is a summary of these rights. A longer, more detailed statement of rights is available upon request. **You have a right to:**

- ◆ be treated with respect and consideration
- ◆ be served in a setting that is safe,
- ◆ know what services are being recommended or provided and why;
- ◆ know what the risks and benefits of services are, and of any alternatives, including the risks or benefits of receiving no services;
- ◆ have access to appropriate methods of communication to maximize the understanding of services provided;
- ◆ have access to available resources in the community
- ◆ request a change in service(s) and be informed of any recommended changes;
- ◆ know who will provide services and what their credentials are;
- ◆ know what fees are being charged, if any;
- ◆ refuse any recommended service(s) without penalty;
- ◆ expect help identifying or developing alternatives to any recommended service you refuse;
- ◆ have your information kept confidential and private;
- ◆ see your records and talk to Agency personnel about what is in it;
- ◆ freedom from abuse, neglect, financial or other types of exploitation;
- ◆ services without discrimination, humiliation, and retaliation;
- ◆ complain to the management if you are unsatisfied with a service or an individual provider; and,
- ◆ file a grievance if you believe your legal rights have been violated.

As a client (or the parent/guardian of a client), **you also have a responsibility to:**

- ✓ provide enough accurate information to develop a Plan of service(s) that can meet your needs;
- ✓ participate in the regular review of your plan, especially as your circumstances change;
- ✓ participate to the best of your ability in any follow-up or off-site activities recommended;
- ✓ notify staff in advance if you are unable to keep an appointment;
- ✓ honor your fee contract and keep current with any payments;
- ✓ ask questions if you do not understand something; and,
- ✓ follow appropriate procedures for making a complaint or filing a grievance.

Complaint Procedure

If you are dissatisfied, you should first discuss your concern with the staff person you think is responsible for the problem. If you feel you cannot talk with him/her directly, your next step is to talk with his/her supervisor. If you do not know who the supervisor is, you can call the Agency and ask to speak with the staff person's supervisor. Most concerns are effectively taken care of in this way.

If the problem has not been resolved or if you are not satisfied with how the staff person and/or the supervisor handled the situation, you should take your concern to the Client Rights Officer, who will work towards a satisfactory solution for all involved. You may be asked to prepare a written statement, or a written statement may be prepared based on your comments. The Client Rights Officer will investigate the complaint on your behalf within 7 working days. The Client Rights Officer will inform you of the proposed solution. If you feel the complaint has not been resolved, you may file a grievance.

Grievance Procedure

If you feel your rights have been violated, Achievement Centers for Children encourages you to submit a statement as soon after the alleged violation has/have occurred, and, preferably within 15 days. The written statement should include:

- the right that was violated
- the staff person responsible for the violation
- the date and time of the alleged violation
- any other information pertinent to the violation.

The grievance process is outlined below:

- you and/or your designated representative will have a reasonable opportunity to be heard by the Client Rights Officer, who is an impartial decision-maker of the Agency;
- the Client Rights Officer will try to resolve the issue as soon as is reasonable, but it will not exceed twenty (20) working days from the date of the filing of the grievance;
- the Client Rights Officer will provide the resolution of the grievance in writing to you, or another individual, with your permission;
- you may file an appeal with the Chief Executive Officer (CEO) within 3 working days of receiving the results, if you are dissatisfied with the grievance decision;
- the CEO will convene an external committee consisting of 2 contract funders and a person of your choice
- the external committee will review the original grievance and resolution and provide their formal resolution to the CEO
- the CEO will send the external committee's grievance appeal decision to you in writing within 15 days of receiving the appeal decision.
- you have the option to initiate a complaint with any or all outside agencies as appropriate, and that such a list, along with relevant addresses and phone numbers shall be provided to you (see attached); and,
- the Client Rights Officer, upon request, will provide all relevant information about the grievance to one or more of the outside agencies as allowed for above and to which the grievor has filed a complaint.

In the event a client the Client Rights Officer is involved in the alleged violation or is not expected to be available within 2 working days, an alternative decision-maker shall be available. In general, that person shall be the EVP of Finance and Operations.

Every staff person has a clearly understood and specified duty to immediately advise any client or other person who is articulating a concern, or grievance, about the name and availability of the ACC's Client Rights Officer and the right to file a grievance.

Access to Record(s) Policy and Procedure

You may access your/your child's Integrated Clinical Record (ICR) upon request. A written request is required and the request form is available from your provider or any ACC administrative support staff person. The form may be submitted to any staff person. Every effort will be made to make sure that you are able to access your/your child's ICR as quickly as possible, but it may take up to 10 working days to fulfill the request.

You have access to all documents in the ICR, with the exception being documents that when reviewed may cause severe damage to you/your child. If you request a copy of the information, there may be a fee for the costs of copying, mailing or other supplies associated with your request.

If there is something in the ICR, which you believe is inaccurate, you can ask to complete a "Request for Amendment of the Clinical Record" form, which will be made a permanent part of your/your child's ICR and will be sent with any future authorized medical request for information. Your amendment request may or may not be approved by the EVP of Programs and the Client Rights Officer.

Method(s) used to present rights (include tool(s), if any):

- | | |
|--|--|
| <input type="checkbox"/> verbally reviewed | <input type="checkbox"/> provided in information packet |
| <input type="checkbox"/> provided written copy | <input type="checkbox"/> other - Parent's Rights In HMG – Home Visiting Brochure |

Other Grievance Options

As a consumer, you have a right to bring a grievance directly to one or more of a number of county, state or federal agencies. This option is open to you whether or not you file a grievance directly with Achievement Centers for Children. You are not required to notify the staff, but if you wish, staff will do everything possible to assist you, to help you determine which outside agency would be most appropriate to contact. Generally, this will be the "client rights officer" or whoever handles client rights complaints.

<p><u>At the county level:</u> The CC Board of Developmental Disabilities Administrative Offices MUI Unit Supervisor 216-932-8300</p> <p>The CC Department of Jobs and Family Services Child Day Care Licensing Unit 1641 Payne Avenue 216-987-7000</p>	<p>Your local School Superintendent's Office -or- The Educational Services Center of CC 5700 West Canal Road Valley View, Ohio 44125-3300 216-524-3000 216-524-3683 (fax)</p> <p>The CC Community Mental Health Board Advocacy Unit, Clients Rights Officer 1400 West 25th Street 216-241-3400 216-241-3983 TDD</p>	<p>Citizens of CC Office 1468 West 25th Street Cleveland, OH 44113 216-696-2710</p> <p>United States Equal Employment Opportunity Commission (EEOC) Skylight Office Tower 1660 West 2nd Street, Suite 850 Cleveland, OH 44113 216-522-2001 216-522-2002</p>
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<p><u>the State level:</u> The Ohio Dept. of Developmental Disabilities Office of the Director; Inspector General 30 East Broad Street Columbus, Ohio 43215 614-466-5214</p> <p>The Ohio Dept. of Health P.O. Box 118 246 North High Street Columbus, Ohio 43266-0188 614-466-3543</p>	<p>The Ohio Dept. of Jobs & Family Services Child Day Care Division 30 East Broad Street Columbus, Ohio 43215 614-466-3822</p> <p>The Ohio Dept. of Mental Health Client Advocacy Coordinator 30 East Broad Street, 8th Floor Columbus, Ohio 43266-0414 614-466-2333</p>	<p>The Ohio Dept. of Education Division of Early Childhood Education 65 South Front Street, Room 309 Columbus, Ohio 43215 614-466-0144</p> <p>The Ohio Dept. of Education Division of Special Education 933 High Street Worthington, Ohio 43085 614-466-2650</p>
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<p><u>Other state level agencies/offices:</u> Attorney General's Office Consumer Complaints Office 30 East Broad Street, 17th floor Columbus, Ohio 43215 800-282-0515</p> <p>Health Fraud Unit 101 East Town Street, 5th Floor Columbus, Ohio 43215 614-644-8112</p> <p>Ohio Governor's Council on People with Disabilities 400 East campus View Blvd. Columbus, OH 43235 800-282-4536</p>	<p>Ohio Civil Rights Commission 220 Parsons Avenue Columbus, Ohio 43215 614-466-2785 614-466-9353 TTD</p> <p>Ohio Legal Rights Service 8 East Long Street, 5th Floor Columbus, Ohio 43266-0523 614-466-7264 800-282-9281</p> <p>ADA Ohio 800-232-6446 800-232-2321 TDD 614 - 784 - 9900</p>	<p>Counselor and Social Work Board 77 South High Street 16th Floor Columbus, OH 43266-0340 614-466-0912</p> <p>Ohio Occupational Therapy, Physical Therapy, and Athletic Trainers Board 77 South High Street, 16th Floor Columbus, OH 43266-0317 614-466-3774</p> <p>Speech and Language Pathology & Audiology Board 77 South High Street, 16th Floor Columbus, OH 43215 614-466-3145</p>
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<p><u>At the Federal level:</u> U.S. Dept. of Health & Human Services Office of Civil Rights – Region 5 105 West Adams Street Chicago, Illinois 312-886-5078</p> <p>U.S. Dept. of Health and Human Services Office of the Secretary Hubert H. Humphrey building 200 Independence Ave., SW Rm 615F Washington, DC 20201 202-245-7000</p>	<p>U. S. Dept. of Health and Human Services Office of Civil Rights HHH Building, Room 5400 330 Independence Avenue, SW Washington, DC 20201 202-245-6700</p> <p>President's Committee on Employment of People with Disabilities 1331 F Street, NW, 3rd Floor Washington, DC 20004 202-376-6200 202-376-6205 TDD</p>	<p>U.S. Dept. of Education Assistant Secretary, Office of Special Education Mary E. Switzer Building, Rm 3006 330 C Street SW Washington, DC 20202 202-732-1265</p> <p>Office of Americans with Disabilities Act U.S. Dept. of Justice P.O. Box 66118 Washington, DC 20035 - 6118 800-514-1301 800-514-0383 TDD</p>
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Achievement Centers for Children

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you or your child may be used and disclosed and how you can get access to this information. Please review it carefully.

If you have any questions or would like additional information about this notice or our Privacy Practices, please contact the Privacy Officer, Rachel Leuthaeuser, at 216-292-9700.

Our pledge regarding health information:

We understand that health information about you or your child's health is personal and we are committed to protecting that health information. We create a record of the care and services you or your child receives as needed to provide quality care and comply with legal requirements. This notice applies to all of the records of you or your child's care generated by ACC.

This privacy practices notice will tell you about the ways in which we may use and disclose health information about you or your child. It also describes your rights and certain obligations we have regarding the use and disclosure of you or your child's health information.

We are required by law to:

- Make sure that health information that identifies you or your child is kept private;
- Give you this notice of our legal duties and privacy practices with respect to health information about you or your child; and
- Follow the terms of the notice that is currently in effect.

How we may use and disclose health information about you or your child (Permitted Uses and Disclosures):

The following categories describe different ways we use and disclose health information. For each category of uses and disclosures, we will explain what we mean and give some examples. Not every use or disclosure in a category will be listed. All of the ways we are permitted to use and disclose information will fall within one of the identified categories.

For Treatment: We may disclose health information about you or your child to therapists, students, volunteers, or other ACC personnel who are involved in providing services for you or your child. For example, health information about you or your child will be shared with members of the treatment team. Different departments at ACC, as well as the different entities, may also share health information about you or your child in order to coordinate different needs, such as evaluations and treatment sessions.

For Payment: We may use and disclose health information about you or your child so that the treatment and services received at ACC may be billed to and payment may be collected from you, an insurance company, or a third party. For example, we will contact your insurance carrier about a treatment you or your child is going to receive, such as therapy. We will call your insurance carrier for quoted benefits to see whether your plan is quoted as covering treatment.

For Health Care Operations: We may use and disclose health information about you or your child for ACC operations. These uses and disclosures are necessary to run ACC programs and make sure that all of our clients receive quality services. For example, we may use health information to review our treatment and services and to evaluate the performance of staff in caring for our clients. We may also combine health information about many clients to decide what additional services should be offered, determine which services are not needed, and whether certain new treatments are effective. We may disclose information to doctors, nurses, medical students, and other ACC personnel for review and learning purposes. We may combine the health information we have with health information from other providers to compare how we are doing and see where we can make improvements in the care and services we offer. We may remove information that identifies you or your child from this set of medical information so others may use it to study health care and health care delivery without learning who the specific clients are. We may also call you or your child by name when the therapist or social worker is ready for the appointment.

You have the opportunity to agree or object to the use or disclosure of all or part of you or your child's health information. If you are not present or able to agree or object to the use or disclosure of the health information, then the therapist or social worker involved may, using professional judgment, determine whether the disclosure is in you or your child's best interest. In this case, only the health information that is relevant will be disclosed.

Uses and Disclosures of Protected Health Information Based upon Your Written Authorization:

Other uses and disclosures of your health information not covered by this notice or the laws that apply to us will be made only with your authorization.

For Appointment Reminders: We must obtain written authorization from you in order to use and disclose health information to contact you for an appointment reminder at ACC.

For Marketing Activities: We would not use your family's information without your written authorization and we would never sell or give your health information to a third party for marketing.

If you provide us authorization to use or disclose health information about you or your child, you may revoke this authorization, at any time, in writing. If you revoke the authorization, we will no longer use or disclose health information for the reasons covered by the written authorization. ACC is unable to take back any disclosures that have already been made with the authorization. ACC is required to retain records of the care that has been provided.

Other Uses and Disclosures:

We may use or disclose health information in the following instances:

- **To Avert a Serious Threat to Health or Safety:** We will disclose health information about you or your child when necessary to prevent a serious threat to you or your child's health and safety or the health and safety of the public or another person. Any disclosure would only be to someone able to help prevent the serious threat or address the health and safety risk.
- **Worker's Compensation:** We may release health information about you or your child for workers' compensation or similar programs that provide benefits for work-related injuries or illness.
- **Public Health Activities:** We may disclose health information about you or your child for public health activities. These activities generally include the following:
 - To prevent or control disease, injury or disability;
 - To report reactions to medications or problems with products;
 - To notify people of recalls of products they may be using;
 - To notify a person who may have been exposed to a disease or may be at risk for contacting or spreading a disease or condition;
 - To notify the appropriate government authority if we suspect a patient has been the victim of abuse, neglect. We will make this disclosure if you agree or when required or authorized by law.
- **Health Oversight Activities:** We may disclose health information to a health oversight agency for activities authorized by law. Oversight activities that are necessary for the government to monitor the health care system, government programs and compliance with civil rights laws include audits, investigation and inspections.
- **Lawsuits and Disputes:** If you or your child is involved in a lawsuit or a dispute, we may disclose health information about you or your child in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.
- **Law Enforcement:** We may release health information if asked to do so by a law enforcement official:
 - Response to a court order, subpoena, warrant, summons or similar process;
 - Identify or locate a suspect, fugitive, material witness, or missing person;
 - Inquiries as to the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
 - Inquiries as to a death we believe may be the result of criminal conduct; and
 - Emergency circumstances to report a crime; the location of the crime or victims; or the identity, description of location of the person who committed the crime.
- **Required Uses and Disclosures:** Under the law, we must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500 et. seq.
- **Specified Governmental Functions:** In certain circumstances, federal regulations require us to use or disclose your health information to facilitate specified government functions related to the military and service veterans, national security and intelligence activities, protective services for the President or others, and correctional institutions and inmates.

Business Associates:

We may disclose health information to other persons or organizations, known as business associates, who provide services on our behalf under contract. To protect your health information, we require our business associates to appropriately safeguard the information we disclose to them and include language regarding such protections in the contract with the business associate.

Development Activities:

We may use you or your child's information in order to send you information which might include; newsletters, brochures and fundraising activities. If you do not want to be contacted for fundraising efforts, you may opt out by notifying the Privacy Officer in writing. You may opt back in by notifying the Privacy Officer in writing.

Rights Regarding Health Information for You or Your Child:

Right to Inspect and Copy: You have the right to inspect and obtain a copy of health information that may be used to make decisions about you or your child's care. Usually, this includes client and billing records.

The exception being ICR(s) that when reviewed may cause severe damage to the client/family. You must submit your request to inspect and copy your integrated clinical record in writing to the Client Rights Officer or Executive Vice President of Programs. If you request a copy of the integrated clinical record, we may charge a fee depending upon the amount of information being copied, mailing or other supplies associated with your request.

We may deny your request to inspect and copy medical information in certain circumstances. If you are denied access to health information, you may request that the denial be reviewed. We will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Right to Request Amendment:

If you feel that health information we created about you or your child is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for ACC.

To request an amendment, your request must be in writing and submitted to the Client Rights Officer and the Executive Vice President of Programs. In addition, you must provide a reason that supports your request for amendment.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information:

- Not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Not part of the health information kept by or for ACC
- Not part of the information which you would be permitted to inspect and copy under the law; or

That is accurate and complete

Right to an Accounting of Disclosures:

You have the right to request an accounting of disclosures, which is a list of health information disclosures made about you or your child.

To request an accounting of disclosures, you must submit a request in writing to the Privacy Officer. Your request must state a time period that may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list of disclosure your request within a 12-month period will be free. We may charge for the costs of providing additional lists. We will notify you of the cost involved and you may choose to withdraw or modify your request before any costs are incurred.

Right to Request Restrictions:

You have the right to request a restriction or limitation on the health information we use or disclose about you or your child for treatment, payment or health care operations. We are not required to agree to your request. If we do agree to a requested restriction, we will comply with your request unless the information is needed to provide emergency treatment.

To request restrictions, you must make your request in writing to the Privacy (Client Rights) Officer or Executive Vice President of Programs. In your request, you must tell us:

- What information you want to limit
- Whether you want to limit our use, disclosure or both; and
- To whom you want the limits to apply

Right to be Notified of a Breach:

You have the right to be notified in the event that we (or a Business Associate of us) discovers a breach of unsecured health information.

Right to a Paper Copy of This Notice:

You have the right to a paper or an electronic copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are entitled to a paper copy of this notice. You may obtain a copy of this notice at our website, achievementcenters.org.

Change to This Notice:

We reserve the right to or may be required by law to change our Privacy Practice Notice. We further reserve the right to make the revised or changed Privacy Practice Notice effective for health information we already have about you or your child as well as any information we receive in the future. We will post a copy of the current notice in each Agency location and on our website. The Notice will contain on the last page the effective date. In addition, each time you are reinstated for services at ACC, we will offer you a copy of the current notice in effect.

Complaints:

If you believe you or your child's privacy rights have been violated, you may file a complaint with:

Rachel Leuthaeuser ACC Privacy Officer 4255 Northfield Rd. Highland Hills, OH 44128 (216) 292-9700	Secretary, Department of HHS 200 Independence Ave., S.W. Washington, D.C. 20201 (877) 696-6775
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Effective Date 4/14/03; Revised 8/07;6/13;8/13; Reviewed 2/16/05;9/10;8/11



Agency Handbook for Parents & Caregivers

HIGHLAND HILLS
4255 Northfield Road
Highland Hills, OH 44128
Phone: 216-292-9700
Fax: 216-292-9721

WESTLAKE
24211 Center Ridge Road
Westlake, OH 44145
Phone: 440-250-2520
Fax: 440-250-2530

STRONGSVILLE (Camp Cheerful)
15000 Cheerful Lane
Strongsville, OH 44136
Phone: 440-238-6200
Fax: 440-238-1858



A United Way Funded Agency



REVISED & UPDATED 12/9/2013

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Our Mission

The mission (or purpose) of the Achievement Centers for Children is to enable and empower children with disabilities and their families to grow, learn, play and prepare for lifelong achievement in society.

The Achievement Centers for Children is a not-for-profit agency that was established in 1940, offering a comprehensive range of services and programs to respond to the present and emerging needs of children with disabilities, their families, and the community.

Description of Programs & Services

AUTISM SERVICES

Achieve Consulting

Consultations, trainings and workshops to assist school districts in providing appropriate education for students with autism. Positive Behavior Intervention and Supports (PBIS) trainings are also offered.

Autism Program (Preschool thru 8th grade)

Provides a blended-method approach to assist students on the autism spectrum. Customized curriculum to meet the needs, goals and objectives of each student's Individualized Education Plan (IEP).

Other Autism Programs & Services

Customized Therapy and Family Support services, Therapeutic Horsemanship, Adapted Aquatics, and other sports and recreation programs designed to meet the needs of children on the autism spectrum.

EDUCATION SERVICES

Child Development Center (3 years - 5 years)

Preschool for children with and without disabilities. Recipient of the Four-Star "Step Up to Quality" award from the Ohio Department of Job & Family Services, and a Universal Pre-Kindergarten site.

Technical Assistance Program (TAP) (3 months - 12 years)

Ongoing consultation and support to ensure caregivers have the training and competence necessary to support children with special needs in their child care programs. Helps families find child care and other resources for children with special needs.

FAMILY SUPPORT SERVICES

ACCENT Social Work Services (Birth - young adult)

Advocacy, community resources, coordination of services and emotional support to families receiving therapy services at the Achievement Centers' Highland Hills and Westlake locations.

Help Me Grow Home Visiting Program (Expectant mothers and first-time mothers with a child under 3 years)

Home-based program providing parenting support, education and linkage to other resources.

Behavioral Health Assessments and Counseling (3 years - young adult)

Center-based behavioral health services for individuals with a physical, medical and/or developmental disability and their families.

Early Childhood Mental Health Services (Birth - 6 years)

Home/community-based behavioral health services for young children who are experiencing social or emotional challenges and their families.

RECREATION, CAMP, AND ADAPTED SPORTS PROGRAMS

River Rock Adult Day Program (High School-adult)

Customized social, recreational and educational activities in our unique outdoor environment at Camp Cheerful in Strongsville. Includes horsemanship activities, cooking, gardening and landscaping, exercise and sports, community activities, arts and crafts, and field trips.

Residential Camps (7 years – adults)

Weeklong and weekend camping experiences at Camp Cheerful in Strongsville for children and adults with and without disabilities.

Day Camps (5 years and school eligible – high school)

Day camp programs for children with special needs. *Cheerful Days Camp* is held at Camp Cheerful in Strongsville. *Champ Camp* is held at Highland Hills and Westlake.

Sensational Day Camp (5 years –high school)

Day camp experiences for school-aged children diagnosed with autism, PDD, PDD-NOS, or Asperger's Disorder.

Respite Weekends (7 years-adults)

Two-night weekend sessions of fun activities for campers. Activities for the weekend respite camp for children and adults with disabilities include themed weekends, campfires, dances, arts and crafts, nature and sensory walks, recreation and sports, and horsemanship activities.

Therapeutic Horsemanship (4 years-adult)

Sessions are tailored to children and adults with physical, mental and emotional strengths and limitations. This year-round program is offered at Camp Cheerful in Strongsville, and is taught by instructors certified by the Professional Association of Therapeutic Horsemanship, Int'l.

High Ropes Challenge Course (5 years - adult)

The High Ropes Course is a professionally-constructed, fully accessible, 50-foot climbing structure for all ages and abilities. High Ropes is also available for private and corporate group rentals, for team-building activities and training.

Adapted Aquatics (18 months – adult)

Program for children with neurological, developmental and cognitive challenges that teaches independent swimming and water safety.

Adapted Sports (7 years and up)

Competitive sports for children and youth with disabilities. This program includes soccer, baseball, wheelchair basketball, and adapted football.

THERAPY SERVICES

Intensive Therapy Clinic (3 years- young adult)

Customized intensive therapy approach designed to produce quick and sustainable increase in motor skills for children and young adults with medical conditions that significantly limit their physical abilities. Treatment in the development of motor skills and functional independence.

Physical Therapy (Birth- young adult)

Treatment to increase range of motion, strength, endurance, balance, coordination and mobility skills.

Occupational Therapy (Birth-young adult)

Treatment to address fine motor, self-care, areas of sensory deficit, and play skills.

Speech Language Therapy (Birth-young adult)

Treatment to develop communication skills, both speech and language, using the most appropriate method, including alternative methods such as sign language or computer-aided communication.

Summer Therapy Programs (3 years-7years)

Structured, goal-oriented programs which address the needs of children with disabilities. Areas of development include: social skills, language and play skills, developmental play skills for toddlers with autism, and handwriting skills for school-aged children.

Service Delivery

The Achievement Centers for Children receives referrals from a variety of sources, including self-referrals, family members, community professionals, and/or insurance companies. Services are designed to enhance the quality of life, maximize and/or restore social and emotional growth and overall functioning, reduce symptoms, and support community integration. An annual satisfaction survey and a discharge survey are sent to those served regarding the quality of care, the progress made towards goals, and client satisfaction regarding the services received.

Achievement Centers for Children services are provided on a voluntary basis.

Service components include:

Client Assessment & Evaluation

The purpose of assessment is to identify needs and determine the appropriate services to meet those needs. Clinical observations as well as standardized assessments are used to observe an individual's overall function. The assessment process obtains relevant information about the client's strengths and needs from the client, as well as from family, physicians, and other involved professionals when appropriate. When a potential risk is identified, staff will take the necessary steps to support the person being served.

Individual Plan

Each client plan is developed around those issues that are deemed important by the person being served, and their family members as appropriate. Goals and objectives are established for the client to maximize progress. Home program activities are designed to support the plan. The person served acknowledges that they were part of the discussion that leads to the plan's creation, and agrees (via signature) to the activities described in it. Motivational incentives may be used during the treatment process, and are offered based upon the developmental needs of the person served.

Transition and Discharge Criteria

Service transition and/or discontinuance is considered during the plan review, based upon multiple factors which may include the following:

- Goals are achieved and/or progress is maximized
- Change in clinical needs or provider
- Attendance issues

- Payment issues.

The transition plan includes:

- Who client is transitioning to (if transition plan)
- Reason for discharge or transition
- Available options if symptoms recur
- Options of where additional services may be obtained

The plan also includes the client's

- Progress in his/her own recovery or move towards well-being
- Gains achieved during program participation
- Strengths
- Needs
- Abilities
- Preferences

The Transition Plan or Discontinuance Summary is developed with input from the person served and the parent and/or guardian, referral source, therapist, and other community service providers when appropriate and permitted.

With client permission, copies of the transition or discharge plan are made available to those involved in the development of the plan. A social worker will follow up with individuals who are mandated to receive services regardless of his/her discharge outcome.

Fees (if applicable)

The Achievement Centers for Children can assist eligible families with the payment of service fees. The agency has a commitment to provide reduced fee services to eligible families whenever possible. Those who wish to apply for services at a reduced charge may do so by providing evidence of all income to the Billing Manager and completing an income evaluation. Written determination of eligibility for reduced fee services will be provided within a week of the application request.

Not all programs are eligible for reduced fees.

Families who expect that part or all of their fees for service will be covered by insurance must provide health coverage information and/or a letter of approval from the Bureau for Children with Medical Handicaps (BCMh). This proof of insurance must be provided before treatment may begin. Any charges not covered by insurance are billable to the client and/or family subject to the limitations of their Fee Contract. All insurance reimbursement checks received by a client for unpaid services provided by the Achievement Centers must be endorsed and submitted immediately to the Achievement Centers for Children.

Families must notify the Billing Department promptly if changes occur in the size of the family, employment status, income, insurance plan, address, telephone number, etc. Delinquent accounts may be submitted to an outside agency for collection, and services may be terminated for delinquent accounts.

Hours of Operation

Highland Hills Facility

Monday and Friday 7:30am to 6:00pm
Tuesday through Thursday 7:30am to 6:30pm

Westlake Facility

Monday through Thursday 8:00am to 5:30pm
Friday 8:00am to 4:30pm

Strongsville Facility

Monday – Sunday (Camp Programs) Hours Vary
Monday – Friday (Camp Office) 8:30am to 5:00pm

If you are experiencing a medical emergency, please call 911.

If you are experiencing a mental health emergency and the agency is closed, please call the mobile crisis unit at Mental Health Services, Inc. at 216-623-6888.

Closing Due to Weather

The Achievement Centers will be OPEN unless there is a closing alert (public broadcast announcement – see below) that the Achievement Centers is CLOSED. If uncertain about whether a location is closed, please call 216-292-9700 (Highland Hills & Westlake) or 440-238-6200 (Strongsville – Camp Cheerful). If the agency location is closed, a recorded announcement will be available at these numbers.

Autism Classroom Programs Only:

If the Warrensville Heights Public Schools are closed due to weather conditions, the Achievement Centers for Children's Autism Classrooms at **Highland Hills** are also closed, and no separate closing announcement will be made.

If the Westlake Public Schools are closed due to weather conditions, the Achievement Centers for Children's Autism Classrooms at **Westlake** are also closed, and no separate closing announcement will be made.

Information regarding closings will be announced on:

Fox 8 TV & Website (fox8.com)
WKYC TV 3 and Website (wkyc.com)
WVIZ/PBS Ideastream
Weather Plus
Time Warner Digital 522
WOW & Comcast 208
WTAM.com
wkdd.com
WAKS
103.3 FM
104.9 FM

WMVX.com
WMJI.com
WGAR.com
Kisscleveland.com
WMMS.com
640whlo.com
13509radiofreeohio.com
SMJS
WCRF
WCLV

Attendance & Cancellation Policy & Procedures

Consistent attendance is very important in order to benefit from services. Please follow the guidelines below:

*Plan to arrive a few minutes before your scheduled appointment time. If you are more than 10 minutes late, you may not be able to receive services that day.

*If you are unable to attend an appointment, please notify us 24 hours in advance, if possible, but at least two hours before the scheduled appointment time.

*If you do not call before the scheduled appointment that is considered a no-show. Two no-shows in any six month period for any service will result in a discontinuation of that service.

*75% attendance is required for each service that you receive. Inability to attend 75% of scheduled appointments for any two (2) consecutive months for any service will result in discontinuation of that service.

*Please talk with your therapist about any special circumstances (for instance if your child is hospitalized or other barriers arise) so that together we can develop a plan.

IF YOU NEED TO CANCEL AN APPOINTMENT

To cancel an appointment, please call the location where you receive scheduled services (Highland Hills – 216-292-9700, Westlake – 440-250-2520) and leave the following information with the Receptionist, or on voice mail if the agency is closed:

- 1) Name of caller and client name (if different);
- 2) Phone number where client or parent/caregiver may be reached;
- 3) Program or therapy being cancelled;
- 4) Whether transportation is being provided by ACC;
- 5) Reason for cancelling.

REMINDER CALLS

Reminder calls are offered as a courtesy to families. Those who receive reminder calls will receive a call the evening before an appointment (or Friday evening, if you have a Monday appointment). Please note that all scheduled appointments must be kept regardless of whether a reminder call has been received.

Transportation

Transportation is available on a limited basis for clients receiving physical therapy, occupational therapy, speech therapy, and mental health services. Transportation services are provided based on need.

Waiting Areas

We want to make your visit as comfortable as possible while your child is receiving services. We strongly encourage you to attend and participate in your child's services. For safety reasons, you are required to remain on the grounds of the facility at all times while your child is receiving Behavioral Health, Therapy, or Adapted Aquatics services. If you are not participating in your child's session, please adhere to the following:

Waiting Areas at Highland Hills

- Families may wait in the lobby.
- Families may visit the atrium area.
- Please notify the receptionist if you will be leaving the lobby in the event that we need to reach you.

Waiting Areas at Westlake

- Families may wait in the lobby or outside at the picnic tables.
- Families may enjoy the Nature Path.
- Please notify the receptionist if you will be waiting outside in the event we need to reach you.

Snacks and Beverages

- Please feel free to enjoy snacks and/or beverages while you wait, but please help us keep our waiting areas clean. Please dispose of trash in the receptacles provided.

Medication Policy

If it is necessary for an individual to take medication during program hours, the medication guidelines provided in the appropriate Program Handbook must be followed.

Clients who are taking medication prescribed by a licensed physician or who are taking over-the-counter medication may bring their medication with them if necessary while receiving services. However, staff will not handle, store or distribute any medication to clients receiving Behavioral Health, Therapy, Adapted Aquatics, Therapeutic Horseback Riding services.

Illness & Communicable Disease Policy

For the well-being of all clients and staff, clients must contact the agency to cancel their service(s) when they are not feeling well, and/or if they have any of the following symptoms:

- Temperature of 100 degrees F or more, in combination with any other signs of illness. Clients must remain fever-free for 24 hours without taking any fever-reducing medication in order to resume services.
- Diarrhea (more than two abnormally loose stools within a 24-hour period)
- Severe or persistent coughing

- Difficult or rapid breathing
- Yellowish skin or eyes
- Redness of the eye, obvious discharge, matted eyelashes, burning/itching of the eye
- Untreated skin patches, unusual spots or rashes
- Unusually dark urine or grey or white stools
- Stiff neck with an elevated temperature
- Untreated lice, scabies or other parasitic infection
- Vomiting more than once, or when accompanied by any other sign of illness
- Sore throat or difficulty swallowing.

Safety Policies

When safety concerns are identified, staff will provide information and training in an effort to reduce the identified risk.

While on Achievement Centers for Children property:

- Children may not be left alone or unsupervised at any time or place.
- Children will only be released to a parent, guardian or properly authorized adult.
- Parents/guardians are required to remain on the premises while their child is receiving Behavioral Health, Therapy, Adapted Aquatics, Adapted Sports, or Therapeutic Horseback Riding services.

Phones	Your full attention is important to your child's progress. Please use your cell phone for emergencies only while services are in session.
Prescriptions and Over the Counter Medications	Clients are permitted to bring legal medications to agency property, but such medications must remain with the client at all times, except in those cases where the client is in a group program (see Medication policy, above).
Illegal Drugs	Illegal drugs are not permitted anywhere on agency property. Violators will be asked to leave immediately.
Alcohol	Alcohol and the consumption of alcohol is not permitted anywhere on agency property. Violators will be asked to leave immediately.
Tobacco	The usage of any kind of tobacco product is not permitted anywhere on agency property or in agency vehicles.
Weapons	Weapons of any kind, whether visible or concealed, and regardless of the individual's permits or licensure to carry any such weapons, are strictly forbidden anywhere on agency property. Violators will be asked to leave immediately.
Medical Emergency	Unless otherwise directed by the person being served or a parent/legal guardian, staff will contact 911 when a client is experiencing a medical emergency. The Achievement Centers for Children requires a copy of either an

Advance Directive or a Durable Power of Attorney for Health Care, when a client/parent/guardian requests that 911 not be called.

Emergency Procedures

Emergency evacuation routes are posted at each agency location. Emergency exit signs are lighted. When necessary, staff, clients and visitors will evacuate to the designated temporary shelter.

Temporary Shelters	Highland Hills Facility – Mt. Zion Church Westlake Facility – Gales Garden Center Strongsville Facility – Strongsville Holiday Inn
First Aid Kits	Highland Hills Facility – Reception Area, Toy Washing Room, Family Support Area, Classrooms. Westlake Facility – Reception Area, Treatment Areas, Classrooms, Kitchen Strongsville Facility – Office (Great Hall), Kitchen (Great Hall), Key Building, All Cabins, Arts & Crafts Cabin, Barn, Health Center, Nature Center.
Fire Extinguishers	Highland Hills Facility – all major hallways, kitchen, and all classrooms. Westlake Facility – Reception Area, Treatment Areas, Preschool Room, Kitchen. Strongsville Facility – Great Hall (in mechanical room), Dining Hall, Kitchen (hallway, chemical room), Health Center, Nature Center, Delaware, Ladies & Men's Bathhouse, Barn (viewing room, mechanical room, arena, stall area), Maintenance House, Key Building (main room, mechanical room, lobby), Arts & Crafts Cabin, Maintenance Garage, and all Cabins.

Rights and Responsibilities

It is the policy of the Achievement Centers for Children to afford equal opportunity in all areas to each individual regardless of race, ethnicity, age, color, religion, sex, national origin, sexual orientation, physical or mental disability, including any person with HIV or AIDS-related complex or developmental disability; or in any manner prohibited by the laws of the State of Ohio or the United States, or be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the applicant receives Federal or State financial assistance. The Achievement Centers for Children Client Rights officer is Rachel Leuthaeuser, 216-292-9700.

You are responsible to:

- provide enough accurate information to develop a Plan of the service(s) that can meet your needs;
- actively participate in the regular review of your plan, especially as your circumstances change;
- notify staff in advance if you are unable to keep an appointment (see Attendance & Cancellation Policies and Procedures, above);
- honor your fee contract and keep current with any required payments;
- ask questions if you do not understand something;

- follow appropriate procedures for making a complaint or filing a grievance (see Client Rights form for specific guidelines); and
- follow any policies set forth by a specific service you are receiving, or any program in which you are participating.

The Achievement Centers for Children does not place any types of restrictions or remove the rights of the client while he/she is receiving services. The Achievement Centers for Children does not use seclusion or restraint. Staff will assist in helping calm a client down and may interrupt behaviors that could lead to bodily harm and/or to maintain safety. This might mean moving a client away from a dangerous situation, or avoiding a dangerous situation. Such guidance may be used to model safe and appropriate behaviors and to establish or re-establish a client's physical security.

Confidentiality

Clients have the right to have their personal information protected and kept private. Your privacy is very important to the Achievement Centers for Children, and your information is protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rule. This federal law protects how your information is used and how it is shared.

Information is not shared unless the client/parent/guardian gives the agency written permission to share information with others. When this occurs, an authorization form must be signed by the client/parent/legal guardian.

The only exceptions to this policy include those required by law, as follows:

- Cooperating with a court-ordered subpoena.
- Reporting a serious threat to health or safety to law enforcement.
- Reporting a public health risk to the County Department of Health.
- Reporting concerns of potential abuse and neglect to the appropriate department or authorities.

Group Programs/Services: It is important when families participate in a group experience that the privacy of others is respected.

Electronic Communications: Because information sent through e-mail is not always secure, the Achievement Centers for Children is now "encrypting" all e-mails. If you receive an e-mail from the Achievement Centers that states it is a **new secure e-mail message**, please follow the directions in Addendum A at the end of the handbook to open the e-mail. Initially, you may need to check your spam folder to locate our secure e-mail message.

If you have any questions or any difficulty opening this e-mail, please contact the person who sent the message. *Special Note: Texting is never a secure way of communicating electronically.*

Code of Ethics

The trust and confidence given to the Achievement Centers for Children by clients and families served are important to us. For this reason, the Achievement Centers for Children adheres to a strict Code of Ethics. Our Code of Ethics recognizes the importance of sound ethical practices and values in the areas of business, marketing, fundraising, service delivery, professional responsibilities and human resources.

Fundraising & Philanthropy

The Achievement Centers for Children is incorporated as a non-profit organization under Section 501 (c)(3) of the Internal Revenue Code, and in the State of Ohio. As such, the Achievement Centers for Children may accept monetary contributions and in-kind contributions of goods, services and personal property. The value of such gifts is tax-deductible as allowed by law. For more information on making contributions to the Achievement Centers for Children, please contact the Development Department at 216-292-9700 ext. 284.

Student Interns

The Achievement Centers for Children works closely with colleges, universities and hospitals to provide professional training for student interns in therapy, education, social work, and related fields. Some students may only visit the agency to observe a program or service. Other students may work directly with the clients while completing their internships. Student interns are supervised by licensed, qualified staff members, and may observe and/or participate in treatment and have access to client information.

The Achievement Centers for Children notifies the client, parent/guardian when a student intern will participate in treatment and have access to client information. In order to protect the Achievement Centers for Children and the clients we serve, all student interns are required to sign a formal written agreement that identifies their job functions, scope of responsibility, criteria for use, including supervision, orientation and training, performance assessment policies, and dismissal and confidentiality policies.

Thank You
for giving us the opportunity
to serve you!



ADDENDUM A

Opening Encrypted Emails from the Achievement Centers for Children

If you receive an email from an employee at the Achievement Centers for Children that says it is a New Secure Email Message, please follow the directions below:

1. Open the email.
2. Click "**Open Message**" to view the encrypted message. This will take you to the Secure Message Center.
3. Login to view the encrypted message.
 - a) If this is the **first time** you have received an encrypted message from any Achievement Centers for Children employee, click on the **Register** button.

To complete the one time registration enter your email address and create a password for opening all future encrypted emails from the Achievement Centers for Children. You create your own password, the Achievement Centers for Children does not provide the password. Your password must be at least 6 characters in length and contain both letters and numbers.

After entering your password you can view the contents of the email and any attachments contained within. The encrypted message will be available in the Secure Message Center for one year.

You can securely reply or compose emails to Achievement Centers for Children employees from the Secure Message Center.

- b) If you've already completed the one time registration, simply enter the password that you created previously.

Note: If you forget the password you created you can reset the password by clicking on the Reset button on the main login screen.

